

A guide to Personal and Public Involvement (PPI)



FAQs Involvement During COVID-19

This guide sets out some of the most frequently asked questions by Trust staff in relation to involving service users and carers during COVID-19. Please get in touch with us using the details below if you have any other queries.

Q. When do I need to involve people?

A. It is important that we involve service users and carers in any decisions we make about the care they are receiving, or about the services that are providing their care. This means we should involve people when commissioning, planning, delivering and evaluating our services. During COVID-19 we have had to make urgent changes to our services. It is vital that we involve service users and carers when evaluating these changes and when making plans to rebuild our services. Read more [HERE](#).

Q. Who can I ask to get involved?

A. You can approach service users and/or carers who are currently receiving health and social care services to ask if they would be willing to get involved (e.g. to complete a survey, or take part in a focus group). However, you must get consent from service users before they are discharged from the Trust if you wish to contact them for feedback/to get involved afterwards. Read more [HERE](#).

Q. Where can I get support on hosting virtual meetings?

A. During COVID-19, staff have had to quickly adapt to new ways of working, including participating in more virtual meetings. This can be daunting for some, but there is lots of advice and support available. Please click [HERE](#) to read tips and advice on hosting virtual meetings and focus groups.
link required

Q. Can I still hold face-to-face meetings with service users/carers?

A. Check Government guidance [HERE](#).

KEY

Planning

Doing

Reviewing



PPI - Involving you, improving care



Q. How can I ensure the methods I use are inclusive?

A. One size won't fit all in terms of involvement methods. For example, some people may not have access to internet/technology to take part in virtual meetings. Offering choice and considering people's individual needs is key. Read more [HERE](#). **link required**

Q. Where can I get help with engagement?

A. Contact your PPI Team for advice using the contact details below. You can also get further support and advice from the following sources:

- Regional website for service user and carer involvement <http://engage.hscni.net>
- Guides to involvement during COVID-19. Click [HERE](#).
- Contact your Trust ICT team for advice regarding virtual meeting platforms supported by the Trust



Guides to virtual involvement have been developed to complement existing guides available on Engage website:

<http://engage.hscni.net>

Need support?



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