



Southern Health
and Social Care Trust

Quality Care - for you, with you

Action Plan to Enhance Personal and Public Involvement Within the Acute Directorate 2017-2018

Personal and Public
Involvement (PPI)



Involving you,
improving care

This PPI Action Plan outlines the key actions that will be taken to enhance Personal and Public Involvement during **2017/2018** 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

1. Do you have information explaining who you are, what you do and how you can be contacted?
2. Do you provide information on the standards service users and carers can expect from your service?
3. Do you provide information to help service users or carers to better understand and manage their health and/or social care needs?
4. Do you signpost and/or provide information to service users / carers of other sources of support available locally?
5. Do people who use your service and their carers know how to make a complaint?
6. 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?
7. Do you provide a list of opportunities for involvement?
8. Do you maintain a database of interested people?
9. Do you provide feedback to those who have been involved?
10. Do you provide feedback on impact and learning?

2. Levels of involvement

1. Do you involve service users in the development of their care and/or treatment plan and have mechanisms 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**

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. Training

1. What mechanisms do you have in place to assess the training and development needs of your staff to enhance their skills in personal and public involvement?
2. What mechanisms do you have in place to assess the training and development needs of your service users, their carers and the public to enable them to participate in involvement activities?
3. What training and support do you provide for staff, service users and carers?
4. What opportunities can you identify for service users and carers to become involved in the training of your staff?

4. Monitoring and Evaluation

1. How do you measure/assess the impact and outcome of your involvement activities?
2. What has been the impact of your PPI activities on services?
3. Has PPI improved the patient client experience/quality of care? If so, how?
4. What did those involved think about the process of involvement?

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 2017/18	Timescale & Leads	RAG rating	Progress Update/Impact @ 31/3/18
Daisy Hill Hospital Emergency Department Pathfinder Project	- Establish Daisy Hill Hospital Pathfinder Project Group to develop a long term plan to stabilise, safeguard and sustain local emergency care services. Involve local community - Host a number of engagement meetings with local community / Voluntary groups, service users, carers and public representatives. - Host staff engagement workshop - Ensure steady flow of relevant information into local community.	Dr AM Telford Charlene Stoops March 2018		- Completed - Pathfinder Project Group established and members of the local community involved in both the main group and various subgroups. Pathfinder Community Forum also established - Completed - engagement meetings hosted in several community settings - Completed - Ongoing - Information regularly disseminated to staff and community via internal publications, website, press releases, e-zine and social media platforms Impact - Co-production of plans to strengthen local community care, OOH primary care, ED and ambulatory and inpatient care; Sustainable and safe local emergency care services; Trust commitment to continue with a partnership approach & Improved communication, trust and respect
Modernisation of Stroke Services, Dementia and Hospital Services	- Host public consultation in relation to the Reshaping Stroke Services across N Ireland, ensuring that patients, service users, staff, key partners and the general public are at the heart of designing services - SSNAP audit results	E Gishkori A McVeigh M Crilly March 2018		- Completed - Public consultation held on 27/7/17 and local service users, staff, voluntary sector partners and the general public had the opportunity to inform and influence the design of services - Ongoing – National audit measuring quality and organisation of stroke care (conducted on an annual basis)

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Bereavement Forum	- Undertake a project to scope the views of staff and service users in relation to the 'End of Life Symbol' developed by the Hospice Friendly Hospitals Programme - Gather the views of carers via an 'End of Life and Bereavement Care Survey'	Anne Coyle March 2018		- Completed - Symbol was initially trailed in Lurgan and ST Hospitals on the advice of service users. A proposal to introduce the symbol into CAH and DHH approved by Acute SMT and implemented October 2017 - Completed – 16 returns (Communication; Information; PCE Standards – 14/16 rated service as extremely positive) Impact - Improved communication, Improved quality of care, Improved experience for staff and relatives, Staff believes the symbol is a positive addition to the care they provide after death
Butterfly Scheme	- Continue to roll out Butterfly Scheme in acute and non-acute hospitals - Continue to identify champions to attend training sessions - Continue to involve carers in the delivery of Butterfly Training	HOS's March 2018		- Ongoing – Butterfly scheme continues to be rolled out across acute and non-acute settings - Ongoing – Staff champions continue to be identified and trained - Ongoing – Carers continue to co-deliver Butterfly Training Impact - Better personalised care & Improved communication

