

Register of Involvement Opportunities 2017/18

This register provides a list of opportunities for services users, carers, patients, families and clients to get involved in how the Trust delivers its care.

PRIMARY CARE - BAYVIEW

ONGOING OPPORTUNITIES (service user groups, committees, friends of groups, etc.)

| Activity | Who is this activity for? | What do I need to do to get involved? Any special skills or requirements | Time commitment | Contact for more information |
|------------------------------------|---|--|--|--|
| Bayview Service Users Group | Service User involvement group /Self-advocacy | Elected representatives Self-nomination from current attending service users and volunteers for each day at the centre (max of 2 per day) Elected Annually Autumn (Sept/Oct) To be able to represent all of the current service users' views on the | 10 meetings annually. Meets on the last Friday day time meetings 2.30pm for 1 hour of the following months (subject to change when required) April, May, June, August, Sept, Dec, Jan & Feb | Darren Bradshaw Care Manager 028 9127 0352 Darren.bradshaw@setrust.hscni.net |

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| | | day they are elected from Meet with the manager and feedback information to others at the centre | | |
| Northfield House Relatives Forum | Relatives of people who are resident in Northfield House Residential Home | No special skills required. | Quarterly | Angela Cartwright Facility Manager Northfield House 028 9188 2509 |
| Friends Of Bayview | Support group of volunteers who take the lead role in fundraising, provide equipment and services which bring added value to the day care service for adults at Bayview Centre in Bangor | Fundraising planning: Funding provision based on requests via the centre manager. | At least 10 x Meetings annually (subject to change - dependant on the group/upcoming events) The group meets with the centre manager usually the last Monday of the month At 2.30pm for 1 hour at the centre | Bernie Kennedy Secretary Friends of Bayview 028 9146 7020 Darren Bradshaw 028 9127 0352 Darren.bradshaw@setrust.hscni.net |

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|----------|---------------------------|--|---|------------------------------|
| | | | Also as and when required expectation to be available to volunteer at fundraising events day time at the day centre | |

PRIMARY CARE -TOWERVIEW

| ONGOING OPPORTUNITIES (service user groups, committees, friends of groups, etc.) | | | | |
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| Activity | Who is this activity for? | What do I need to do to get involved? Any special skills or requirements | Time commitment | Contact for more information |
| Friends Of Towerview | Support group of volunteers who take the lead role in fundraising, provide equipment and services which bring added value to the day care | Fundraising planning: Funding provision based on requests via the centre manager. | 6 Meetings annually (subject to change - dependant on the group/upcoming events) The group meets | Paul Martin Secretary of the Friends of Towerview Tel: 07796540231 themadremmy@yahoo.com or Darren Bradshaw |

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| | service for adults at Towerview Resource Centre. | | with the centre manager usually the 2 nd Monday of every other month At 7.30pm – 9pm Also, as and when required expectation to be available to volunteer at fundraising events day time at the day centre | Care Manager Tel: 028 9181 7080 Darren.bradshaw@setrust.hscni.net |
| Carers Group – Chest, Heart & Stroke | Carers/family of people living with long term chest, heart or stroke conditions | Social/Peer support Discussions guest speakers | Monthly / 10 x annually Last Wed each month 7.30pm - 9.30pm | Maureen Boyle Co-ordinator Tel: 07714844210 |

PATIENT EXPERIENCE

ONE OFF OR SHORT TERM OPPORTUNITIES

| Activity | Who is this activity for? | What do I need to do to get involved? Any special skills or requirements | How often | Contact for more information |
|---|--|--|-----------|---|
| Transport / Renal Audit | Service users, patients, clients carers, public, staff | No special skills required | Quarterly | Deborah McNeill Patient Experience Manager Deborah.mcneill@setrust.hscni.net |
| Menu Review (future opportunity) | Patients, clients, carers | Knowledge of therapeutic diets would be useful | Quarterly | Deborah McNeill Patient Experience Manager Deborah.mcneill@setrust.hscni.net |

ONGOING OPPORTUNITIES (service user groups, committees, friends of groups, etc)

| Activity | Who is this activity for? | What do I need to do to get involved? Any special skills or requirements | Time commitment | Contact for more information |
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| Environmental Cleanliness Sub Committee | This Sub-Committee includes representation from Service Users, staff, and Trade Unions. | This committee is responsible to the Trust Board through the Corporate Control Sub-Committee. An interest in Environmental Cleanliness would be required. | Quarterly meetings | Jeff Thompson Assistant Director Jeff.thompson@setrust.hscni.net |
| Environmental | Environmental | An interest in | Quarterly Audits | Jeff Thompson |

