

**REGIONAL HEALTH AND SOCIAL CARE
PERSONAL AND PUBLIC INVOLVEMENT FORUM
(Regional HSC PPI Forum)**

Monday 16 May 2016 at 1.30pm

Conference room 3 and 4, Linenhall Street, Belfast

PRESENT:

Mary Hinds	Executive Director of Nursing, Midwifery and Allied Health Professionals, Public Health Agency (PHA)
Michelle Tennyson	Assistant Director, AHPs & PPI (PHA)
Claire Fordyce	Senior PPI Officer (PHA)
Roisin Kelly	Senior PPI Officer (PHA)
Alison Irwin	Northern Health and Social Care Trust (NHSCT)
Brenda Horgan	Northern Ireland Social Care Council (NISCC)
Christine Goan	Regulation and Quality Improvement Authority (RQIA)
David Best	Department of Health (DoH)
Elaine Campbell	South Eastern Health and Social Care Trust (SEHSCT)
Jackie McNeill	Patient and Client Council (PCC)
Jarlath Kearney	Northern Ireland Ambulance Service (NIAS)
Mark McCarey	Northern Ireland Medical and Dental Training Association (NIMDTA)
Paul McElkerney	Northern Ireland Blood Transfusion Service (NIBTS)
Pauline McMullan	Clinical Education Centre (CEC)

Richard Duffin	(DoH)
Sandra McCarry	Belfast Health and Social Care Trust (BHSCT)
Sinead Hughes	Southern Health & Social Care Trust (SHSCT)
Sinead Malone	Health & Social Care Board (HSCB)
Teresa Fallon	NI Guardian Ad Litem Agency (NIGALA)
Brian O'Hagan	Service User/Carer RQIA
Don Harley	Service User/Carer BHSCT
Gerard McWilliams	Service User/Carer NISCC
Peter Donnelly	Service User/Carer SHSCT
Rae Patience	Service User/Carer SEHSCT
Sharon Doherty	Service User/Carer SHSCT

Via Video/Tele Call

Caroline Kelly	Service User/Carer WHSCT
Maura O'Neill	Western Health and Social Care Trust (WHSCT)

Guest speaker

Martin Woods	Chair of HIV Service User Forum
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APOLOGIES:

Angela Reed	Northern Ireland Practice & Education Council for Nursing & Midwifery (NIPEC)
Anne Marie Murray	Service User/Carer PCC
Carolyn Agnew	(SHSCT)
Charles Kinney	(NIBTS)
Jacqueline Magee	(HSCB)
John Gow	NIAS

Martin Quinn Regional PPI Lead (PHA)

Siobhan O'Donnell WHSCT

1 Welcome and introductions

Mary Hinds welcomed members to the meeting and in particular the new service user/carer representatives who had agreed to join the group. Apologies were noted.

2 Matters arising

Members agreed the up-dated minutes from the last meeting. Matters arising were noted as:

- **Communications**

The communications sub-group will agree the structure for the PPI Annual Report 2015/16. A Social media training session will be held in the autumn, for all Forum members to increase awareness about the use of social media in relation to PPI.

The minutes of the 2015 Regional Forum meetings are all now available on HSC Knowledge Exchange. Moving forward, copies of all meeting minutes when approved will be available at this source. Members noted that this is an interim arrangement until Engage has been established.

Action: Communications sub-group to develop draft PPI Annual Report 2015/16.

PHA to organise Social Media training session in autumn 2016.

PHA to place Forum meeting minutes onto HSC Knowledge Exchange.

- **Annual Strategic PPI meeting**

Members were reminded that the Annual Strategic meeting of the group will take place on 19th September. Correspondence for the meeting will be sent from Dr Eddie Rooney, PHA Chief Executive, to request Director representation at the meeting.

- **Engage & Involve**

The training sub-group is continuing to consider different options for the roll out of the PPI training programme. The e-learning training is now available for all HSC organisations and members provided positive feedback on the content. Members discussed the need to consider an appropriate mechanism to encourage up-take of the training either by setting a target for organisations or make it mandatory.

