

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

Monday 15 May 2017 at 1.30pm

Conference Rooms 3 and 4, 12-22 Linenhall Street, Belfast BT2 8BS

Present:

Mary Hinds	Co-Chair - Executive Director of Nursing, Midwifery and Allied Health Professionals, Public Health Agency (PHA)
Don Harley	Co-Chair - Service User/Carer – Belfast Health and Social Care Trust (BHSCT)
Alison Irwin	Northern Health and Social Care Trust (NHSCT)
Angela Reed	Northern Ireland Practice and Education Council for Nursing and Midwifery (NIPEC)
Anne Marie Murray	Service User/Carer - Patient and Client Council (PCC)
Brenda Horgan	Northern Ireland Social Care Council (NISCC)
Bryan Nelson	BHSCT
Brian O'Hagan	Service User/Carer - Regulation and Quality Improvement Authority (RQIA)
Caroline Kelly	Service User/Carer – Western Health and Social Care Trust (WHSCT)
Carolyn Agnew	Southern Health and Social Care Trust (SHSCT)
Claire Fordyce	Senior PPI Officer (PHA)
David Best	Department of Health (DoH)
Elaine Campbell	South Eastern Health and Social Care Trust (SEHSCT)
Gerard McWilliams	Service User/Carer (NISCC)
Jackie McNeill	PCC

Jacqueline Magee	Health and Social Care Board (HSCB)
Jarlath Kearney	Northern Ireland Ambulance Service (NIAS)
Maura O'Neill	WHST
Michelle Tennyson	Assistant Director, AHPs and PPI (PHA)
Pauline McMullan	Clinical Education Centre (CEC)
Peter Donnelly	Service User/Carer (SHSCT)
Richard Duffin	DoH
Sharon Doherty	Service User/Carer (SHSCT)
Thelma Dillon	Service User/Carer (NHSCT)

Apologies:

Charles Kinney	Northern Ireland Blood Transfusion Service (NIBTS)
Mark McCarey	Northern Ireland Medical and Dental Training Association (NIMDTA)
Martin Quinn	Regional PPI Lead, Public Health Agency (PHA)
Roisin Kelly	Senior PPI Officer (PHA)
Sandra McCarry	BHSCT
Siobhan O'Donnell	WHST
Teresa Fallon	Northern Ireland Guardian Ad Litem Agency (NIGALA)

Invited Guests:

Michael McBride	Chief Medical Officer, DoH
Niall Herity	BHSCT
Alistair Campbell	DoH
Fergal Bradley	DoH
Kate Pateman	DoH
Naomhin McGarrity	DoH

1 Welcome and introductions

Don Harley (DH) welcomed everyone to the meeting, including Dr Michael McBride (MMcB), Chief Medical Officer (CMO) and his associates. Introductions were made and apologies noted.

2 Discussion on PPI

MMcB welcomed the opportunity to meet with the Forum and outlined that he has had policy responsibility for PPI from 2007. He congratulated the group on the excellent work to date to support HSC to embed involvement into culture and practice. A discussion then followed in three key areas:

A. The continuum of PPI and co-production

MMcB reassured the group that the PPI framework remains a statutory duty and this work will continue to be taken through his policy area of responsibility. There was recognition that co-production is part of the continuum of involvement and PPI done really well is co-production. There was an appreciation that there is some confusion currently in the system. In response to this the CMO and Chief Nursing Officer (CNO) will issue joint correspondence to confirm the policy direction and, the critical importance of working together continue to deliver on PPI and importantly the Minister's vision to co-produce the transformation programme of work outlined in Delivering Together moving forward. The importance will be to share good practice and outline the key ingredients which comprise a co-production approach.

