

Personal and Public Involvement (PPI)



What assessment methods to consider at the end of your Involvement activity

This guide will assist you in considering what assessment method to use at the end of your Involvement activity. By devoting some attention to the assessment methods you are going to use, will reap positive rewards in the overall outcome. Getting this process right will help to evidence your compliance to the Statutory Duty for Involvement and PPI policy responsibility. On a final note, you will be in a better position to show the positive impact Service Users and Carers play when we are trying to improve our HSC services. We have outlined below the different assessment methods to consider at the end of your Involvement activity.

Top Tip:

We would suggest that you choose 1-3 assessment methods that work best for your Involvement activity. Ideally you would identify your assessment methods at the pre-planning stage, however this is not an exact science and is a positive learning opportunity for the next time you start an Involvement activity.

Involvement Method:	Advantages:	Disadvantages:
Questionnaires	<ul style="list-style-type: none">• Large amounts of information can be gathered quickly.• Cost & time effective.• Can have anonymous responses.	<ul style="list-style-type: none">• Some questionnaires can be too long and worded poorly.• Difficult to gather responders' thoughts and feelings on sensitive issues.• Questionnaires can be rigid and result in a low response rate.
Testimonials	<ul style="list-style-type: none">• Help build trust and reliability.• Positive way to overcome scepticism.• Can be used to promote and convince others to get Involved.	<ul style="list-style-type: none">• Some people may question if the testimonial is real or genuine.• Person completing the testimonial may be open to bias.• Not all testimonials will be positive and a negative one can damage your reputation.

KEY

Planning

Doing

Reviewing

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Involvement Method:	Advantages:	Disadvantages:
Anecdote	<ul style="list-style-type: none"> • It is a short and precise account of an Involvement activity. • Helps promote understanding in a user-friendly way. • No training required to complete an anecdote. 	<ul style="list-style-type: none"> • Can be open to bias. • Reliant on memory. • Person may only focus on certain behaviours, challenges and achievements.
Case study	<ul style="list-style-type: none"> • A lot of detail can be collected that would normally be lost. • They have strong reliability. • Allows you to gain a better understanding and new knowledge. 	<ul style="list-style-type: none"> • Case studies may contain a lot of qualitative data. • Case studies can be open to bias and interpretation. • Time consuming and costly.
Research	<ul style="list-style-type: none"> • Can be reliable. • Gather information from a larger pool of people. • Data can be collected and analysed. 	<ul style="list-style-type: none"> • Costly. • Time consuming. • Relevant data can be difficult to obtain.
Observations	<ul style="list-style-type: none"> • Can observe the interaction between the group. • Provide instant feedback. • You can self-correct and change the facilitators approach. 	<ul style="list-style-type: none"> • Can be open to bias. • Can be unreliable as the observation is taking place within a short time. • The group may change their behaviours, opinions or ideas if they know they are being observed.
Reflective Practice	<ul style="list-style-type: none"> • Promotes personal and group growth. • Leads to innovation and creativity. • Assists problem solving solutions. 	<ul style="list-style-type: none"> • For some, it can be an uncomfortable experience. • You need to be aware of the specific areas you will reflect upon in advance. • You need to be mature and open to change.

For more information on Involvement, Co-Production and Partnership Working, please visit the Engage website:

<http://engage.hscni.net>

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PPI - Involving you, improving care

