

# INVOLVING YOU

## Personal and Public Involvement Strategy

Personal and Public  
Involvement (PPI)



Involving you,  
improving care

## How to receive a copy of this plan

If you want to receive a copy of **Involving You** please contact:

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Strategic & Capital Development

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Phone: 028 9055 0534

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Or, you can email: [consultation@setrust.hscni.net](mailto:consultation@setrust.hscni.net)

If you ask, we can provide any of our official documents in a choice of languages or a range of other formats, including:

- in large print;
- on audio cassette;
- in Braille;
- on computer disc;
- in ethnic-minority languages;
- in easy-read form;
- in DAISY; and
- an electronic version.

(This is not a full list.)

You can also find this document on our website, [www.setrust.hscni.net](http://www.setrust.hscni.net)

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## Foreword

Health and social care services are important to all of us. At different times in our lives, we will have direct contact with those who deliver these services. This may be at home, in a community setting such as a health centre or a day-care centre, or it may be in a hospital.

As Chief Executive of the South Eastern Health and Social Care Trust, I believe that it is extremely important that those who receive our services, in whatever setting, can really communicate with the staff who deliver the service. And, it is important that our communities within the Trust area contribute to the debate about which services are important, and where and how they should be delivered.

This involvement with people who receive our services, with local communities and the public, is particularly important at a time when health and social services are experiencing major changes. I want to make sure that we fully consult on all plans that are proposed and developed. I also want everyone that we help and support to feel that we have listened to them. In this way we can have confidence that, as we change and improve, we will make sure that we provide better services and that we help people to stay healthy and get better.

The Trust has revised its previous Personal and Public Involvement (PPI) Strategy to ensure that we achieve our aims – to enhance involvement and to ensure full implementation and embed PPI in every service. Finally, I want to thank those people who have helped us develop this strategy, including those who use our services, voluntary groups, and the public. I am confident that by continuing to involve you in the development of our services this will contribute to a healthier population for the people we serve.

**Hugh McCaughey**

**Chief Executive**

## Introduction

With its previous Personal and Public Involvement (PPI) Strategies, the South Eastern Health and Social Care Trust aimed to embed PPI as an integral part of our work. This strategy incorporates the Personal and Public Involvement Standards, developed by the PPI Regional Forum and endorsed by the Department of Health in March 2015 and builds on the work to date. The Trust will continue to work to achieve the standards and to measure the impact of PPI. The Trust will also continue to promote good involvement practice across the organisation and to share the learning with other organisations as well as across the Trust.

## What is Public and Personal Involvement (PPI)?

PPI is a term used to describe the process of including those who use health and social care services, their carers, relatives, friends, neighbours, voluntary workers, members of community groups and employees of voluntary organisations to become actively involved in making decisions about things that affect their lives.

**Personal** refers to service users, patients, carers, clients, consumers, customers or any other term to describe people who use Health and Social Care Services as individuals or as part of a family.

**Public** refers to the general population and includes locality, community and voluntary groups and other collective organisations. Individuals who use health and social care services are also members of the general public.

**Involvement** means more than consulting and informing. It includes engagement, active participation and partnership working.

A **Service User** or **interest group** is an individual or collection of people (or those who represent them) who use a service, the professionals who provide it, and others who have particular knowledge and understanding of a service, including carers.

Staff who work within the South Eastern Health and Social Care Trust should involve Service Users as part of their everyday practice in communications regarding their care and treatment or the delivery of the service they receive. It means that staff will discuss with Service Users:

- Service Users' ideas for their health, care or treatment plans.
- Service Users' experiences of services.
- What aspects of services may need to change.
- What they want from services and staff.
- How to make the best use of resources.

- How to improve the quality and safety of services.

Involving Service Users in plans and decisions about their specific care and treatment needs is a crucial part of PPI. However, PPI is also about involving local communities or the general population where the issues are of broad public concern or interest such as the location or nature of local services, specific service improvements, reform and modernisation or best care, best value proposals.