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|--------------------------------------|---------------------------|--|-----------|---------------------------------|
| Cleanliness Managerial Audits | Cleanliness Sub Committee | Environmental Cleanliness would be required. | completed | Jeff.thompson@setrust.hscni.net |

PRISON HEALTHCARE

ONE OFF OR SHORT TERM OPPORTUNITIES

| Activity | Who is this activity for? | What do I need to do to get involved? Any special skills or requirements | How often | Contact for more information |
|---|--|--|------------------|--|
| Face to face service user questionnaires | Service users on all 3 prison sites - specifically targeted to those who may not complete questionnaires | Prison Healthcare welcomes any comments in any language from our service users | Planned activity | Denise Lyons Governance and Service Improvement Manager Denise.lyons@setrust.hscni.net |

ONGOING OPPORTUNITIES (service user groups, committees, friends of groups, etc.)

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| Service User Foreign National Forums | Foreign national Service Users Maghaberry | Prison Healthcare welcomes foreign national comments to establish equality | Quarterly | Denise.lyons@setrust.hscni.net Governance and Service Improvement Manager |

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| | | of opportunity and general issues in relation to healthcare needs. | | |
| Conducting Hope (choir) | Young Offenders and women prisoners, Hydebank Wood Staff if desired | Prison Healthcare welcomes anyone to the choir to promote positive mental health /reduce stress/increase confidence | On-going | Lynsey Grierson Occupational Therapist Lynsey.grierson@setrust.hscni.net |
| Red Cross peer support initiative Magilligan | Service Users Magilligan | Community development within the prison setting – to train individuals weekly in some healthcare issues to improve outcomes for the prison community | On going | Elaine Cole Nurse Manager Elaine.cole@setrust.hscni.net |
| Health fairs | Service users and staff | To increase awareness of a number of health-related issues in the Prison community, | Yearly | Alison Doake Health Development Specialist Alison.doake@setrust.hscni.net |

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| | | e.g. smoking cessation. Representatives from the Mental Health team, Community Addictions team, Health Development team, Start 360/Adept, The Listeners, Barnardos, Dental team, Safer Custody and the gym provided information stands and were available to all attendees. | | |
| Walking Group | Service users (women) | Walking group for all abilities | monthly | Alison Doake Health Development Specialist Alison.doake@setrust.hscni.net |

CONSULTATION AND ENGAGEMENT AND CAPITAL DEVELOPMENT

ONE OFF OR SHORT TERM OPPORTUNITIES

| Activity | Who is this activity for? | What do I need to do to get involved? Any special skills or requirements | How often | Contact for more information |
|--|--|---|--|---|
| Public consultation | Service users, patients, clients carers, public, staff | The Trust welcomes any comment on public consultations. | Public consultations last for at least twelve weeks. | All consultations appear on the Trust's website and in the press. If you would like to be added to the consultation list, please contact Elaine Campbell, Corporate Planning and Consultation Manager, on 028 9055 0434 or email: consultation@setrust.hscni.net |
| ONGOING OPPORTUNITIES (service user groups, committees, friends of groups, etc) | | | | |
| Activity | Who is this activity for? | What do I need to do to get involved? Any special skills or requirements | Time commitment | Contact for more information |
| Personal and Public Involvement (PPI) Sub-committee | The PPI Sub-committee includes representation from service users, staff, | This committee reports to the Trust Board through the Safe and Effective | The PPI Sub-Committee meets three times per year. | If you would like more information, please contact Elaine Campbell, Corporate |

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| | carers, clients and advocates. | Care Committee, and is responsible for ensuring that the Trust meets its statutory obligations towards PPI. An interest in governance and policy is desirable. | | Planning and Consultation Manager, on 028 9055 0434 or email: consultation@setrust.hscni.net |
| Capital Development User group membership | Staff and patient/clients with an interest in the subject matter such as furniture, wayfinding, art and interiors, landscape, specific Capital projects eg Lisburn Primary and Community Care Centre | Attend bi-monthly/quarterly meetings for the duration of the project to develop principles or strategies related to aspects of the patient environment. An interest in the subject of the user group is essential | Up to 6 X 2hr meetings/ workshops held during office hours per year | If you would like more information, please contact Eilis O'Baoill on 028 9055 0434 Eilisobaoill@setrust.hscni.net |

