



Action Plan to Enhance Personal and Public Involvement
Within the Older People and Primary Care Directorate 2014-2015

OPPC PPI Action Plan 2014-2015

This PPI Action Plan outlines the key actions that will be taken to enhance Personal and Public Involvement during **2014/2015** and will feed into the overall Trust Corporate PPI Action Plan.

The key contacts in relation to this action plan are:

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PPI INDICATORS

1 Information

- a. Do you have information explaining who you are, what you do, how you can be contacted and the standards service users and carers can expect from your service?
- b. Do you provide information to help service users or carers to understand more about their health and/or social care needs?
- c. Do you signpost and/or provide information to service users / carers of other sources of support available locally?
- d. Do people who use your service and their carers know how to make a complaint?
- e. Do people who use your service and their carers know that they have a right to be involved in the planning, development and evaluation of the service you provide?
- f. Do you provide a list of opportunities for involvement?

2 Levels of involvement

- 1 Do you involve service users in the development of their care and/or treatment plan?
- 2 Do you involve service users and their carers/ family in the evaluation of the service you deliver?
- 3 Do you involve service users, carers and the public in the development of new services or in planning service improvements for the service you deliver?
- 4 Do you involve service users, carers and the public in the planning and development of services/projects that influence the way your Directorate carries out its business?
- 5 Do you involve service users, carers and the public in the planning and development of services/projects that influence the future direction of the Trust?

3 Evidencing the Patient Client Experience Standards

What mechanisms do you have in place to monitor and evaluate how staff in your area of responsibility uphold the 5 Patient Client Experience standards :

- Respect,
- Attitude,
- Behaviour,
- Communication,
- Privacy and Dignity?

4 Training

- a. What mechanisms do you have in place to assess and address the training and development needs of your staff to enhance their skills in personal and public involvement?
- b. What mechanisms do you have in place to assess and address the training and development needs of your service users, their carers and the public to enable them to participate in involvement activities?
- c. What opportunities can you identify for service users and carers to become involved in the training of your staff?

5 Monitoring and Evaluation

- How do you measure/assess the impact and outcome of your involvement activities?
- What has been the impact of your PPI activities on services?
- Has PPI improved the patient client experience?
- What did those involved think about the process of involvement?

1 Information

Key Objective: Information that supports the engagement and involvement of service users, carers and the public is available in a variety of formats to meet identified need.

Key Deliverables	Key Actions 2014/15	Timescales & Leads	Progress Update/Impact @ 31/01/15
Information explaining who you are, what you do, how you can be contacted and the standards service users and carers can expect from your service is available	○ Specialist Primary Care Services to review existing service leaflets and develop as required ○ Integrated Care Teams to develop ○ Podiatry to review and develop as required ○ PPI Team to develop staff leaflet ○ A&I and Information Hub to develop leaflet ○ Memory Team to develop staff leaflet ○ AHP Booking Centre to develop service leaflet ○ All teams to check contact info available on Trust website	M Thompson M McAllister N Gorman D Russell C Agnew M Kirk C Mawhinney A Freeburn All HOS March 2015	• PWB staff directory updated and available on website and sent to C&V networks through database Aug 2014 and Jan 15 • A&I draft leaflet for staff developed • Orhto ICATS revised info leaflet Dec 2014 • Memory Team Leaflet completed • CHST has Staff, Resident and Care Home guides • Statutory Home Care Provision-The Trust service ensures that Service User Agreement is placed in each client's home, this folder provides information to service user and their families about the service, who to contact, and Trust information leaflets • All Clinical Guidelines now available on the Trust intranet. • All other OPPC services have service leaflets available
Information on conditions or issues relating to the service/s provided is available for Service Users, Carers and the Public	○ All services to ensure written leaflets on services, conditions or issues relating to the service are up-to-date and distributed for services users, carers and the public. ○ Use a range of leaflets from other agencies ○ Review and up-date Adult Services Directory and make available on Share Point ○ Review and up-date Discharge Leaflet ○ Develop Patient Communication Folder and pilot in Non –Acute ○ All services to consider if PCF can be adapted for use with their service users	ADs, HOS, Mangers March 2015	• All SPCS share condition specific leaflets with clients • Adult Services Directory up-dated and request to IT made to make available on Share Point • PCF completed and being piloted in Non-Acute from Oct 14. • PCF shared with OPPC HOS for review and consideration Nov 2014 • PWB training directory updated quarterly and promoted via website and emails to community, voluntary and statutory sectors

