

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

Monday 22 February 2016 at 1.00pm

Yarn Suite, Mossley Mill, Newtownabbey

PRESENT:

Mary Hinds	Executive Director of Nursing, Midwifery and Allied Health Professionals
Martin Quinn	Regional PPI Lead
Claire Fordyce	Senior PPI Officer
Alison Irwin	Northern Health and Social Care Trust (NHSCT)
Sandra McCarry	Belfast Health and Social Care Trust (BHSCT)
Carolyn Agnew	Southern Health and Social Care Trust (SHSCT)
Elaine Campbell	South Eastern Health and Social Care Trust (SEHSCT)
Maura O'Neill	Western Health and Social Care Trust (WHSCCT)
Jennifer Mayse	WHSCCT
Margaret Coyle	WHSCCT
John Gow	Northern Ireland Ambulance Service (NIAS)
David Best	Department of Health, Social Services & Public Safety (DHSSPS)
Richard Duffin	DHSSPS
Jackie McNeill	Patient and Client Council (PCC)



Brenda Horgan	Northern Ireland Social Care Council (NISCC)
Christine Goan	Regulation and Quality Improvement Authority (RQIA)
Angela Reed	Northern Ireland Practice & Education Council for Nursing & Midwifery (NIPEC)
Pauline McMullan	Clinical Education Centre (CEC)
Teresa Fallon	NI Guardian Ad Litem Agency (NIGALA)
Don Harley	BHSCT
Rae Patience	SEHSCT
Peter Donnelly	SHSCT
Brian O'Hagan	RQIA
Anne Marie Murray	PCC
Sharon Doherty	SHSCT
Guest speaker	
Joe Duffy	Queens University Belfast (QUB)
Patricia Gillen	SHSCT
Brendan McKeever	Service user/carer, QUB Research team

APOLOGIES:

Michelle Tennyson	Assistant Director, AHPs & PPI
Jacqueline Magee	Health and Social Care Board (HSCB)
Mark McCarey	Northern Ireland Medical and Dental Training Association (NIMDTA)
Charles Kinney	Northern Ireland Blood Transfusion Service (NIBTS)
Siobhan O'Donnell	WHSCT

1 Welcome and introductions

Mary Hinds welcomed members to the meeting. Apologies were noted.

2 Actions from last meeting

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

- **Communications**

The PPI Annual Report 2014/15 has been completed and shared with members. The Communication Plan and PPI brand guidelines have been circulated to members for implementation.

Members raised the importance of social media to raise awareness of PPI. It was agreed to organise a social media training session for members.

Action: Communications sub-group to organise Social Media training session to support the Regional Forum to promote, encourage and involve service users to help shape HSC services.

- **Membership**

Sharon Doherty was welcomed to the meeting as the new SHSCT service user/carer representative.

HSC partners were requested to ensure that service users/carers or voluntary representation were identified and recruited onto the Forum from their local PPI panels or structures. PHA runs inductions for all new Forum members. The information from this will be collated into a support pack that all members will be able to access.

Christine Goan, RQIA will host an information session for service user/carer members of the Forum on Friday 6 May at 2pm in RQIA Boardroom on the role of RQIA.

It was agreed that the minutes of the meetings would be shared on-line.

Action: PHA to collate Forum induction materials into a pack for members. It will also include a membership agreement / code of practice.

Action: Service user/carer training needs to be reviewed.

Action: Develop section on the PHA website and Engage to host the Regional Forum minutes.

- **Annual Strategic PPI meeting**

The first Strategic PPI meeting took place in November 2015 and minutes were shared with members. At the meeting, the direction of travel of PPI in the HSC and the strategic imperatives for PPI were discussed and agreed. Members were asked for input into the 2016 meeting which will take place on 19 September. Members felt that Chief Executive and accountable Directors should be approached re participation at the annual Strategic meeting.

Action: PPI leads to collate potential PPI issues/suggestions for consideration at the strategic meeting.

Action: Chief Executive's/Accountable Directors to be invited to represent their organisation at the Strategic level meeting in September.

- **Representation on HSC Expert Review Panel**

At the Strategic meeting, it was suggested that the Minister be contacted to ask that service users/carers input/representation is included as part of the HSC Expert Review Panel. Mary Hinds advised the group, that contact had been made with the DHSSPS and involvement will be incorporated into the review panel work. The panel are currently looking at principles for the review. Anne Marie Murray shared with the group that she had written to the Minister to request service user/carer involvement. She recently received a response from Alastair Campbell, Deputy Director for Secondary Care, DHSSPS, who has offered the opportunity to meet to discuss the work of the Panel in further detail.