COMPLAINTS

| ONGOING OPPORTUNITIES (service user groups, committees, friends of groups, etc) | | | | |
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| Activity | Who is this activity for? | What do I need to do to get involved? Any special skills or requirements | Time commitment | Contact for more information |
| User Survey for those who have made a formal complaint. | Service users, carers, relatives. | Complainants are invited to complete an online survey about how their complaint was handled by the Trust. A flyer promoting the survey is included in all formal complaint response letters. | This is an ongoing opportunity | Melissa Hollywood melissa.hollywood@setrust.hscni.net (028) 9056 1427 The survey is available on our website: www.setrust.hscni.net by clicking on the 'Have Your Say' icon |

SAFETY AND QUALITY

| Activity | Who is this activity for? | What do I need to do to get involved? Any special skills or requirements | Time commitment | Contact for more information |
|--------------------------|---|--|---|--|
| Trust User Forums | For service users and service leads in order that service users may be informed of and involved in a range of Trust business. | The Trust promotes the Service User Forums and offers contact information for those wishing to get involved. Involvement is as to the individual commitment level and may include Forum meeting participation, Representative role on a Trust Committee, CONNECT / workshop / initiative event participation roles, patient experience feedback gathering roles and participation in various Trust business elements | Forum meetings are 2 hours long and between 4 – 8 in frequency per Forum per year. There are 2 x 4-hour CONNECT workshopping events per year. Role on Trust committees typically includes 1 x quarterly meeting and review of committee documents. Additional interactive opportunities may be ½ day events and attended by those who respond to invitation. There | Conor Campbell, Governance and Patient Involvement Manager or Claire Robinson, Governance & Patient Involvement Officer <u>Conor.campbell@setrust.hscni.net</u> 07715801634 <u>Claire.robinson@setrust.hscni.net</u> 028 9056 4780 |

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| | | that require a service user as an essential contributor. | are a range of ad hoc duties, such as consulting on document design / content that arise through the year and are handled through panel contribution. | |
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SURGICAL DIRECTORATE

ONGOING OPPORTUNITIES (service user groups, committees, friends of groups, etc.)

| Activity | Who is this activity for? | What do I need to do to get involved? Any special skills or requirements | Time commitment | Contact for more information |
|---|--|--|---------------------|--|
| Volunteering within Macmillan Information Centre | Service Users, patients, clients carers, public | All are welcome. It is desirable that someone is not currently undergoing treatment. | Flexible | Please contact Trust Volunteer Manager Sonya Duffy Sonya.Duffy@setrust.hscni.net Or phone: 02890564817 |
| Cancer Services User Forum | Any interested person who has been affected by cancer and has now completed treatment within the last 5 years, in the South Eastern Trust. Any carer/ family member of a person who has been affected by cancer and has now completed treatment within the last 5 years, in the South Eastern | See previous | Two meetings yearly | If you would like more information please contact Sheena Stothers in Cancer Services Sheena.stothers@setrust.hscni.net Or phone 028 90 564783 |

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| | Trust. Any member of a voluntary agency who provides services for those affected by cancer and their families | | | |
| Cancer Service Locality Group | Statutory/ voluntary agencies who provide information or support to those affected by Cancer within SET | See previous | Two meetings yearly | If you would like further information please contact Karen Kelly, Macmillan Information and Support Manager Karen.kelly@setrust.hscni.net Or phone: 028 90553246 |

WOMEN AND CHILD HEALTH

| Activity | Who is this activity for? | What do I need to do to get involved? Any special skills or requirements | Time commitment | Contact for more information |
|--|---|--|---|---|
| Maternity Services Liaison Committees | Maternity service users in Lisburn and Downe | Offer to all users of the service | 2 hours 4 times a year, March, June, September December | Downe Midwifery Led Unit Aine Maginn, Midwife aine.maginn@setrust.hscni.net Lagan Valley Midwifery Led Unit Hannah McCauley, Midwife Hannah.mccauley@setrust.hscni.net |
| Maternity user groups on all three main sites | Representatives from service users/ staff/ Sure Start / NCT | All women given information during their stay and local advertising | 4-6 times a year | Information on website or via Head of Midwifery Zoe.boreland@setrust.hscni.net |
| Forget me not group | Specifically for bereaved parents – miscarriage/ stillbirth/ child death. Also staff / chaplaincy / SANDS | Offered by bereavement midwife or maternity staff as required Local press | 4-6 Times a year. Annual bereavement service | Information available from Bereavement Midwife Hilary.patterson@setrust.hscni.net |
| Paeds in a Pod | Representatives from service users of | Contact Clinical manager for | Monthly | Information available from Clinical Manager for |