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Redevelopment of Craigavon Area Hospital	- Continue to involve service users, carers and other stakeholders in the planning and development of new hospital on Craigavon site - Corporate Planning representatives to attend / provide updates to the quarterly PPI Panel meetings on each of the respective work streams - PPI Panel to link into the project management structure - Utilise the 'Health and Wellbeing Information Zone' within the Main Foyer of CAH to promote any redevelopment of the CAH	C Stoops E Gishkori March 2018		- Ongoing - Ongoing - Corporate Planning representatives provide updates to the quarterly PPI Panel meetings on each of the respective work streams when appropriate - Ongoing - PPI Panel to link into the project management structure when appropriate - Ongoing - Health and Wellbeing Information Zone used to promote developments when appropriate
Redevelopment of the new paediatric units	Continue to involve service users in the design of the new paediatric units at Daisy Hill and Craigavon area hospitals	March 2018		Completed - Service users were involved in the following initiatives:- - CAH Art sub-group - Parents and carers met with the Trust and Design Team to plan how to incorporate art within the new paediatric building - A further meeting was held in Sept 2017. The CAMHS team will work in partnership with service users to produce art for the new link corridor between the new paediatric building and the main building - Parents and carers also influenced what sensory equipment is purchased for both paediatric buildings - Local children also nominated names for the new unit - The opportunity was advertised via the local Education Authority, press and social media platforms - Parents and carers sit on the panel which will decide the winning nomination Impact - Increased ownership; Improved communication & Modern fit for purpose paediatric units

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Evidencing compliance with the 5 Patient & Client Experience Standards and 10,000 Voices Project	Continue to support the NQI Steering group			Ongoing
	Ensure staff continue to use the Compliments Poster Template to showcase compliments /experience of service users & carers	Ward Managers March 2018		Ongoing – staff continue to feedback to service users and carers via Compliments Poster Template. Impact - Improved communication
	Implement actions to address regional PCE priorities and provide quarterly up-date reports to PCE & 10,000 Voices Coordinator	E Gishkori AD's March 2018		Ongoing - Regional priorities identified and actions being implemented
	- Agree Acute PCE priorities for 17/18 - Implement and provide quarterly up-date reports to PCE & 10,000 Voices Coordinator	E Gishkori AD's March 2018		- Completed - Acute priorities agreed and being implemented - Ongoing – Quarterly reports to PCE & 10,000 Voices Coordinator
ATICS , Surgery and Elective Care				
Inflammatory Bowel Disease Service	- Continue to support the IBD Patient Panel - Support the IBD Patient Panel to mark IBD day - Involve the IBD Patient Panel in the promotion and planning of a strategic event in partnership with the regional IBD Interest group - Continue to develop partnership working with Crohns & Colitis UK	Ruth Hall March 2018		- Ongoing - IBD Patient Panel continue to meet on a quarterly basis - Completed - IBD Patient Panel hosted an awareness / departmental event during IBD Awareness week (5th Dec) - Completed - IBD Patient Panel supported the promotion and planning of a strategic event (5/6/17) in partnership with the regional IBD Interest group. Service user and IBD nurse attended 'IBD – diagnosing; managing and supporting patients' workshop delivered by RCGP and Crohn's & Colitis UK - Ongoing - Partnership working with Crohns & Colitis UK continues Impact - Improved care pathway, Service users have increased their confidence, knowledge and skills and greater engagement with local GP's

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Acquired Brain Injury Rehabilitation Team	- Continue to support the ABI Service User Forum - Support the development of a walking football team in partnership with service users. (The need identified by the ABI Service User Forum) - Continue to develop partnership working with the community / voluntary sector	Dr Bernadette Salisbury March 2018		- Ongoing - ABI Service User Forum continues to meet on a regular basis. - Service users continue to be referred to Community and Voluntary providers including Cedar Foundation's employability programme (Inclusion Works). Impact - Wider support network; Improved HWB & Improved communication
Nursing Governance	Engage with Service Users via an Always Event	Dawn Connolly March 2018		Completed Impact – Improved patient care and experience; Improved understanding & increased staff morale
Cancer and Clinical Division				
Cancer Services	- Continue to support development of Cancer User/Carer Group - Involve Cancer User/Carer group and volunteers in the planning, development and delivery of cancer service	F Reddick L Smart S Clarke M Haughey March 2018		Ongoing - Cancer User/Carer group continues to meet every 3 months. Ongoing recruitment of new members via HWB events and Macmillan Information Centre Impact - Responsive and appropriate services & Support in priority setting and decision making
	- Support the development of the Regional Acute Oncology service - Undertake local patient and staff surveys to measure impact of service	F Reddick March 2018		- Ongoing – local support with the development of the Regional Acute Oncology service - Ongoing – A range of surveys and questionnaires distributed and collated to measure the impact of the service
	Support the NI Cancer Patient Experience Survey	F Reddick March 2018		Ongoing - Trust representation on the regional working group to progress this locally