The CMO shared details of a Co-production Working Group meeting and workshop which is scheduled to take place on 23rd May, which has been co-ordinated by the CNO. This group has been established to support the Transformation Implementation Group workstream leads to progress co-production in their respective groups and provide support and guidance on how to implement it. An apology was given for the short notice and recognition that moving forward ground rules or good practice for involvement would be useful. This would include the range of support mechanisms for

service users and carers to support their involvement including e.g. adequate notice for meetings, timing of meetings, easy read versions, good meeting etiquette etc.

Members joined a discussion and outlined that there was confusion between PPI and co-production in the system. It was suggested that there is a need for clarity on what co-production is and is not and build on involvement work already taking place in HSC. There was a request to build any further guidance on co-production into the existing guidance and not create two separate policy directions. It was also highlighted that co-production is expensive and the workstream leads need supported to do involvement well and aim for co-production, but there needs to be recognition that this will take time.

Forum members shared their willingness to engage, learn and progress in the good practice and work already taking place in involvement. This presents a real opportunity to build on and embed PPI and specifically co-production into HSC.

The CMO welcomed this support and recognised that collective brain power is required. This work presents an opportunity to review the PPI framework and refresh it to truly engage wider communities in transformation.

- B. Dr Niall Herity (NH), Consultant Cardiologist, BHSCT, outlined that he was appointed to chair the Transformation Group looking at the Elective Care system. NH outlined the programme of work and the 12 week timeframe given to develop recommendations. He outlined that the tight timeframe posed a real difficulty to co-produce but recognised that whilst the system may be satisfied with the recommendations, without people who use the system there is a real recognition that they will come up with the wrong answer – ultimately the product will be wrong.

The importance of involving communities was recognised particularly in relation to future challenges from the public/media/government perspectives.

Options to involve people in this programme of work were discussed including questionnaires to patients who have recently used services

to ask them to get involved. Service users/carers offered to help develop the correspondence and wording for this work and the Forum can help with this. The PCC membership scheme was also highlighted as a good mechanism to engage with the public as it has over 13,000 members.

The importance of service users/carers involvement at a strategic level was recognised particularly in relation to influencing the Bengoa report and the recommendations which was heavily shaped by the meeting between service users/carers and the Expert Panel which was led by the Forum.

MH thanked NH for meeting with the group and welcomed the opportunity to support this work.

C. Breast screening reconfiguration

The CMO shared this transformation programme of work and outlined that the breast screening service was currently undergoing a programme of change due to regional differences, waiting lists etc. An effective involvement plan is required to ensure that this service change is effectively shaped by the potential service users and carers, which is effectively all ages.

The CMO asked members for their thoughts/comments on this issue. MH noted that the PHA has already engaged with Michael Bloomfield (Group chair) and his team to start discussions on how to input into this work.

The CMO concluded the session and thanked all for the discussion. Final comments highlighted that there is a real need for service users/carers to be recognised as partners in this process. The recognition that co-production is on the spectrum of involvement is important as it is necessary to keep it simple and ensure the focus remains on the voice of service users/carers in decision making processes.

DH and MH thanked MMcB and team for meeting with the Forum which was hoped would be a regular occurrence in the future.

Action: Any comments regarding the programmes of work to be sent to PHA.

Co-Chairs to send letter of thanks to Michael McBride and team for their contribution at the Forum meeting

3 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

Following the PPI Leads meeting on 10 May 2017, the draft Consultation Scheme will be updated and sent to DoH for approval and dissemination.

Role of Honorary Contracts for PPI

No HSC Trusts are using honorary contracts and no response has been received from other bodies in relation to such contracts.

PPI Trust Leads

This meeting was re-scheduled and held on Wednesday 10 May 2017. This meeting was useful for the PPI Leads to connect on a number of different areas of work. Future meetings will take place on a 6-monthly basis moving forward. The next PPI Leads meeting will take place on 28 November 2017.

Forum Membership

Contact has been made with HSC organisations who do not have full representation at these meetings. Members commented that they are currently working to identify representatives.

Action: Members were asked to progress this work urgently to ensure that all sectors are fully represented.