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| | acute paediatrics/ staff current and past. | Paediatrics and Neonatology | | Paediatrics and Neonatology teresa.mungur@setrust.hscni.net |
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MENTAL HEALTH SERVICES

| Activity | Who is this activity for? | What do I need to do to get involved? Any special skills or requirements | Time commitment | Contact for more information |
|--|---|--|--|--|
| <p>ImROC Recovery College (Implementing Recovery through Organisational Change)</p> | <p>Opportunity to coproduce training & education programmes, co-deliver training & attend coproduced training</p> <p>Opportunity to get involved in service development via membership to various related sub-groups- service delivery board (management group); trainer & co-production network group; and quality committee.</p> <p>Opportunity to volunteer in the</p> | <p>All welcome –no special skills required.</p> | <p>Student Journey developed and includes: Getting Started; Gaining Knowledge & Skills; Building on Your Learning; Taking the Next Steps</p> <p>Typical 12xweek semester/prospectus includes 26 courses</p> <p>Some courses run twice for different areas.</p> <p>Therefore, average number of courses delivered during a semester is 47</p> <p>Average sessions delivered in a 12x week semester: 78</p> <p>Courses delivered in partnership with a range of different mental health specialisms:</p> | <p>Anna Devlin Recovery College Co-ordinator</p> <p>anna.devlin@setrust.hscni.net</p> |

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| | College- providing support and mentorship to new students. | | psychological therapies; | |
| Activity | Who is this activity for? | What do I need to do to get involved? Any special skills or requirements | Time commitment | Contact for more information |
| ImROC Transforming the Workforce | Involvement in sub-group managing the introduction of peer workers to the workforce | All welcome –no special skills required | Including full and part time peer support workers appointed to mental health inpatients X1 6-week OCN Level 3 accredited peer support worker course coproduced X3 staff awareness sessions delivered | Dr Nial Quigley Clinical Director of Mental Health Services Nial.Quigley@setrust.hscni.net |
| Activity | Who is this activity for? | What do I need to do to get involved? Any special skills or requirements | Time commitment | Contact for more information |
| ImROC Increasing Personalisation & Choice | Opportunity For development. The team have | No special skills required | X3 courses on coaching for recovery delivered X1 workshop held on | Ann Mulholland Personalised Care Manager, Ann.Mulholland@setrust.hscni.net |

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| | <p>promoted Personalisation & choice through a series of presentations throughout the trust.</p> <p>The number of individuals on Self Directed Support and managed budgets has increased .</p> | | <p>understanding personalisation & choice Promote Self Directed Support and Personal Budgets</p> <p>Review assessments and care plans to be more person centred and based on partnership</p> | |
| ImROC Communication Sub-Group | <p>Monthly meetings to organise the communication of ImROC Recovery information across the Trust</p> | <p>No special skills required.</p> | <p>Monthly local meetings to plan annual Recovery Week each March and to agree on branding, promotional materials and ImROC activities.</p> | <p>Anna Devlin Recovery College Co-ordinator anna.devlin@setrust.hscni.net</p> |
| Peer Advocacy | <p>Regular sub-group meetings and a management group including advocates (service users), and mental health staff to come together to look at issues, areas of concern and consult on services.</p> | <p>No special skills required.</p> | <p>Trust Peer Advocate Management Group who meet monthly to plan service delivery</p> | <p>Dymphna Hansen Peer Coordinator dymphna.hansen@setrust.hscni.net</p> |

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| Wellbeing Hub – pilot in Stewartstown Road, Colin Area, Belfast | GP referral scheme for people with mild-moderate mental health concerns & those with situational factors which are affecting their mental health e.g. stress, bereavement, unemployment Staff, Service users & carers & community representatives | No special skills required. | Steering group that meet regularly to plan service delivery | Leona Quinn Wellbeing Hub Coordinator Leona.quinn@setrust.hscni.net |
| WRAP Programme | Service users, staff recovery and carers | Wellness Recovery Action Plan courses run throughout the Trust with practitioners and | Steering group that meet regularly to plan service delivery. | Jane Mitchell Acute Community Services Manager Jane.mitchell@setrust.hscni.net |

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| | | tutors with lived experience of | | |
| Activity | Who is this activity for? | What do I need to do to get involved? Any special skills or requirements | Time commitment | Contact for more information |
| Friends of Ward 15 | Friends of Ward 15 is a service user group to give comfort and support to patients going through addiction rehabilitation | No special skills required. | Recovery meetings on Tuesdays; a full range of events throughout the year | Find us on Facebook under Friends of Ward 15 or phone 028 4451 3921 |