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Cancer and Clinical Division con'd				
	- Conduct Breast Cancer Screening Survey with service users at Lurgan Hospital & the Dromalane Site in Newry - Involve Cancer User/Carer Group in the review of the Breast Cancer Screening Survey - Support the regional review of Breast Assessment Services. - Involve service users in the review of Breast Holistic Needs Assessment Group Sessions - Involve service users in marking Breast Cancer Awareness month - Involve service users in developing an easy read appointment letter	March 2018		- Completed - High satisfaction rates captured by survey (Good information; Staff behaviour excellent; Good locations) - Summary of results from satisfaction survey & PPI feedback template featured in Screening Matters (Regional Publication) - Completed - Ongoing - Public consultation at Community hospital Armagh August 2017 - Completed (Dec 17) - 41 service users completed questionnaire.(Good information; Staff behaviour excellent; Group approach beneficial for sharing experiences and learning) - Users would recommend service to family / friends & Improved confidence and HWB - Completed - Male service user involved in raising profile of Breast Cancer Awareness (local press, radio & TV) - Completed Impact – Responsive and appropriate services, Increased Awareness & Increased staff morale
	Involve service users / carers in the development of a new aseptic suite at the Mandeville unit	March 2018		Ongoing - Service users and Macmillan Cancer User Group involved in co-producing Patient Information Leaflet. Impact - Increased awareness of development of new suite & Improved communication
	Liaise with Primary Care patient representatives to help improve the Quality Standards for Audiology	J Robinson March 2018		Ongoing

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Cancer and Clinical Division con'd				
Radiology	- Develop a questionnaire to capture service user's perception of the service - Explore other means of involving users in service improvement initiatives - Develop patient information leaflets for Intervention Radiology Service to ensure service users are better informed	Richard Gould Mark Cunningham March 2018		- Completed - Questionnaire developed - Ongoing – plans for establishing Imaging Service Improvement Group & hosting a number of focus groups. - Completed – Information sheets developed to assist service users prior to appointments. Sheet also seeks feedback in relation to understanding / completion & suggestions. (Bone Densitometry Unit) Impact - Improved communication
Integrated Maternity and Women's Health				
Maternity Services Liaison Committee (MSLC)	- Continue to work in partnership with the MSLC and involve the committee in the development, improvement or planning of services by providing regular up-dates at each meeting. - Review the effectiveness of the MSLC when the DOH guidance has been updated and circulated to all members - Continue to support service user attendance at the Labour Ward Forum and ensure that relevant information is disseminated to MSLC membership	P McStay MSLC March 2018		- Ongoing - Quarterly meetings with MSLC continue with a focus on improving the services for women. - Ongoing – Still awaiting DOH guidance. Membership remains constant with representation from Health Visiting, Mid-wifery, Homebirth group and 3rd sector organisations including Sands, Tiny-Life, Sure-start and TAMBA. Women continue to identify topic they wish to discuss and for the group to take forward. Current topic is 'Life start trollies' for the purpose of infant resuscitation and birth. - Meetings of the Labour Ward Forum are ongoing Impact – Responsive and appropriate services & Improved Communication

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Integrated Maternity and Women's Health con'd				
Breast Feeding	- Continue to support and evaluate the Breast Feeding Peer Support service - Support the regional evaluation - Replicate audit on the DHH site	Maternity staff, BF Support volunteers March 2018		- Ongoing commitment to the Peer Breast Feeding Support Volunteers with additional women being recruited and trained to undertake the role. Volunteers recognised at ceremony to celebrate their success in completing OCN Level 2 accredited training. Support for women is maintained through this service both at ward level and in the community setting. - Ongoing – local input to the regional evaluation - Completed Impact - Increased confidence, knowledge and skills; Wider support network & Best possible start for local children
Review of information relating to checking of Pregnancy before surgery, x-ray / diagnostics and chemotherapy	Involve MSLC and wider service users in the review of information provided in relation to routine pregnancy tests prior to planned operation / procedure	March 2018		Completed Impact - Improved communication
Home Birth Policy Review	Involve MSLC and wider service users in the review of the Trust's Home Birth Policy in line with NICE guidelines	H Trouton MSLC Chair March 2018		Ongoing - A number of service users attended the first meeting of the regional GAIN guideline working group for Home Birth Policy. Group is currently reviewing information that is given to women who are high risk when discussing the request for home births.