Jackie McNeill (JMcN) updated the members on the role of the PCC Champion. During April/May, the PCC will host Coffee Connections which is a new initiative to engage locally with the PCC's members across towns in N Ireland. Unfortunately there are only a few events

left but will be rerun in different towns in six months' time. JMcN welcomed the input of HSC Trusts into the meetings to engage the members in key issues.

Action: Jackie McNeill to circulate the remaining dates and venues of the remaining Coffee Connections to members of the Forum

PPI Research

The action plan arising from the PPI research has been integrated into the final PPI Action Plan which will be circulated to all members.

Action: PHA to circulate final PPI action plan to all members

4 Governance

Reimbursement guidance

The HMRC replied to the request regarding the reimbursement of 'out of pocket' expenses for service users/carers. The correspondence did not provide any further clarity on the situation.

Richard Duffin (RD) advised that the DoH's finance department are now actively looking at the reimbursement issue, but there is no timescale or a budget currently in place to implement this. It was suggested that the current work on co-production may provide another mechanism to progress this work which will be raised with the CNO.

Action: Reimbursement of service users and carers involved in co-production work is to be raised at the Co-production Working Group.

Reimbursement issue is to be kept on the agenda for future discussion

Rodney Morton's (RM) paper has been updated and currently subject to consultation with the HSC Trusts. Claire Fordyce (CF) is to contact RM for an updated copy of his paper to be shared with the Forum.

Action: PHA to request an up-dated copy of the Framework paper

5 Opportunities and support for involvement

5.1 Engage

CF advised that the Engage website has been re-developed and is now in draft format. The website address will be circulated to members for their feedback and a demonstration will be given at the NICON conference in May to start to raise awareness of the resource. There are still some areas to be completed including the case study section and all members are asked to submit case studies in the agreed template which will be shared shortly.

A discussion was held regarding the User Acceptance Testing process and it was agreed that these sessions would take place over the summer/early Autumn with a range of stakeholders with a view to officially launching the website later in 2017.

Action: PHA to circulate the Engage website address to members of the Forum for feedback

PHA to circulate the case study template to members of the Forum to submit good practice

5.2 Service users and carers v community and voluntary sector guide

Service users and carers met on 20 April 2017 to discuss a draft guide on the above. The group will continue to develop the guide and share with wider Forum members for comment in due course.

Action: Su/carers to continue to develop draft guide and PHA to share for comment when available.

6 Performance and monitoring

The self-assessment monitoring forms have been circulated to the HSC Trusts for completion by 2 June 2017.

This will be followed by Improvement visits to the Trusts in June 2017. The monitoring reports will then be submitted to the DoH in early

September for inclusion in the November accountability meetings with HSC Trusts.

7 Progressing the PPI action plan

MH led a discussion with the Forum to outline the work priorities for the Forum in the next twelve months. The following were identified as areas to progress:

- involvement/co-production guidance to TIG groups;
- training for HSC organisation non-executive directors for PPI;
- standardise template for PPI governance in HSC Trusts as a way to reduce variation

Members agreed that a questionnaire would be useful to further outline priorities for members for the year ahead. It was agreed that the next Forum meeting in September 2017 would review the monitoring process and agreed that it would be useful for a workshop to progress work on redefining the monitoring process for future years.

Action: PHA to develop a questionnaire to outline priorities for members

8 Any Other Business

8.1 Involvement Plan for Primary Care Transformation work

Michelle Tennyson (MT) circulated the draft Involvement Plan for the Primary Care Transformation workgroup. MT outlined that this work had been developed by the PPI team in PHA as a suggested approach to involvement in this workstream and welcomed comments.

Action: Comments to be sent to Kim Conlon by close of play on 16 May 2017 on the creation of useful tools to support the implementation of the plan.

8.2 PCC Business Plan

JMcN will circulate the draft PCC business plan to members of the Forum, which details the PPI projects scheduled for the 2017/18 financial year

9 Date and time of 2017 meetings

- Monday 18 September 2017 at 11am 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

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