

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

Wednesday 28 March 2018 at 10.30am

Spinning Room, Mossley Mill, Newtownabbey BT36 5QA

PRESENT:

Co-chairs

Donald Harley	Service User/Carer- Belfast Health and Social Care Trust (BHSCT)
Mary Hinds	Executive Director of Nursing, Midwifery and Allied Health Professionals, Public Health Agency (PHA)

Public Health Agency (PHA)

Claire Fordyce	PHA
Martin Quinn	PHA
Michelle Tennyson	PHA

Service User/Carer Representatives

Brian O'Hagan	Service User/Carer – The Regulation and Quality Improvement Authority (RQIA)
Martin Woods	Service User/Carer – BHSCT
Peter Donnelly	Service User/Carer – Southern Health and Social Care Trust (SHSCT)
Sharon Doherty	Service User/Carer – SHSCT
Thelma Dillon	Service User/Carer – Northern Health and Social Care Trust (NHSCT)
Torie Tennant	Service User/Carer - NHSCT

Trusts and HSC partners

Alison Geddis	Northern Ireland Blood and Transfusion Service (NIBTS)
Carolyn Agnew	SHSCT
Fionnuala McKinney	WHSC
Jill Munce	RQIA

Lynda Black PCC
Sandra McCarry BHSCT
Teresa Fallon Northern Ireland Guardian Ad Litem Agency (NIGALA)

Tele-conference:

Pauline McMullan Clinical Education Centre (CEC)

Invited guest:

Charlotte McArdle Chief Nursing Officer, Department of Health (DoH)

Apologies:

Service user and carer representatives

Anne Marie Murray Service User/Carer- Patient Client Council (PCC)
Anne Murray Service User/Carer - South Eastern Health and Social
Care Trust (SEHSCT)

Trusts and HSC Partners

Alison Irwin NHSCT
Angela Reed Northern Ireland Practice and Education Council for
Nursing and Midwifery (NIPEC)
Brenda Horgan NISCC
Jacqueline Magee Health and Social Care Board (HSCB)
Naomi Dunbar SEHSCT

Department of Health (DoH)

Richard Duffin DoH
Rodney Morton DoH

1 Welcome and apologies

Don Harley (DH) welcomed everyone to the meeting, including the new service user/carers representatives who had joined the group. Introductions were made and apologies noted. In particular, Don extended a warm welcome to Charlotte McArdle, Chief Nursing Officer.

2 Minutes from last meeting and matters arising – 18 September 2017

The minutes from the previous meeting on 18 September 2017 were reviewed and approved.

The following items were noted as matters arising:

Reimbursement Guidance

To be discussed as per agenda item.

Terms of Reference update

The up-dated Terms of Reference have been shared with Forum members. A final suggestion under membership was raised and agreed to outline that in the absence of the Director of Nursing and AHPs, that the co-chair will be supported either by the Assistant Director of AHPs and PPI, or by other agreed nominee.

Action: PHA to up-date final Terms of Reference and send to members by end April 2018.

3 Leadership

3.1 DoH policy responsibility for PPI

Further to recent DoH correspondence, Mary outlined that the policy responsibility for PPI is now with the Chief Nursing Officer's Office. A note of thanks was given to Davy Best and the team which had supported the Forum and its work from its conception. Correspondence has been sent to the Chief Medical Officer's Office to officially record a note of thanks to the team.

Mary welcomed Charlotte McArdle to the meeting and noted that there will be representation from the CNO office at future meetings. Charlotte outlined that the DoH were currently developing their team to help drive forward PPI and Co-production. The Forum will be key to the outwork of this. It is anticipated that a review of PPI policy will take place to blend together PPI and co-production. This work will be undertaken in conjunction with people including the Forum and the Co-production Working Group. It is anticipated that this will commence after Easter and be completed in Autumn. It is recognised that the current legislation on Involvement is wide enough and flexible, to cover current work including co-production, but may be reviewed in the future, as appropriate and at a time when the Assembly is again operational.