## **Legislative context**

The South Eastern Health and Social Care Trust has long recognised the importance of involving service users to ensure we provide the best services. In the past number of years, Government has issued guidance and legislation to enshrine a duty of involvement. Public and Personal Involvement (PPI) is the agreed terminology which was introduced in the then Department for Health, Social Services and Public Safety (DHSSPS) Guidance on Strengthening Personal and Public Involvement in Health and Social Care in 2007. It reflects the integrated nature of services delivered across the health and social care family.

The Health and Social Care (HSC) Reform Act 2009 formally requires health and social care bodies to provide information about the services it provides, to receive information from users about how well they receive those services and to encourage service users to take up care in the best way possible. There is also a requirement upon HSC bodies to submit a consultation scheme detailing how this will happen. The consultation scheme sets out how decisions will be made, taking into the account the views and opinions of service users and the Patient Client Council. The South Eastern Health and Social Care Trust's Consultation Scheme was published in 2012 and will also be subject to revision.

## **Why do we want to involve you?**

We believe that we can only deliver the best services to our users by involving people when we plan and develop services. This belief is supported in our Corporate Plan, which outlines the Trust's core values that underpin the basis of how we work as an organisation.

We will:

- Treat everyone with dignity and respect.
- Strive for excellence in all that we do.
- Be fair, open and transparent.
- Listen to and learn from our patients, clients, carers and staff.

- Support and develop our staff to improve services and user experience.

These values will underpin our work and ensure that services are delivered safely, efficiently and effectively and contribute to the health and wellbeing of our population.

The South Eastern Health and Social Care Trust's Corporate Plan outlines six key themes. These themes provide clarity for the general public and staff who deliver the services thus ensuring consistency between strategy and delivery.

The South Eastern Health and Social Care Trust's Key Themes are:

- Safety, quality and experience
- Access
- Health and well-being
- Efficiency and service reform
- Our staff
- Stakeholder engagement

Involvement is important because experience suggests that involving service users and the public in this way can lead to:

- better quality services that respond better to people's needs;
- better outcomes for health and social care for the population;
- a fairer and more equal way of providing services;
- greater local ownership of health and social-care services; and
- a better understanding of why and how local services need to change and develop.

In other words, involving you will help us serve you better. Working with people can often provide a different view of issues and can lead to new and different ways of dealing with them. By involving people in planning and developing services, we believe we are more likely to get things right by providing the services people need, in the way they want them.

## Our commitment to PPI

It is the vision of the Trust that enhancing the involvement of the public in the planning, development and delivery of services will achieve the following.

- **Increased Ownership and commitment** by individuals and communities to finding new ways to address the diverse needs across the area.
- **Increased Sense of Self-Responsibility** for our own health and social well-being and for taking action that can indeed prevent ill health and address the wider determinants of health.
- **Responsive & Appropriate Services** that are needs led and focused on the priorities of the public and users.
- **Help in Priority Setting & Decision Making** across a diverse and often competing range of priorities.
- **Increased compliance** with agreed treatment and care plans, resulting in more effective outcomes for all parties.
- **Help in Tackling Health and Social Well Being Inequalities** where we can gain a better understanding of the circumstances and particular needs of marginalised groups and communities.
- **Increased levels of service satisfaction.**
- **Increased staff and patient morale** and feeling of self-worth.

PPI can really change things for Service Users, both in their experience of services and the quality and safety of care they receive. By involving Service Users, local communities, and the wider population in debates and decisions about how we provide services, we can ensure that services are effective by being responsive to need and are valued by those who use them.

## Core values and principles of PPI

The Department of Health (DOH) has outlined a set of PPI core values and principles to which all HSC organisations are expected to adhere.

**The core values of PPI are:**

- dignity and respect;
- inclusivity, equity and diversity;
- collaboration and partnership;
- transparency and openness.

## **The 12 principles of PPI are:**

1. leadership and accountability;
2. part of the job;
3. supporting involvement;
4. valuing expertise;
5. creating opportunity;
6. clarity of purpose;
7. doing it the right way;
8. information and communication;
9. accessible and responsive;
10. developing understanding and accountability;
11. building capacity; and
12. improving safety and quality

## **How can you get involved?**

Involvement can mean:

- being informed about a service;
- being consulted about a major plan;
- being involved in negotiating a plan of care;
- being consulted about how to develop a service; or
- contributing to monitoring and evaluating services.