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Key Deliverables	• Key Actions 2014/15	Timescales & Leads	Progress Update/Impact @ 31/01/15
Information that explains how Service Users, Carers and the Public can make a complaint or comment on the service provided is available	○ All staff to be competent in following the Trusts complaints and comment procedure ○ We value your views leaflets shared with service users and carers	ADs, HOS, Managers March 2015	Completed • Memory Team also developing email system for service users and carers to forward suggestions for improvements • Memory Service have developed and published dementia specific booklets and information pack • GPOOH has piloted on line survey to gather feedback • Statutory Home Care Provision- Trust complaints leaflets distributed 2014
Information that explains how Service Users, Carers and the Public can become involved in the planning, delivery and evaluation of the service/s provided is available	○ Continue to Display PPI 'Have your Say' poster in premises and distribute registration forms to SU, carers and Public. ○ Continue to use the Trusts Facebook and Twitter accounts to highlight opportunities for involvement ○ Each area of service to set up database to record service user details ○ Each of the SPCS will commence the development of a service user database which will hold information on individuals who have been registered as having expressed interest in becoming involved in service development activity	ADs, HOS, Managers, All staff March 2015 M Thompson	Have Your Say Leaflets and posters distributed June 2014. Polish version of Have Your Say available to staff. Registration forms recirculated to HOS Nov 2014 Statutory Home Care Provision- Have Your Say leaflets distributed 2014
Information that explains the areas of service and the key service development areas SU's, Carers and the Public can become involved in is available	○ Staff should be aware and signpost SU , Carers and public to relevant forums that potentially contribute to planning, delivery and evaluation of services ○ Opportunities for involvement list to be developed and displayed beside Have Your Say Posters ○ Opportunities for Involvement circulated through PWB CV sector mailing list and Service User/Carer Group list	ADs, HOS, Managers Annually.	Opportunities for Involvement template re-circulated Nov 2014. Opportunities for Involvement continued to be circulated through PWB CV sector mailing list and Service User/Carer Group list

2 Service User and Carer Involvement

Key Objective: *Service Users, Carers and the public are directly involved in the planning, delivery and monitoring of Trust services at each of the 5 levels identified in the Trust's Strategic PPI Action Plan Framework.*

Key Deliverables	Key Actions 2014/15	Timescales & Leads	Progress Update/Impact @ 31/01/15
Implement PPI Strategic Action Plan Framework and Consultation Scheme	- Continue to implement and progress Trust Consultation Scheme and PPI Strategic Action Plan - Continue to develop detailed team and divisional action plans across the 4 Directorates directly delivering to the community - Continue to work with Medical Directorate to help support the development of PPI into governance structures - Monitor progress through Patient Client Experience Committee	PPI Team March 2015 Trust Chair Quarterly	Consultation Scheme and PPI Strategic Action Plan continue to be implemented Directorate Action Plans 14/15 almost completed Quarterly reports submitted to PCEC
	- Continue to support development of PPI Panel and action plan - Continue to support PPI Panel representation on range of strategic fora including Regional PPI Forum, PCEC, Carers Reference Group, Trust in Community and 10,000 Voices Project etc.	Relevant Chairs supported by PPI Team March 2015	Action Plan 14/15 completed and being implemented. Continued representation on other relevant groups including regional PPI Forum. Advocacy Information Booklet developed and launched April 2014. PPI Roadshow held 16/4/14. Induction training for new Panel members and refresher for existing held 14/11/14
	- Continue to develop Trust Carers' Reference Group to support involvement of carers in planning, development and evaluation of Trust services - Continue to monitor implementation of Trust Carers Action Plan - Carers Coordinator liaising with programmes of care to ensure establishment Carers Forum mechanisms as appropriate	AD Older People March 2015 P McCrink	TCRG undertook a review of its membership. New members recruited. Action Plan 14/15 completed.
Trust Traveller Action Group	Continue to support development of Trust Traveller Action Group so that Travellers continue to be involved in the planning, development and monitoring of Trust services	Angela McVeigh March 2015	Progress Report 2012 -2014 & launched May 14 Action plan 14/15 completed & being implemented
Unscheduled Care Managed Clinical Network (MCN)	Improve engagement with services users and local communities to help further coordinate Unscheduled Care services in light of the significant developments in TYC	Paula Clarke Marie McConville March 2015	AD for PWB continues to support network

