

A guide to

# Personal and Public Involvement (PPI)



## Recognising and understanding the different levels and areas of Involvement

This guide will help you to recognise and understand the different levels and areas of Involvement. Involvement can take many different forms. HSC organisations are required to involve Service Users and Carers in service planning, delivery and evaluation. It is important to be clear about the level of Involvement and what specific area of Involvement you are asking Service Users and Carers to get involved in.

### Step 1: Identify the level of Involvement you want to focus on: What do we mean by Level of Involvement?

#### Inform and Educate

Informing and educating describes the giving of information on a particular topic. This may involve sharing information with a group or the public about a particular topic with little to no input in the development or delivery of the information. This level of Involvement is usually a one-time event.

#### Engage and Consult

Engaging and consulting is seen as involving people within certain parameters. At this level, people are invited to be heard, ask questions and express their opinion and observations. Engaging also includes consultation, which is a process to gain the public's input on matters affecting them. This usually includes a range of options and the public are engaged to share their views.

#### Co-Design

Co-Design focuses on sharing decision-making processes with Service Users and Carers. Everyone works in partnership to understand and improve patients' experiences of services as well as the services themselves. It involves sharing decisions with people to design a new service or undertake a change to a service. This means that people's voices are heard, valued, and debated upon.

#### Co-Production

Co-Production has been defined 'as a way of working that involves people who use health and care services, carers and communities in equal partnership and involved at the earliest stages of service design, development and evaluation. Done well, Co-Production helps to ground discussions in reality and to maintain a person-centred perspective'. Co-Production can best be achieved with people, through equal and reciprocal relationships.

KEY

Planning

Doing

Reviewing

<http://engage.hscni.net>



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## **Step 2: Identify the area of Involvement that you will focus on: What do we mean by “Area of Involvement”:**

### **Information Sharing and Development**

Information Sharing and Development can inform Service User and Carers about their rights and entitlements when accessing and using a particular HSC service or updating them on a new function within the current service they are using.

### **Service Delivery and Development**

Service Delivery and Development is involving a group of Service Users and Carers to help review and improve the quality, efficiency, effectiveness and safety of a service.

### **Service Delivery Change and Service Withdrawal**

Service Delivery Change and Service Withdrawal is involving Service Users and Carers, and when appropriate other key stakeholders in service delivery change or service withdrawal.

### **Strategic and Transformation**

Strategic and Transformation is involving a group of Service Users and Carers in any shift, realignment or fundamental change in a HSC directorate/department or organisation. The aim is to make changes to processes, people, resources, systems or mechanisms to support movement in a particular direction that maybe set out by the organisation, Department of Health or policy directive.

### **Commissioning**

Commissioning is involving Service Users and Carers in the commissioning and policy development for strategic activity of accessing, identifying needs, planning, purchasing and allocating resources in sourcing a provider who best meets a particular health need. This area of Involvement enables the HSC organisations to procure services that will deliver key priority outcomes set out in their strategic plans to get the best health outcomes for Service Users, Carers and the community.

### **Policy Development**

Policy development is involving Service Users and Carers in the design and review of organisational policies and service provision.

### **Evaluation**

Evaluation is involving Service Users and Carers and when appropriate members of the public and other key stakeholders to complete a review of a service and find out whether or not the service being delivered is meeting the needs of the people that use it. You can complete an evaluation through a wide range of methods, these may include but not limited to questionnaires, interviews and surveys, etc. This area of Involvement allows HSC organisations to learn how to change the service to make it more effective.

### **Recruitment**

Recruitment is involving Service Users and Carers in the process of identifying, creating job specifications, interviewing and selecting potential individuals to join a HSC organisation.

### **Governance**

Governance is involving Service Users and Carers in how a HSC organisation directs and controls its functions.

### **Serious Adverse Incident (SAI)**

When carrying out a review process for a Serious Adverse Incident (SAI) it is important to involve Service Users and Carers. They can support identifying and rectifying events or circumstances that have led, or could lead, to unintended or unexpected harm, loss or damage.

### **Shared Decision Making**

Shared Decision Making promotes ways for service users, carers and healthcare professionals to work together to make decisions about treatment and care. This can be at one to one appointment or at higher levels within an organisation.

**For more information on Involvement, Co-Production and Partnership Working**

please visit the Engage website <http://engage.hscni.net>



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