DISABILITY SERVICES

| Activity | Who is this activity for? | What do I need to do to get involved? Any special skills or requirements | Time commitment | Contact for more information |
|--|--|--|---|--|
| Wider Vision Club | People with sight loss | No special skills required | Monthly | Clare McStay Sensory Support Service 02891510136 |
| PANDA (Parents and North Down and Ards) | This support group is for parents of deaf children in the North Down and Ards area. | The group continues to hold regular coffee mornings for parents and/or carers to attend to catch up and provide informal support to one another. | As much or as little as you like. | Clare McStay Sensory Support Service 02891510136 www.panda-ndards.co.uk |
| Braintime Group | The Braintime Group is comprised of current and previous clients/carers/families of the Community Brain Injury Team based at Thompson House Hospital, Lisburn. | No special skills required. | The group meet on the last Thursday of each month (except during July and August) from 7.30pm – 9.00pm at Thompson Hospital Monthly meetings | Roisin O'Hare Neurodisability and Complex Needs Manager Thompson House Hospital 028 9263 3316 |
| Carers group | People caring for people with a brain injury | | Monthly meetings | Roisin O'Hare Thompson House Hospital 028 9263 3316 |

| Activity | Who is this activity for? | What do I need to do to get involved? Any special skills or requirements | Time commitment | Contact for more information |
|------------------------------|---|--|---|---|
| Head to Head Group | People with a brain injury | | Monthly meetings | Roisin O'Hare Thompson House Hospital 028 9263 3316 |
| Rathgill Social Group | Profoundly Deaf people and their families | It is an opportunity for profoundly deaf people to come with their families to catch up with friends and enjoy different activities. For example, we have gone to the cinema, Pickie Fun Park and enjoyed a BBQ. | This group continues to meet socially once a month at Alderman's Green Community Centre in Rathgill, Bangor | Please contact Gail McClintock, Sensory Support Team – contact details overleaf |

The Sensory Support Team has a range of activities to suit – please contact Gail McClintock to sign up the Sensory Support Newsletter and find out about all the activities and groups which are meeting and which are in planning.

Down area: (028) 4461 6915; fax: (028) 4461 7101 minicom: (028) 4461 4744
mobile: 07739 879 556

North Down and Ards area: (028) 9151 0136; fax: (028) 9151 0145;
minicom: (028) 9151 0137 mobile: 07734 282 646

Lisburn area: (028) 9260 7746; fax (028) 9262 8646; minicom: (028) 9260 3120;
mobile: 07739 879 554

gail.mcclintock@setrust.hscni.net

INNOVATION, RESEARCH AND DEVELOPMENT

| Activity | Who is this activity for? | What do I need to do to get involved? Any special skills or requirements | Time commitment | Contact for more information |
|--|--------------------------------------|--|--|--|
| Innovation, Research and Development (IRD) Patient and Public Involvement (PPI) Group | Service users, clients and advocates | <p>This group reviews Trust sponsored research projects as well as selected service development projects. The projects will be in their initial development phase, allowing the PPI group opportunity to give meaningful feedback and make recommendations for improvement.</p> <p>Should have access to WIFI, Experience of using an i-Pad would be an advantage.</p> <p>Training in reviewing projects will be provided.</p> | <p>As required (no more than 1 project per month)</p> <p>Members will rotate attendance of Research Governance Committee as below.</p> | <p>If you would like more information, please contact Laura Moore, Innovation, Research and Development Data Manager on 028 9055 3275 or email: laura.moore@sehscot.hscni.net</p> |

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|--|--|---|---|---|
| Innovation, Research and Development (IRD) Patient and Public Involvement (PPI) Research Governance Committee | <p>Multidisciplinary staff representatives, external charities, and service users.</p> <p>2 x PPI attendance to be rotated from members of Innovation, Research and Development (IRD) Patient and Public Involvement (PPI) Group</p> | <p>The committee is responsible for reviewing any application to carry out research in the Trust which involves clients, staff or premises. The remit of the committee is to review applications for risk and cost.</p> <p>Should have access to WIFI.</p> <p>Experience of using an i-Pad would be an advantage.</p> | <p>Monthly 1 hour meetings on a Thursday 12.30-1.30.</p> <p>Review of research projects to be undertaken prior to meeting attendance.</p> | <p>If you would like more information, please contact Laura Moore, Innovation, Research and Development Data Manager</p> <p>on 028 9055 3275 or email: laura.moore@sehsct.hscni.net</p> |

VOLUNTEERING

The Trust also has a number of opportunities to get involved in volunteering. To find out more contact Sonya Duffy, Trust Volunteer Manager at Sonya.Duffy@setrust.hscni.net or phone: 028 9056 4817

This register is subject to change as new opportunities develop, therefore this and may not be a full list of all current opportunities.

If you would like any additional information, please contact Elaine Campbell, Corporate Planning and Consultation Manager on tel: 028 9055 0434 or email: consultation@setrust.hscni.net