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Integrated Maternity and Women's Health con'd				
Introduction of Post-natal Clinic in the Community	Questionnaire to ascertain women's views on whether they would avail of a community postnatal clinic. Pilot community postnatal clinics if appropriate. Survey to capture the women's experience of the postnatal clinics if appropriate	H Trouton March 2018		Ongoing - This will be undertaken as part of the work streams to improve care in the postnatal period which are due to commence in the next 2-3 months. This work is currently being progressed by PHA under the Maternity Strategy work-streams therefore this work will be undertaken when PHA gives direction.
Pharmacy and Acute Governance				
SBRI Medicines Project	- Support HealthCare futurists with involving a range of stakeholders in the development of an electronic pill dispensing device and companion app to support people in their own homes - Involve service users in developing a guide to help people manage medicines in their own home			- Completed - Completed - Service leaflet for managing medicines co-produced with service users / carers Impact - Improved communication & Increased compliance
Functional Support Services and Service Improvement				
Support Services Satisfaction Survey (Domestic, Catering, Portering and Laundry Services)	- Conduct Support Services Satisfaction Survey with inpatients - Conduct Catering Services Satisfaction Survey with staff - Conduct Laundry Services Satisfaction Survey with service users in S Trust & Belfast Trust	H Forde K Corley S McLoughlin March 2018		- Completed - Laundry Services Satisfaction Survey completed in S Trust, results analysed and improvement plan in place - Completed - Completed - Laundry Services Satisfaction Survey with Belfast Trust completed December 17 Impact - Increased supply of linen in circulation to meet demand & Improved management of stock

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Key Deliverables	Key Actions 2017/18	Timescale & Leads	RAG rating	Progress Update/Impact @ 31/3/18
Functional Support Services and Service Improvement				
Support Services - Car Parking	- As part of the Trust Car Parking Review Group conduct site surveys at CAH, DHH, LH & STH to assess shortfall in the number of spaces, determine parking patterns and identify any additional parking spaces and to gather service user feedback. - Review service user feedback in relation to parking enforcement at CAH and DHH.	K Corley March 2018		- Completed - Site surveys conducted, additional parking identified at CAH (now in use) and at DHH (costings being prepared) - Completed - Parking enforcement introduced disabled spaces and emergency access/ routes are now protected Impact - Service users are now able to get closer to hospital doors for pick up / drop off; Reduced congestion and improved traffic flow; Improved signage; Better understanding of parking patterns and Reduced risk on site - Increased safety for pedestrians
PSNI Personal Safety Roadshows	Engage with PSNI to arrange personal safety roadshows at CAH & DHH.	K Corley March 2018		Completed - Personal safety roadshows held at CAH on 6/4/17 and 6/12/17; Personal safety roadshows held at DHH on 17/4/17 Impact – Increased knowledge on how to protect oneself and personal possessions

3. Staff 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 2017/18	Timescale & Leads	RAG rating	Progress Update/Impact @ 31/3/18
Staff receive training to develop skills and knowledge to enhance service user involvement within their area of work	- Promote and encourage up-take of PPI Awareness Training - Promote and encourage up-take of PHA e-learning module on Trust e Learning platform - Link with PPI Team for support as required	Heads of Service March 2018		- Ongoing - PPI Awareness Training promoted to staff teams - Ongoing - PHA e-learning module promoted to staff teams - Ongoing
	- Complaints and comments training - Staff induction - Patient and Client Council awareness - Customer care training	Heads of Service March 2018		- Ongoing - Complaints and comments training promoted to staff teams - Ongoing – PPI promoted at staff induction. - Ongoing - Patient and Client Council awareness promoted to staff teams - Ongoing – Customer care training promoted to staff teams
Service Users, Carers and public have access to training to develop skills & knowledge to participate effectively in the planning, delivery, monitoring & evaluation of services	Disseminate information about relevant training courses to voluntary/ community sector.	All Staff March 2018		Ongoing - Information about relevant training courses disseminated to voluntary/ community sector.
Service Users and Carers are involved in staff training	- Identify opportunities to involve Service Users, carers and the public when developing staff training - Focus for Emergency & Elderly Medicine and Surgery and Functional Support as per PPI Checklist	ADs, HOS & Team Leaders March 2018		- Service Users and carers continue to be involved in staff training, as required - Ongoing

4. Monitoring and Evaluation

Key Objective: *Establish systems and process to monitor and evaluate PPI activity across the Trust*

Key Deliverables	Key Actions 201/18	Timescale & Leads	RAG rating	Progress Update/Impact @ 31/3/18
Monitor progress against key deliverables in PPI Action Plans	- Continue to ensure staff up-date PPI Action Plans for their area of responsibility - Link with PPI Team to help produce regular reports as required - Provide progress up-dates twice a year - Continue to complete and return PPI Impact Template	HOS PPI Team March 2018		- Ongoing - Staff continue to up-date PPI Action Plans for their area of responsibility. - Ongoing - Ongoing - Progress up-dates provided twice a year - Ongoing – PPI Impact Template continue to be completed and returned to PPI Team.
Continue to record new PPI activity	Continue to encourage the completion of Impact Template to capture new PPI activity and impact to contribute to Annual PPI Report 17/18	PPI Team March 2018 Acute HOS March 2018		Ongoing - Completion of Impact Template promoted to staff teams.
Evaluate how those involved in PPI Activity think about the process of involvement	- 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 - PPI Team to promote the use of the Service User Testimonial Template	All staff March 2018		- Ongoing - Ongoing - PPI Team continue to promote the use of the Service User Testimonial Template