3.2 Co-production Guide – A guide to delivering transformation change together

The draft guide has been up-dated with comments from the Transformation Implementation Group (TIG) and anticipated it will be published after Easter. There are a number of key areas which still require attention including training, capacity building, recompense etc. It is anticipated that it will be shared with HSC for direction thereafter.

Alongside the Guide, a recent Future Search event will also feed into this work. A report and implementation plan is currently being developed based on the Future Search event and anticipated that it will be launched with the co-production report at end April/early May.

Members thanked Charlotte for the up-date and welcomed the creation of a range of opportunities that this will bring for people to get involved to help shape Health and Social Care services. It was acknowledge that we are required by law to act within the legislation and want to ensure that PPI is at the forefront of this work with co-production.

Brian O'Hagan as a member of the Transformation Advisory Board (TAB) had linked with over 100 people to gather feedback on the co-production guide. The vision for involvement in HSC was welcomed to reach out to a larger group of service users and carers. A key element of this work was to ensure transparency for recruiting and involving people. The document was seen as positive move to help create large scale change with people and it had been recommended to all to promote and support the work. The feedback flagged up the need for the excellent work taken through PPI to be fully integrated into the future direction of travel. Expertise of staff in the involvement field, service users and carers who have partnered with HSC, alongside the resources and structures developed through PPI, need to be enhanced and built upon if the system wishes to deliver on co-production.

Martin Quinn also commented that this work would build on the strong foundations developed by the Forum including PPI Standards, Engage & Involve training, monitoring etc. The Standards for Involvement are currently being utilised as the

‘pathfinder’ in a Four Nations project to create Standards for involvement in research across the UK.

3.3 PPI Leadership Programme update

The PPI Leadership Programme has commenced and cohort 1 will complete on 29th March. The programme was co-designed with Forum members and feedback from the course participants has been very positive. A formal evaluation will be undertaken to review and further develop the programme.

Michelle Tennyson has secured a Winston Churchill Scholarship, which is a prestigious award to investigate inspiring involvement practice in other countries. Michelle will visit Alaska, Germany and Belgium to research public involvement models in shaping health services.

4 Governance

4.1 Regional PPI Forum draft action plan

The draft PPI Action Plan has been developed in line with discussions at the November workshop. The actions have been developed in line with the 2012 policy circular responsibilities, PPI strategy/PHA PPI Action plan and the recent PPI research recommendations. It was agreed to progress the work via sub-groups as follows:

- Leadership and governance
- Communication/events
- Training
- Performance and monitoring – incorporating impact of involvement

It was agreed that membership of the sub-groups should also be open to Trust PPI Panels or other colleagues as identified with a particular interest in the sub-group theme.

Action: Members are to review the draft Action Plan and send any further comments to ppi.secretary@hscni.net by Friday 4 May. The final Action Plan will then be disseminated to members.

All members are to nominate themselves or identify PPI Panel or colleagues to a sub-group to progress the work outlined in the Action Plan. Nominations are to be submitted to ppi.secretary@hscni.net by Friday 4 May to enable work to progress in the key areas.

4.2 Reimbursement guidance

Members are aware of a range of issues relating to the current guidance including reimbursement rates and the lack of clarity for the payment/recompense of service users and carers. After discussion with the DoH, it was agreed to host a workshop in early June to review the current interim reimbursement guidance and to examine issues pertinent to the matter of recompense for DoH consideration moving forward.

Action: Leadership and governance sub-group to work with PHA to agree a date and workshop programme.

4.3 PPI Annual Reports

The 2016/17 PPI Annual Report has been completed and available on the PHA website and Engage. The 2017/18 PPI Annual Report will be shared with members for comment and completed by end May.

Action: Draft 2017/18 PPI Action Plan to be sent to members for comment. Comments to be returned by Friday 4 May to ppi.secretary@hscni.net.

4.4 Data protection issues

Sandra McCarry raised an issue concerning data protection and guidance in relation to contacting people when discharged from a service. The General Data Protection Regulation (GDPR) will come into place in May 2018 and this will have implications for what personal data is being held for and how long such data can be retained. A number of members agreed to meet to review implications for Involvement work and develop a Guide.