Action: Mary Hinds to ask Dr Rooney to raise the matter of Service User / Carer involvement/input to the work of the Expert Panel.

3 PPI Action Plan

Martin Quinn updated members on the PHA's PPI Strategy. The PPI Strategy '**Valuing People, Valuing their Participation**' has been reviewed and has stood the test of time. The associated Action Plan, which incorporates aspects associated with both the PHA's regional leadership responsibility in respect of PPI and its internal objectives needs to be updated.

A draft update of the Action Plan for the period 2016-18 has been developed, based primarily on the recommendations contained in the PPI research report and covers a number of areas which are best taken forward on a collective basis through the Regional HSC PPI Forum.

Mary Hinds advised that the PHA's PPI staff would work to cost the Action Plan to enable the PHA and others to consider how its delivery might be supported.

Action: PPI Action Plan to be circulated to members for review with comments required by 31st March to ppi.secretary@hscni.net .

Action: PHA to cost Action Plan.

4 PPI funding

Members were informed that DHSSPS had allocated £50,000 to the PHA for PPI. This has been allocated as follows:

- £5,000 to advance PPI in practice to Belfast, Northern, South Eastern and Western HSC Trusts and the NIAS.

- £25,000 for the redevelopment/re-instatement of the **Engage** website. The Leadership Centre are working in partnership with us on this important initiative. As part of the project, a 'User Acceptance Testing Group' will be established to review the structure and content at various stages of the development. Forum members are encouraged to participate in this. The DHSSPS noted that this was non recurrent funding. It was acknowledged that this resource will be an invaluable contribution to increasing awareness and understanding of PPI across HSC, helping to embed it into culture and practice. Members supported the case for a recurrent investment in order to enable this development to realise its full potential.

Action: Work to be undertaken to try and identify a recurrent source of funding to manage the resource and deliver the outreach programme that was envisaged to accompany the re-instated website.

5 Consultation Schemes

The PHA PPI Team and the HSC Trust PPI Leads have been working to up-date the Consultation Scheme template.

There was recognition that the current schemes are not very user friendly, don't really set out what organisations commit to do in regards to involvement and consultation. There was also a lack of consistency of approach to these legislative responsibilities across HSC organisations. After discussion with Departmental colleagues, PPI Leads within the PHA and Trusts resolved to work together to review and update these schemes and to reflect the new PPI Standards that have been introduced.

In progressing the new template service user / carer input, has been sought and utilised. PHA are currently collating comments from Trust colleagues before working up a final draft in partnership with Trusts for submission to the DHSSPS.

Action: PHA to share final draft template with DHSSPS for its consideration and subsequent direction.

6 Forum review

Members were thanked for completing the questionnaire to review membership and the operation of the Forum. A short paper provided an overview of responses and a short discussion followed on the areas for action section:

- The PHA will review the development of an e-forum to engage with voluntary/advocacy groups, for its own PPI work, but also to facilitate wider linkages for the Forum.
- Members agreed to establish a co-chair system with a service user/carer as a co-chair. PHA will review the 2012 Policy Circular to ensure compliance with the guidance outlined by DHSSPS. Service users/carers are to share thoughts on how to select/appoint a co-chair and establish a role description.
- A membership contact/code of conduct will be developed and shared with members for comment.

Action: PHA to progress establishing an e-forum.

Action: Service users/carers to submit comments on co-chair appointment process to Martin Quinn by Friday 25th March. PHA to co-ordinate and establish mechanism for May meeting.

Action: Membership contract to be drafted and shared with members for comment by Friday 29th April.

7 For information:

- **Engage & Involve – PPI training programme**

The training programme was launched before the Regional HSC PPI Forum meeting. Members welcomed the training and noted that the Training subgroup will meet to consider delivery options and then be stood down. A new group will subsequently be established to oversee

implementation/roll out and further developments, such as versions for students, for service users and carers, etc. Those members who have served on the Training subgroup and those who were co-opted to support the work of the group were thanked for their sterling work and congratulated on the product that they have produced.