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Key Deliverables	Key Actions 2014/15	Timescales & Leads	Progress Update/Impact @ 31/01/15
Future Provision of Hospital Services for Older People	Support the engagement and involvement of service users and carers in the Consultation on the Provision of Hospital Services for Older People	Angela McVeigh Oct 2014	Pre-consultation with MLAs and local Councils completed Consultation questionnaire circulated via Trust Equality Unit's mailing list
Future Location of Dementia Inpatient Care	- Support the engagement and involvement of service users and carers in the Consultation on the Future Location of Dementia Inpatient Care - Ensure user representation on the Trust Dementia Strategy Implementation Group - Undertake a review of all Memory Service Clinics across the trust as part of service development - review current information packs with service users and carers	Cathy Mawhinney Oct 2014	- Pre-consultation with MLAs and local Councils completed - Consultation questionnaire circulated via Trust Equality Unit's mailing list - User representation on group - Questionnaire developed - Memory Service have updated and published dementia specific booklets and agreed format of information pack
Modernisation of Stroke Services in SHSCT	- Support the engagement and involvement of service users and carers to comment on the future plans for centralisation of Stroke services in the SHSCT - Direct involvement of service users in Stroke Strategy Workshops to help develop standards for the Long Term Support for Stroke Sufferers/Carers	Roisin Toner Oct 2014	Pre-consultation with MLAs and local Councils completed Consultation questionnaire circulated via Trust Equality Unit's mailing list Stroke promotion on Downtown Radio and Destination Newry. Public better informed about the range of Stroke services available across the southern trust and the importance of early intervention and prevention.
Domiciliary Care Tendering Procurement exercise	- Develop questionnaire and share widely among service users, carers, Staff and GP's. - Use service user and carer experience in the development of the Dom Care service specification	M McClements R Fitzpatrick - Harkin Sept / Oct 14	Complete. Service users have had the opportunity to contribute to the development of the Dom Care procurement exercise. Commissioners more responsive to the needs.
Macmillan Cancer Information Project	- Continue to support development of Cancer User/Carer Group - Involve Cancer User/Carer group and volunteers in the planning, development and delivery of the Macmillan Information Centre service	Brenda Toal / Sharon Clarke March 2015	- Group continue to meet every 6 weeks. - User group involved in the launch of the Macmillan Information Centre Sept 2014.

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Rapid Response Service	○ Involve representatives from service user and carers groups to sit on working group following the implementation of the new service ○ Hold a focus group in November to discuss on-going service provision and seek the views of service users, carers and community/voluntary sector for future service developments.	Roisin Toner Eamon Farrell Mar 2015	Public Information Meeting held March 2014 to inform patients and carers about the plans for the Rapid Response Service and to seek their views.
Health Clinic Young people	Seek the views of young people in the further education sector in relation to the development of the health clinic service	Andrew Martin March 2015	A questionnaire is being designed to seek the views of YP in relation to sexual health services
PLIG/ MH	○ Engage Service user involvement in the development of a 5 Ways to Wellbeing training programme and this will be piloted with service users before being rolled out. ○ Young people involved in the design of High Five – the five ways to wellbeing resource for youth ○ Involve service users in the external evaluation of the Mellow Parenting Programme ○ Involve Service Users in the further development and roll out of <i>REMIND</i> – CAMHS / Autism initiative. ○ Families Voices Forum represented on PLIG partnership.	PLIG Coordinator/ MH promotion co-coordinator March 2015	○ A sub group has been formed and includes a MH service user to develop this training ○ A writing group has been established made up of Youth Service, SHSCT& young people. ○ Participants from 3 MP Programmes will be followed up to take part in focus group interviews at 6, 12 & 18 months post programme. Their experiences will shape future programmes. ○ Programme developed and Service Users trained in co-delivery. ○ Attendance at meetings and Forum progress tabled.
Integrated Care Partnerships	○ Division to help ensure ICP's focus on how care is provided to frail older people, particularly by the GP, community nurse and care manager, with much closer working one with the other. ○ Continue to chair SHSCT Interface meetings with ICPs	Angela McVeigh March 2015	• Continuing to chair Interface meetings • HSCB ICP Project Workers met with PPI Team Nov 14
Palliative Care	○ Support regional consultation workshops coordinated by HSCB and Marie Curie ○ Establish Palliative and End of Life Service User / Carer Reference Group	Aileen Mulligan Mar 2015	• Workshops held in Seagoe May 14 • Group has met four times. Renamed Palliative Care Experience Group. Further recruitment for members taking place Nov 14.