Action: Sandra, Brian, PCC, CEC, patient experience representative and PHA to meet to progress development of a Guide.

5 Opportunities and support for involvement

5.1 Engage

Members noted that Engage Phase II will commence to further populate the resource. This includes the development of an Involvement opportunities page as identified with the PPI Leads at a recent Leadership session. Engage has also been accepted as a poster presentation at the King's Fund Digital Health and Care Congress in July 2018.

5.2 Communications Plan

Members noted the Communications Plan and proposed activity to be undertaken by all HSC organisations.

Action: All HSC organisations to adopt PPI communication plan

5.3 PPI event

A potential Involvement event was discussed and it was agreed it should be progressed. It was also agreed to engage with wider partners including the Community Development work stream. November was identified as a potential timeframe for hosting the event.

Action: PHA to establish sub-group to progress work on event. Members interested in joining the group are to email their details to ppi.secretary@hscni.net by Friday 4 May.

5.4 Service user and carer v c&v sector representation guide

Don outlined that service user and carer members of the Forum have been working to develop a guide to promote greater clarity

on the distinction between service user and carer representation v community and voluntary sector representation.

Action: PHA staff and carer members of the Forum are to review the carer's definition in the guide by end April.

PHA to circulate the draft guide to organisations including NICVA, CDHN, CO3 and the 3rd Sector Learning Group and ask for comments by end May.

Agree final draft guide at the June Forum meeting and disseminate to a range of groups including TIG work streams.

6 Knowledge and Skills

6.1 Engage & Involve – training

At the PPI Leads session in January, it was agreed to revisit Engage & Involve. This would also be in line with a series of other programmes which have been commissioned by the PHA including Leadership training and specialist training to support consultation and involvement.

Action: Training sub-group to be re-established. Members are to nominate themselves by emailing ppi.secretary@hscni.net by Friday 4 May.

Training sub-group to develop a pathway for Involvement training which includes staff at different levels and strategic level training for service users and carers by end June 2018.

6.2 PPI in practice

Teresa Fallon, PPI Lead, NIGALA presented a programme of work which involved establishing a Young Persons Panel to advice the court process for looked after children. Teresa was thanked for her presentation and great resources developed as

part of the work which was funded via PHA non-recurrent small grant programme.

7 Performance and monitoring

Members noted the paper. It was suggested that HSC Trust monitoring would not be undertaken in the incoming year to allow time for the recommendations from previous monitoring reports to be embedded. It was also suggested that monitoring with other HSC organisations be considered. PHA may then make available the opportunity for monitoring to other HSC organisations for the incoming year.

The issue in relation to identifying the impact of Involvement remains a challenge and it was agreed that work needs to be undertaken to identify and agreed indicators which would align with the PPI Standards and current KPI's. It was noted that TIG will develop a set of indicators for Involvement practice as part of the transformation programme of work.

Action: PHA to liaise with DoH Involvement policy lead to agree monitoring programme for incoming year.

Performance and monitoring sub-group will meet with the HSC PPI Leads and agree a plan on how to proceed to establish indicators to determine the impact of involvement.

8 Any Other Business

8.1 The June meeting has been organised for Antrim.

8.2 Feedback has been received that it would be more effective to have three Forum meetings a year with one of these being a workshop. A fourth meeting would be held with strategic leads across HSC organisations with corporate involvement responsibility. The format of this will be reviewed and agreed prior to organisation. This was agreed with members.

8.3 Caroline Kelly asked for the Reform of Adult Social Care and the Involvement mechanism for this work to be shared with the Forum. Members agreed to include it as part of the June meeting.

- 8.4 Given the alignment of and connection between co-production, involvement and patient client experience work within the Chief Nursing Officers Office, members welcomed the suggestion that there should be a presentation on the 10,000 Voices programme of work.

9 Dates and times of 2018 meetings

- Monday 18 June 2018 at 1.30pm in Antrim Civic Centre
- Monday 1 October 2018 at 1.30pm in CR1 and CR2, 12-22 Linenhall Street, Belfast BT2 8BS (Strategic meeting)
- Monday 19 November 2018 at 1.30pm – venue to be agreed - workshop