

**Regional Health and Social Care  
Personal and Public Involvement Forum  
(Regional HSC PPI Forum)**

**Monday 7 November 2016 at 1.30pm**

**Conference Rooms 2 and 3, 12-22 Linenhall Street, Belfast**

**Present:**

Mary Hinds	Executive Director of Nursing, Midwifery and Allied Health Professionals, Public Health Agency (PHA)
Martin Quinn	Regional PPI Lead (PHA)
Claire Fordyce	Senior PPI Officer (PHA)
Alison Irwin	Northern Health and Social Care Trust (NHSCT)
Anne Marie Murray	Service User/Carer - Patient and Client Council (PCC)
Brenda Horgan	Northern Ireland Social Care Council (NISCC)
Brian O'Hagan	Service User/Carer - Regulation and Quality Improvement Authority (RQIA)
Caroline Kelly	Service User/Carer – Western Health and Social Care Trust (WHSCT)
Caroline Agnew	Southern Health and Social Care Trust (SHSCT)
David Best	Department of Health (DoH)
Don Harley	Service User/Carer – Belfast Health and Social Care Trust (BHSCT)
Elaine Campbell	South Eastern Health and Social Care Trust (SEHSCT)
Jacqueline Magee	Health and Social Care Board (HSCB)

Pauline McMullan	Clinical Education Centre (CEC)
Peter Donnelly	Service User/Carer (SHSCT)
Richard Duffin	(DoH)
Sandra McCarry	(BHSCT)
Thelma Dillon	Service User/Carer (NHSCT)

**Via Tele-conference:**

Siobhan O'Donnell (WHSCT)

**Apologies:**

Angela Reed	Northern Ireland Practice and Education Council for Nursing and Midwifery (NIPEC)
Charles Kinney	Northern Ireland Blood Transfusion Service (NIBTS)
Christine Goan	(RQIA)
Jackie McNeill	(PCC)
Michelle Tennyson	(PHA)
Sharon Doherty	Service User/Carer (SHSCT)

**1 Welcome and introductions**

Mary Hinds (MH) welcomed Don Harley (DH) in his formal role as the newly appointed co-chair. Apologies were noted.

**2 Matters arising**

The minutes from the previous meeting were reviewed and agreed. The following item was discussed:

The draft generic Consultation Scheme template has not progressed any further due to on-going discussions between the NI Executive and Equality Commission regarding the timeframe for consultations.

**Action: Share draft Consultation scheme with service users/carers for comments by 16<sup>th</sup> December 2016.**

### **3 Leadership**

#### **3.1 Strategic meeting update**

MH updated the group on the recent strategic meeting. A positive response had been received to the meeting.

#### **3.2 Expert Panel Report/Minister's statement**

Initial response to the Expert Panel report and Minister's statement was positive with service user/carer representatives feeling they had been listened to. Members noted the focus on co-production and there was a concern that there was not a stronger focus on the term PPI and also the statutory duty of involvement.

The co-chair referred to the table on page 20 and the positioning of the terms consultation and involvement.

Members concluded that the word Involvement is a much more important and partnership based term than it would appear to be regarded in the current model.

All the evidence in the literature would regard the term involvement as being much higher up the ladder than consultation. It is more in keeping with meaningful partnership working and the 'doing for or doing with' approach. In fact, it could quite readily be regarded as an overacting or umbrella term in this field.

**Action: MH to contact DoH to discuss the possibility of a contribution being made by the Regional HSC PPI Forum to the Department's thinking / planning in regards to how to meaningfully embed an**

**involvement ethos into systems, structures and plans as the HSC undertakes the required transformation.**

**MH to advise members on her discussion in this regard.**

## **4 Governance**

### **4.1 Membership agreement**

Members discussed the role of the Forum, its Terms of Reference and potential to include a reference to informing / influencing PPI policy.

Martin Quinn (MQ) reminded members that several approaches had been made to the Forum from voluntary organisations to get involved. There is a proposal in the action plan to establish an e-forum and the outworkings of this are currently being discussed.

Members supported the establishment of the envisaged e-forum.

**Action: Members agreed to update the role of the Forum Terms of Reference to include a role to support and advise on PPI policy.**

### **4.2 Reimbursement guidance**

MQ provided background to reimbursement guidance which was based on SHSCT guidance and the travel rate based on HMRC guidance. The Department reinforced that they do not intend to develop guidance in relation to this area. The PHA has reviewed current rates in operation which have significant variation.

**Action: PHA to contact HMRC to determine the current / appropriate payable rate and bring back to Regional Forum for information.**

Members requested an update on the reward and recognition paper which had been presented by Rodney Morton last year and highlighted that clarification is still required for the HSC in relation to this issue, especially in light of the recent Ministerial announcement.

**Action: MQ to obtain update and feedback to members.**

## 5 Opportunities and support for involvement

### 5.1 Communications

Elaine Campbell (EC) provided an update on the recent communications sub-group meeting and actions. Members noted that the communications plan will be updated to include a focused approach to social media activity.