Alongside the formal PPI training programme, Mary Hinds asked Forum members to consider their training needs to support them to contribute to the work of the Forum.

Action: Members are to identity training needs and submit to ppi.secretary@hscni.net by end June 2016

- **PPI research**

The formal full research report will be launched at the PPI conference in June 2016.

3 PPI Action Plan

The draft PPI Action Plan was shared with Regional Forum members for comment. The up-dated Action Plan has been reviewed and proposed costs associated with the actions have been included. The Action Plan will undergo an 8-week consultation period.

Action: PPI Action Plan consultation session to commence in June 2016.

4 Engage

Members were reminded that funding was received to develop the Engage one-stop-shop resource. The website will also be available via NI Direct and links will be made to all HSC Trust websites. RQIA and NHSCT are in the process of developing new corporate websites and agreed to share information on the structure to support the development of Engage. Members were thanked for their comments and input into the structure to date and agreed to continue to input into the development of the resource.

Action: PHA to continue to liaise with Forum members to build the Engage resource.

5 PPI Consultation Schemes

Davy Best, DoH, up-dated the group on the suggested consultation scheme template. The PHA developed the draft consultation scheme template in conjunction with the HSC Trusts PPI Leads and submitted to the DoH. The DoH advised that before proceeding with any revised consultation schemes, it would be appropriate to await the outcome of the current Equality Commission's consultation in relation to the proposed 8 week consultation period as set out in the Fresh Start Agreement. It is expected that the following this consultation, the Equality Commission will issue revised guidance on Public Consultation, and the process to update HSC Consultations could then proceed.

Davy Best advised of a draft revision to the Good Practice Guidelines on effective Stakeholder Engagement which is used by the Northern Ireland Civil Service in the development of Government policy. This includes an 8 step approach to effective public engagement and may be useful for inclusion in revised schemes. Members of the Forum expressed their disappointment that service users had not been involved in developing the guidance. Davy advised that this was a Civil Service document, designed to be used by all Governments

Departments when developing policy and not simply confined to the Department of Health.

Action: Davy Best and PPI Team to review up-dated Equality consultation re timeframes and review the proposed PPI consultation template.

Elaine Campbell informed the group that on behalf of SEHSCT, she had hosted a meeting to agree a consistent approach in relation to determining what constitutes major or contentious consultations being undertaken by HSC Trusts. Representatives from HSC Trusts and service users/carers met and information will be provided to the Directors of Planning, in relation to agreeing a consistent process for the agreement of determining and referring contentious issues. There remains a lack of clarity regarding anticipated timescales for consultation decisions which have been referred to the Minister but decisions have not yet been taken. The DoH again cautioned the development of information, as Departmental guidance has already been issued on the process for engaging with DoH on major or contentious issues. Elaine agreed to keep the group up-dated. Mary Hinds agreed to share with Fionnuala McAndrews and Dean Sullivan (HSCB) to ensure they are aware of the discussions.

Action: Mary Hinds to up-date Fionnuala McAndrews and Dean Sullivan (HSCB)

6 Expert Panel up-date

A meeting between service user/carer representatives and the Expert Panel was co-ordinated by the PHA. A pre-meeting was held with service users and carers, to discuss and agree 5 key points which were presented to the Panel. Feedback from the meeting was very positive and it was noted by the Expert Panel members in attendance that the existing PPI structures provide an excellent platform to build on. It is anticipated that the Panel will report on findings in mid/late June.

Service users/carers discussed the meeting with all in attendance and as a follow up, suggested that the Forum write to the Expert Panel to request:

- A feedback session with service users/carers before the final report is launched to discuss findings.
- An overview on the inclusion of PPI in the report, including reference to the PPI Standards.

Mary Hinds thanked service users and carers for contributing to the session.

Mary shared an excellent model of practice on involvement with the group from Nova Scotia and agreed to send the link for all to view.