- **PPI Performance and Monitoring**

PPI monitoring for 2015/16 has commenced. The Trusts will be required to report on any changes since 2014/15 and their progress against the recommendations will be monitored. The target area for assessing PPI in practice will be determined shortly with verification visits planned for the second half of April. Service user/carer members will again be integral to this process.

- **PPI Conference**

Christine Goan updated members on the planned PPI conference being organised in partnership with Queens University, Belfast. Members received a date for your diary notification for the conference – **‘Involving you: Improving Care: Our Involvement Story’**, which takes place on 22 June at Riddel Hall, Stranmillis, Belfast. A pre-conference workshop will be held on 21 June 2016. The conference aims to:

- Exchange knowledge and practice in PPI;
- Deliver co-produced workshops on a range of Involvement areas;
- Hear from a range of influential speakers about emerging local and national best practice;
- Engage with key note listeners and consider actions for impact;
- Network with HSC staff, service users, carers and the voluntary and community sector;
- Present awards in recognition of PPI work showcased via a poster presentation;
- Appreciate the outcome, influence and impact of involvement during collaborative learning sessions.

It is open to HSC staff, academics, service users and carers and the wider public. Members were encouraged to share details and consider

submitting to host a Collaborative Learning Session, or an Involvement Story board poster presentation.

The plans for the conference were warmly welcomed as an important milestone for Involvement. The PHA PPI Team and the Forum Planning Sub Group were congratulated on their work thus far and there was consensus that we all needed to work hard to spread the word about the conference and to encourage colleagues to make poster submissions for it.

8 **Unscheduled Care**

Mary provided an up-date on the Unscheduled Care programme of work. The programme of work will look at the various elements of unscheduled care including Emergency Departments, Out of Hours GP services, Discharge arrangements, etc. A Service User/Carer Reference Group will be established and supported by the PHA in the first instance.

Action: PHA to send members information of the proposed Reference Group and the wider unscheduled care initiative.

9 **PPI Research – PPI and its impact presentation**

The PPI research was commissioned jointly by the PHA and PCC and funded by the HSC R&D Division. The research was undertaken by a collaboration lead by Dr Joe Duffy at Queen's University Belfast. The objectives for the research were:

1. To identify best practice in PPI.
2. To identify any barriers to effective involvement.
3. To identify possible ways to overcome these barriers within the context of an integrated health and social care system.
4. To identify valid and reliable ways of measuring and evaluating the impact of PPI activity.

5. To ensure that service users and carers are at the heart of this project in a significant and meaningful way.

Dr Joe Duffy, lead researcher and some members of the research team, Patricia Gillen, Brendan McKeever and Carolyn Agnew were in attendance at the Forum meeting. Dr Duffy then led on the presentation of the research, the findings and recommendations. The research was undertaken with strong service user/carer involvement, with a Research Advisory Group. It was reported that the picture for PPI in Northern Ireland is encouraging with the leadership of the PHA and collective endeavour by HSC partners and service users and carers being considered largely responsible for significant improvements in recent years. There remain many challenges to address however. The recommendations will build on this. An overview of the recommendations was then provided. All members have received a copy of the summary report and the full report will be sent to members after submission to the PHA Board.

Action: PHA to disseminate the full research reports.

Action: PHA are utilising the recommendations as core to their update of their PPI Action Plan 2016-18. The recommendations will also be instrumental in informing the future plans of the Regional HSC PPI Forum.

10 Any Other Business

Elaine Campbell informed the group that she has been asked by SEHSCT to produce a piece of work on how Trusts agree a consistent approach in relation to consultations undertaken. Elaine agreed to share information with members and co-ordinate a meeting to discuss. The DHSSPS highlighted the 2012 PPI Guidance the Statutory Duty of Involvement and Consultation and other relevant material such as the withdrawal of Services Circular, as the key guides to consideration about consultation requirements. The DHSSPS asked to be kept informed/updated on discussions in this area.

Action: Elaine Campbell to co-ordinate a discussion on consultations and feedback to the group at the next meeting.

11 Date and time of next meetings

Date	Time	Venue
Monday 16 th May	1.30pm	CR3 & CR4, Linenhall Street, Belfast
Monday 19 th September (strategic meeting)	1.30pm	CR2 & CR3, Linenhall Street, Belfast
Monday 7 th November	1.30pm	CR2 & CR3, Linenhall Street, Belfast