EC updated members on the social media training held at beginning October 2016. It was noted that current social media use is seen as a PR function to share information rather than engaging in two-way dialogue.

The PPI Annual Report will be developed in line with previous years templates.

**Action: PHA to share draft PPI annual report in December 2016 / January 2017.**

### 5.2 Engage

Claire Fordyce (CF) updated members on the re-development of the Engage website resource and advised that a project team had been established. Brian O'Hagan (BOH) is leading the involvement of service users/carers to develop the 'get involved' section.

Members were informed that the PHA are currently working with HSC Trusts to gain agreement on what information is to be shared

and included on individual Trusts websites and the Engage website and a positive response had been received to progressing this joint working.

**Action: PHA to continue to develop Engage and provide updates to members.**

**Any correspondence / communication to DoH/Minister should include reference to Engage and its potential as a resource to further the involvement agenda.**

### 5.3 C & V sector rep/service user/carer rep

DH raised the issue of community/voluntary representation v service user/carer involvement and the difference between each. Members recognised the importance of the community and voluntary sector but were also mindful that it should not replace the voice of service users and carers.

**Action: Members agreed to develop guidance on best practice. PHA to co-ordinate a group to discuss and develop a draft.**

## 6 Service Users/carers meeting feedback

All items were covered as part of the agenda.

## 7 Knowledge and Skills

### 7.1 PPI Training

MQ highlighted that the PPI e-learning uptake levels remain low across all HSC organisations. Further awareness raising will be undertaken.

Members noted that the e-learning will be updated to reflect the retirement of the PHA Chief Executive and also create a service user/carer version, which will be placed on Engage. Reference was made to the NISAT training and potential learning on how it was implemented and also useful to use as a case study.

**Action: PHA to review NISAT training for consideration as part of the service user/carer up-dated e-learning training.**

Alison Irwin (AI) and Siobhan O'Donnell (SO'D) highlighted the new Equality and Human Rights training and the opportunity to include prompts about involvement.

**Action: AI and SO'D to request involvement inclusion in the new Equality and Human Rights training.**

EC shared with members that the SEHSCT are currently seeking to make PPI e-learning training mandatory.

## 7.2 PPI Research

The QUB team lead by Dr Joe Duffy has formally submitted the final PPI Research report. The report will be submitted to the DoH shortly and a formal launch will be held in early 2017. Whilst the PHA's action plan (currently under development) includes many of the actions from the research report, it is important that a response to the research is produced clarifying how the recommendations will be addressed.

The next stage will be to review the recommendations and agree an action plan.

**Action: PHA to disseminate the full and summary research report to members, after submission to the DoH.**

**PHA and PCC to meet to discuss PPI action plan arising from the research recommendations.**

### 7.3 PPI Conference – Involving you, Improving Care: our involvement story, 22 June

Members again congratulated the PHA and QUB and the wider conference planning team for the excellent event that was held in June. It continues to be talked about and has significantly increased understanding and awareness of PPI. The Chair encouraged all HSC partners and Service User and Carer members to get involved in planning and delivering future events of this nature.

MH said she looked forward to more events / conferences of this nature in 2017 and beyond.

## 8 Monitoring Outcomes

### 8.1 PPI Monitoring

MQ highlighted that the DoH has received the 2015/16 HSC Trust monitoring reports. Davy Best (DB) informed members that DoH has recently sent correspondence to all Trust Chief Executives to ask what action they will be taking to progress the recommendations outlined in the monitoring reports. This information will be shared with service users/carers and will also be used to inform the next monitoring round, which the PHA will be leading on in early 2017.

It was noted that through this approach, the Department is sending a strong message to Chief Executives that PPI is important and increasing the focus on PPI as part of the DoH and Trust accountability process.

**Action: Performance and monitoring sub-group to meet to review responses to DoH from Trusts and also start to plan for the next round of monitoring.**

## 9 Any Other Business

- **Location of meetings**

Some members had requested for meetings to be held in different geographic locations.

**Action: PHA to scope venues with video technology in the Antrim area.**

- **Meeting effectiveness**

The co-chair requested feedback on meeting effectiveness for future meetings. DH raised the frequency of meetings and members agreed to review and move to 4 meetings a year in addition to the strategic meeting.

**Action: PHA to review meeting dates.**

- **Unscheduled Care Programme of Work**

A short verbal update on the Unscheduled Care Project was provided to keep members informed of the process of this vital HSC transformation initiative.

**Action: A written update report will be provided at the next meeting.**

## 10 Date and time of 2017 meetings

- Monday 27 February 2017 at 1.30pm in CR3 and CR4
- Monday 15 May 2017 at 1.30pm in CR3 and CR4
- Monday 18 September 2017 at 1.30pm in CR3 and CR4 (strategic)
- Monday 6 November 2017 at 1.30pm in CR3 and CR4

Note – Conference Rooms (CR) are all located on Floor 2, Linenhall Street, Belfast, BT2 8BS.