

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

**Monday 27 February 2017 at 1.30pm**

**The Junction, 12 Beechvalley Way, Dungannon BT70 1BS**

**Present:**

Martin Quinn	Regional PPI Lead, Public Health Agency (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)
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)
Jackie McNeill	PCC
Jarlath Kearney	N Ireland Ambulance Service (NIAS)
Peter Donnelly	Service User/Carer (SHSCT)
Richard Duffin	(DoH)
Sandra McCarry	(BHSCT)
Sharon Doherty	Service User/Carer (SHSCT)
Siobhan O'Donnell	(WHSCT)
Thelma Dillon	Service User/Carer (NHSCT)

## Apologies:

Angela Reed	Northern Ireland Practice and Education Council for Nursing and Midwifery (NIPEC)
Brian O'Hagan	Service User/Carer - Regulation and Quality Improvement Authority (RQIA)
Christine Goan	(RQIA)
Jacqueline Magee	Health and Social Care Board (HSCB)
Mary Hinds	Executive Director of Nursing, Midwifery and Allied Health Professionals, (PHA)
Michelle Tennyson	(PHA)
Pauline McMullan	Clinical Education Centre (CEC)

## 1 Welcome and introductions

Don Harley (DH) welcomed everyone to the meeting. Apologies were noted.

## 2 Matters arising

The minutes from the previous meeting were reviewed and agreed for accuracy. The following items were noted as matters arising:

### Consultation Scheme Template

The draft Consultation Scheme was circulated to all members for final comments. Members discussed the recommended period for consultation and noted that it is recommended to undertake an eight week consultation period if a full Equality Impact Assessment (EQIA) is not required (as per the Fresh Start Agreement) and a twelve week consultation period if a full EQIA is undertaken.

**Action: All members are to submit final comments by end March 2017 to PHA for final document to be developed and sent to DoH for agreement and dissemination.**

### **Membership Agreement**

The final approved Membership Agreement has been circulated to all members.

### **Service User/Carer v Community/Voluntary Sector Representation**

Service users/carers highlighted a concern about a lack of recognition of the difference between community/voluntary group representation v service users/carers.

A sub group will be developed to discuss and develop guidance.

**Action: PHA to set up a meeting with service users and carers in April 2017 to discuss and develop a draft guide.**

### **Location of meetings**

The location of future meetings is being reviewed with consideration being given to accessibility and technology needs.

### **Additional Forum meeting**

Members agreed the fourth Forum meeting for 2017 will be held in September prior to the strategic meeting.

DH reminded members to input into future Forum meeting agenda items for discussion.

## **3 Leadership**

### **Delivering Together – up-date on progress**

Members were updated on the Department of Health, transformation programme of work. Brian O'Hagan (BOH) has been selected to sit on Transformation Advisory Group and will be engaging with the Forum members for support and input.

The PHA and PCC working with HSC staff and service users/carers led the development of a co-production paper, which set it in the context of the continuum of involvement and outlined the key areas for consideration when adopting a co-production approach. As we

understand it, the paper will be used as the basis of the development of guidance to inform the transformation workstream groups.

Members recognised that PPI policy and Statutory Duty of Involvement have been major drivers in the increasing focus on the partnership based approach to commissioning, service development and delivery.

DB advised that the Department of Health, Permanent Secretary etc, will continue with the Ministerial direction set out under “Delivering Together”.

## 4 Governance

### Reimbursement guidance

Members discussed the two separate areas in relation to this agenda item:

- 1 Out of pocket expenses
- 2 Remuneration of time

1. Martin Quinn (MQ) gave an overview of the original development of the current reimbursement guidance and noted that different rates of payments are in operation across HSC organisations. MQ had contacted HMRC for guidance on the reserve rate.
2. Members asked for an update on the paper which had been developed and presented by Rodney Morton. Members agreed further clarity was required for sessional payments for service users and carers in the context in which these operate.

It was noted that DoH Finance team are looking at issues surrounding out of pocket expenses. Members advised that they would be keen to contribute to that discussion and process of consideration.

**Action: PHA to check with NICVA in regards to re-imburement policies, and payments & also to advise members of feedback from HMRC.**

**Department of Health finance department to be approached with regards to connecting with service users/carers to discuss the reimbursement issue.**

**PHA to request update on progress from Rodney Morton with regards to his paper and ask for the latest version of the paper he presented last year to be shared with the Forum.**

## **5 Opportunities and support for involvement**

### **5.1 Communications Plan**

Roisin Kelly (RK) provided an update on the communication plan, including the need to be more pro-active about the use of social media etc. This is now integrated into the plan as a standard approach, with the PHA utilising the official communications route for tweets, Face book posts etc.

### **5.2 Engage**

Claire Fordyce (CF) shared the draft website and its functionality with members. BOH has been working closely with the team to help progress the development of the structure and content of the website.

Members noted that the opportunities section of the website needs further development and this will require ongoing work after March.

All members will be asked to identify clips or case studies to include in Engage on an on-going basis.

### **5.3 Role of Honorary Contracts for PPI**

Members discussed the role of honorary contracts and required guidance.

It was noted that SHSCT has volunteer agreements in place but not payments and BHSCT do not give out honorary contracts.