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Key Deliverables	Key Actions 2014/15	Timescales & Leads	Progress Update/Impact @ 31/01/15
Living Your Life to the Full	- Re-establish Steering Group - Review TOR and agree action plan	Angela McVeigh Oct 2014	- First meeting held October 2014 and schedule for the rest of the year agreed. 3 PPI Panel members recruited to attend - Attendance at workshop re Cornwall Experience 7/11/14
Community Conversations	Support PHA and local Councils to facilitate Community Conversations with Older People in identified pilot areas in each local council area to identify needs and develop action plan to address	G Rocks March 2015	- Community Conversation events held in Kilkeel, Keady, Clogher, Dromore, Lurgan Feb/Mar 2014 - Feedback events held Oct/ Nov 2014 - Main issues identified- Handy man scheme, transport
Smoke Free Sites	Survey to ascertain the views of patients, relatives, staff and the public to be carried out.	PWBT SHPO Workplaces Nov 2014	Report with findings to go to SMT end 2014 and agree way forward for the Trust.
Statutory Home Care Provision	Trust Domiciliary Care service – - Finalise Service User Survey 2013 / 2014 - To gain feedback and benchmark quality of care provision based on the patient client standards from service users and their family. - Develop action plan based on findings of the survey - Share with all service users and staff.	Trust Domiciliary Care	- Service User Survey 2013 / 2014 completed. 360 posted out with a 45.2% response rate. The service provides 45713 episodes of care per week - Service Users are sometimes reluctant to pass on information that may affect the relationship between care workers and their line manager. - The survey indicated that 85% said a care plan had been placed in the home with information prior to services commencing with 79% saying it improved their quality of life. 95% of service users said they were treated with dignity and respect. - Action plan completed, shared and being implemented

3 Evidencing Patient and Client Experience Standards

Do you have mechanisms in place to monitor and evaluate how staff in your area of responsibility upholds the 5 Patient Client Experience standards – <i>Respect, Attitude, Behaviour, Communication, Privacy and Dignity?</i>			
Key Deliverables	Key Actions 2014/15	Timescales & Leads	Progress Update @ 31/01/15
Evidencing compliance with the 5 Patient & Client Experience Standards	- Continue to chair Trust PCES Working Group and coordinate quarterly meetings - Develop PCES Improvement Plan 14/15 based on areas of non-compliance from audits 2009 – 2014 and provide quarterly progress reports - Agree Key Improvement Initiative and implement - Continue to report progress on addressing PHA regional Priorities for PCES - Support service users and carers to sit on the Patient Client Experience Working Group and Committee - Monitor progress through the Patient and Client Experience Committee	PWB HOS June 2014 NED Chair Quarterly	Completed. Francis Rice new Trust lead for PCES and new chair of PCE WG from Oct 2014. Completed. Completed. #Hellomynameis posters and DVDs developed and launched 23/10/14. Completed. 2 service users involved in PCE WG. PCEC TOR amended to include 3 PPI Panel reps as full members (1 service user and 2 carers). Quarterly reports submitted.
	Continued attendance at Regional PCES Steering Group and Working Group to drive and shape this initiative and develop mechanisms to address issues raised through audits	Francis Rice A McVeigh Fiona Wright Carolyn Agnew	Continued attendance as required. Francis Rice new PCE Lead from October 2014. Angela McVeigh to stand down from Regional PCES Steering Group
	Continue to support the implementation of the regional 10,000 Voices Project	OPPC HOS	Phase 1 ED completed. Action plans developed and being implemented. Workshops being arranged to share patient stories with all levels of staff in ED. Phase 2 Care in the Home ends Dec 14. OPPC HOS and managers assisted in publicising survey and identifying relevant contacts for 10,000 Voices Coordinator Phase 3 Staff Survey to start Jan 2015