Some people might not want to be directly involved in making decisions, whereas others might like to take on quite a lot of responsibility. There are a number of ways to get involved: providing feedback on communication by mail or email, being a member of Trust user / carer groups, focus or working groups, through your individual care plan, or through the Patient Client Council Membership Scheme. The Trust has a register of involvement opportunities which lists ways that people can get involved, this is available on the Trust website or by requesting a copy. Details on how to get a copy are on page 2 of this strategy.

People can be involved as:

- individuals in decisions about their own care;
- groups of service users or carers;



- local communities;
- representatives of organisations which have specialist interests; and
- individuals who may use our services now or in the future.

## **PPI Standards**

To help embed PPI into HSC culture and practice, five PPI standards below were developed by the PPI Regional Forum and endorsed by the Department of Health in March 2015. The Trust has been working to implement the five standards endorsed. These will help standardise practice and support the drive towards a truly person-centred system.

### **Standard One – Leadership**

Health and Social Care organisations will have in place, clear leadership arrangements to provide assurances that PPI is embedded into policy and practice.

### **Standard Two – Governance**

Health and Social Care organisations will have in place, clear corporate governance arrangements to provide assurances that PPI is embedded into policy and practice.

### **Standard Three – Opportunities and support for Involvement**

Health and Social Care organisations will provide clear and accessible opportunities for involvement at all levels, facilitating and supporting the involvement of service users, carers and the public in the planning, delivery and evaluation of services.

### **Standard Four – Knowledge and skills**

Health and Social Care organisations will provide PPI awareness raising and training opportunities as appropriate to need, to enable all staff to deliver on their statutory PPI obligations.

### **Standard Five – Measuring outcomes**

Health and Social Care organisations will measure the impact and evaluate outcome of PPI activity.

## **Personal and Public Involvement (PPI) Governance**

### **PPI Sub-committee**

Accountability for Personal and Public Involvement is a function of the Personal and Public Involvement Sub-committee, which reports directly to the Safe and Effective Care Committee, which in turn reports to the Governance Committee of the Trust. The Governance Committee reports to the Trust Board. The PPI Sub-committee is chaired by the Director of Planning, Performance and Informatics and meets on a quarterly basis.

Every Trust Directorate / Service is represented on both the PPI Sub-Committee and the PPI Leads Group.

### **PPI Leads**

The PPI Leads Group promotes PPI activity and shares good practice and learning. The PPI Leads support the development of projects to improve involvement in the South Eastern Trust, and champion PPI within their own areas of working. The PPI Leads meet on a quarterly basis.

## **Monitoring our Involvement Activity**

### **Directorate Management Plans**

Every department outlines its planned involvement activity through each service's Directorate Management Plan. This plan is monitored throughout the year and reported to the Chief Executive at bi-annual accountability reviews.

### **PPI Annual Report**

The Annual Report highlights best practice and provides assurance to the Trust Board that the South Eastern Trust is carrying out its obligations to involve service users, carers, staff and the public. The report is approved by the Personal and Public Involvement Sub-committee, which consists of staff, service users and carers. The PPI Annual Report is shared on the Trust's website.

### **Action Plans**

The PPI Sub-committee produces an action plan each year, which provides a plan for strategic activity to ensure that Public and Personal Involvement governance and accountability are embedded within the organisation. Individual departments develop their own action plans, and a yearly action plan is developed to ensure that PPI activity is developed, monitored and evaluated across the Trust, in line with this strategy.

## **Register of Involvement Opportunities**

The Trust produces a register of opportunities annually. The register provides details about involvement opportunities for carers, service users, patients, clients, families and the public on one register, accessible to the public.

## **Verification by the Public Health Agency**

The Public Health Agency (PHA) is responsible for providing assurances to the Department of Health that Trusts are meeting their obligations in respect of PPI. A monitoring framework is used to assess how well Trusts are meeting the five Personal and Public Involvement Standards on a yearly basis, in partnership with service users and carers.

## **Equality screening**

**Involving You** is intended to benefit all users, carers, patients, clients and staff. We believe that this strategy will have a low impact on equality and human rights and will positively promote the involvement of all groups. Involving You is subject to continuous screening exercise as outlined in Section 75 of the Northern Ireland Act.