**Action: CF to speak to Gail Johnston (R&D Division)/Ruth Boyd (Cancer Research Forum) regarding**

**contracts and share information in relation to the role of honorary contracts for PPI.**

#### **5.4 Unscheduled Care**

CF referred members to the paper which outlined the unscheduled care programme of work. Service users and carers have co-designed the involvement structure and a Reference Group will be established. The group also co-designed the recruitment process and application and helped to raise awareness of the opportunity by writing a blog to stimulate interest. Applications for the Reference Group have now closed and the selection process will be undertaken with a service user/carer and anticipated the group will be established in April.

## **6 Members' Items for discussion**

### **6.1 PPI Trust Leads**

A leadership and planning day for HSC Trust PPI Leads scheduled for 29 March 2017 was warmly welcomed.

**Action: PPI Trust Leads to send agenda items for the session to PHA by 20 March 2017**

### **6.2 Service Users/carers meeting feedback**

Service users/carers met prior to the meeting and shared:

- Current representation is low again and members would like to see redressed as soon as possible.
- All members were reminded that a barrier to service user/carer involvement is a 9am start.
- The issue and potential role of PCC champions was raised and further information was requested

**Action: HSC organisations with gaps in service user / carer membership of the Forum to urgently act to address this.**

**Jackie McNeill to investigate the PCC Champions role.**

## 7 Knowledge and Skills

### 7.1 Engage and Involve

All Trusts were asked as part of the PPI Monitoring to prepare a training action plan.

Roisin Kelly (RK) has undertaken this for the PHA via a staff survey template. The template will be shared with HSC Trusts to support the development of their training plan.

An evaluation of the Engage and Involve training will be undertaken to ascertain if there are any changes required for any of the current modules. BHSCT noted that they have re-shaped some of the training modules and will share with colleagues.

PHA has after a number of requests, commenced work on the development of a module on co-production as part of the Engage & Involve training programme.

It was noted that the monitoring module was not currently for operational staff and required updating.

RK shared that the e-learning is currently being updated for service users/carers which had been identified as a key component of training.

A query was raised regarding costs for accessing numbers of how many staff had completed the e-learning. It is important to know how many people are doing training and this will be undertaken on an annual basis in line with monitoring.

RK shared that the PHA had been exploring Collaborative Leadership training with the King's Fund, and this will be progressed to try and establish a training programme aimed at HSC management and service users/carers and to progress the development of skills at this level.

**Action: Roisin Kelly to share training needs survey template with HSC organisations.**

**Sandra McCarry to share the updated training modules.**

**PHA to call for interested parties / individuals to work alongside them in the development of a co-production module as part of the training.**

## **7.2 PPI Research**

The PPI research has been completed and was formally launched on 27 February 2017. It was distributed at that point to a number of partners and key interested parties.

The action plan is in response to the recommendations currently being developed and will be circulated for review and comment.

**Action: PHA to circulate Action Plan to all members for comment.**

## **7.3 PPI Event – Co-production in the context of involvement masterclass, 29 March 2017**

This event has been postponed. All applicants who have registered for this event have been informed and will be notified of the new date when set.

# **8 Monitoring Outcomes**

## **8.1 PPI Monitoring**

The Performance and Monitoring Sub-Group have met with the DoH to review the current monitoring process and accountability processes for HSC Trusts.

The PHA is to share with the HSC Trust PPI Leads at the Leadership day and will discuss the proposed Outcomes Based Accountability (OBA) approach and how it may be implemented in relation to PPI monitoring.

Discussions are to be held with the HSC Leadership Centre in relation to how the monitoring can be adapted to an OBA approach.

Work will commence on updating the monitoring process with a view to implementing the programme of work with HSC Trusts for submission to the DoH for the September-November accountability meetings.

**Action: PHA performance and Monitoring Sub-group to meet in April to progress the updated monitoring programme.**

## 9 Any Other Business

### 9.1 WHSCT - Café Style 'Engagement' Event 2017

Siobhan O'Donnell (SOD) invited all Forum members to attend the WHSCT Café Style 'Engagement' event on Friday 10 March 2017 at the Fir Trees Hotel in Strabane. This event is to enable attendees to share the PPI work evolving within the WHSCT Trust.

### 9.2 PCC Membership Scheme

Jackie McNeill (JMcN) informed all attendees that the PCC membership scheme celebration event will take place on 29 March 2017 at Belfast City Hall and focus on a co-production theme.

### 9.3 Members' feedback

DH asked members for feedback including:

- submitting items for discussion at meetings
- format of meetings
- other issues / opportunities to share learning

**Action: Explore the possibility of working with Equality Forums to determine if there are opportunities for Improving consistency/collaboration with regional PPI work.**

**Action: The PPI Leads requested more Leadership days.**

## 10 Date and time of 2017 meetings

- Monday 15 May 2017 at 1.30pm in CR3 and CR4
- Monday 18 September 2017 at 10.30am in CR3 and CR4 (forum)
- Monday 18 September 2017 at 1.30pm in CR3 and CR4 (strategic)
- Monday 6 November 2017 at 1.30pm in CR3 and CR4

It was suggested that one of the days could be a more workshop type format to plan for the year ahead etc.

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

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