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Key Deliverables	Key Actions 2014/15	Timescales & Leads	Progress Update @ 31/01/15
Improving Admission and Discharge processes	- Establish A&D Steering Group and Working Group to progress - Develop TOR and action plan - Progress reports included in Trust PCE Improvement Plan 14/15	A McVeigh, D Burns, R Toner S Gibson Sept 2014	Completed April 2014 Completed- 3 work streams established to take forward work plan Oct 2014 Completed August 2014 and Nov 14
Senior / Lead Nurse - a daily ward visit to review nursing care and nursing documentation	- Implementation of daily white board meetings and introduction of electronic IMMAX system on each non-acute ward. - Develop and pilot patient held information folder - Commence pilot in non-acute hospitals re implementation of a multi-disciplinary record.	Lead Nurse Non Acute hospital wards November 2014	Daily white board meetings have been implemented on all wards led by ward sisters and initially overseen by Lead nurse. Immax system implemented in Loane House and to commence Lurgan mid November 2014. Pilot commenced Ward 2 Lurgan Hospital Oct 2014
Statutory Home Care Provision	- Complete service user survey as per level 2 action above. - Domiciliary Care Monitoring Manager completes monthly home visits to monitor quality against the patient / client standard which is evidenced in a monthly report which RQIA inspected and commended. - Be more proactive in informing the public of the Trust Domiciliary Care services and making it easier and more comfortable for clients and family to tell us about our service	Dom Care HOS	- Trust Domiciliary Care Service User Survey 2013 / 2014 indicated that 85% said a care plan had been placed in the home with information prior to services commencing with 79% saying it improved their quality of life. 95% of service users said they were treated with dignity and respect - Completed 65 visits to date- Follow up actions are given to Registered Managers

4 Training

Key Objective: *Training is provided to support staff, service users, carers and other stakeholders to develop skills and knowledge to enhance service user involvement at all levels across the Trust.*

Key Deliverables	Key Actions 2014/15	Timescale & Lead	Progress Update/Impact @ 31/01/15
Staff receive training to develop skills and knowledge to enhance service user involvement within their area of work.	- Continue to provide PPI Awareness training to staff teams on request - Continue to provide PPI Awareness training to student social workers at core induction programme - Promote and encourage up-take of PHA PPI training programme when available	Heads of Services	2 requests to date - from ACE (21 staff) -date being agreed. Training booked for Brain Injury Team 24/09/14 (14 staff) Cancelled due to travel restrictions (info sent). Training delivered as part of the Professional Development Programme for Registered Nurses and Midwives (HSC Clinical Education Centre) 26/09/14. Eating Disorder Team 4 trained. - PPI Awareness at core induction programme for 36 Student Social Workers 2/9/14 and 14/1/15, 1 Cooks Tour Intern and Student Nurse Oct 14 12 staff recruited for PHA pilot PPI training programme but unable to travel due to restrictions. 8 SHSCT staff attended PPI Coaching session in SLH Oct 14 4 staff enrolled for T4T Feb 15
	- Complaints and comments training - Staff induction - Patient and Client Council awareness - Customer care training	Heads of Service	- All teams received an update on complaints requirements – this remains an area for further development and education especially with regard to local resolution 8 staff from AHP Booking Centre, OPPC participated in Enhancing the Patient/Client Experience pilot
Service Users, Carers and the public have access	Disseminate information about relevant training courses to voluntary/ community sector	PWB Managers & key staff	Continue to disseminate via mailing list

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to training to develop skills & knowledge to participate effectively in the planning, delivery, monitoring & evaluation of services.	o Provide basic awareness training in capacity building issues e.g. committee skills, presentation skills etc. on request	CD Workers On request.	CD Workers (A/D) provide CD awareness training to SHSCT Vocational Training Team October 2014. CD training and support delivered to range of community and voluntary groups
	o Provide tailored Community Development & Health Initiatives Training to Community Groups & individuals.	CST Project Manager On request.	CCG has requested 1 programme for Jan 2015 for GMGN Volunteers.
Service Users and Carers are involved in staff training.	o Identify opportunities to involve Service Users, carers and the public when developing staff training	ADs, HOS & Team Leaders	

5 Monitoring and Evaluation

Key Objective: <i>Establish systems and process to monitor and evaluate PPI activity across the Trust</i>			
Key Deliverables	Key Actions 2014/15	Timescale & Lead	Progress Update/Impact @ 31/01/15
Monitor progress against key deliverables in PPI Action Plans	- o Continue to complete and return PPI Impact Template - o Continue to gather directorate PPI Impact Templates and develop summary flyers - o Produce regular reports as required	HOS PPI Team June 14 and Dec 14	113 PPI Impact Templates returned to PPI Team June 2014.
Continue to record new PPI activity	- o Continue to encourage the completion of PPI Impact Template to capture new PPI activity and impact to contribute to Annual PPI Report - o Continue to complete and return PPI Impact Template	PPI Team March 2015 OPPC HOS March 2015	Included in PPI Annual Report and PPI Newssheets. Included in PPI Awareness Training
Evaluate how those involved in PPI Activity think about the process of involvement	- o Divisions to develop evaluation strategies to capture how those involved in PPI activity think about the process of involvement and link with PPI Team to support this. - o PPI Team to promote the use of the Service User Testimonial Template	All staff	

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