Action: Mary to draft correspondence and share with service users/carers for input before sending to Alastair Campbell, DoH, to raise the above points.

The link to the Nova Scotia model of good practice is available at <http://novascotia.ca/dhw/publications/Dr-Ross-The-Patient-Journey-Through-Emergency-Care-in-Nova-Scotia.pdf>

7 Forum membership contract

In response to the questionnaire circulated to members, a draft membership contract was shared for comment. Members discussed the report and made a number of comments. The document will be updated and shared for final comment.

Members queried the reimbursement for out of pocket expenses guidance and current mileage rate. It was agreed to review the rate HSC organisations are currently offering for travel with a view to promoting consistency across organisations.

Brian O'Hagan, on behalf of service users/carers, raised the position of co-chair and nominated Don Harley for the position. This was seconded by Sharon Doherty and agreed by all members in attendance. Don accepted the position and a role description will be developed.

Action: Members to review up-dated membership document and submit final comments by Friday 17 June.

HSC organisations to send reimbursement guidance to PHA by end June. PHA will undertake a review of current mileage rates.

PHA and co-chair to develop role description by 29th July.

8 For information

- **PPI performance and monitoring**

Don up-dated members on the PPI monitoring process with HSC Trusts. All verification visits have been completed in partnership with service user/carers from the Forum. The draft reports are currently being developed and will be presented to the DoH for the mid-year accountability meetings with the Trusts. Members highlighted the monitoring process and the issue of actions which may not be implemented.

Action: The current monitoring process will be evaluated in the autumn to review the impact of the work and the process in place to provide assurances to the Department as outlined in the 2012 Policy Circular.

- **PPI conference 2016 – 22nd June**

Members were reminded to register for the PPI conference and encouraged to raise awareness of the opportunity to submit an abstract for a workshop or poster presentation.

- **NICON conference – 28th – 29th June**

The PHA in conjunction with the PCC and service users/carers will lead a workshop on co-production at this event. Brian O'Hagan suggested that service user/carer members of the Regional Forum would approach their respective organisations if they wanted to attend the conference as there was a cost associated with attendance. Should members not be able to access a place via their organisation, members were asked to inform PHA as soon as possible, who may be able to fund up to two places.

Action: PHA to circulate NICON conference details.

- **HSC organisation information sessions**

Christine Goan was thanked for hosting an information session for service user/carer representatives to increase awareness and understanding about the role of RQIA. Members welcomed the opportunity to attend further sessions and asked for a session with the DoH in relation to providing an overview of the policy area in which PPI sits.

Action: Discuss and agree DoH information session and circulate date to service users/carers.

9 PPI in Practice

Martin Woods, Chair of the HIV Service User Forum, BHSCT, provided an overview of how service users have been involved in the improvement and delivery of a safe and effective service for people with HIV. Martin discussed the work of the group using the PPI Standards as a structure for the presentation. A group was established in 2013 with support from Positive Life and the Rainbow Project and terms of reference were established. At the outset, Trust Directors responsible for the area of work were engaged and supported the work of the group. A major area of work which the group reviewed was the telephone service which was generating numerous complaints for BSHCT. The Service User Forum worked with the Trust to review and adapt the service and as a result complaints have dramatically reduced. Martin shared another example to show how service users were involved in reshaping pharmaceutical services. The model shared

showcased a partnership approach between service users and the Trust and Martin gave thanks to the BHSCT PPI Team for their invaluable support.

Mary Hinds thanked Martin on behalf of the group for sharing an excellent PPI in Practice model.

10 Any Other Business

Don Harley, on behalf of service user/carer representatives, requested for a meeting space for members to meet before each Regional Forum meeting.

Action: PHA to book and confirm room in advance of all future meetings.

11 Date and time of next meetings

Date	Time	Venue
Monday 19 th September (strategic meeting)	1.30pm	CR2 & CR3, Linenhall Street, Belfast
Monday 7 th November	1.30pm	CR2 & CR3, Linenhall Street, Belfast