

Personal and Public Involvement (PPI)



What should I consider when getting involved?

Getting involved in Health and Social Care (HSC) can have many rewarding benefits. This guide provides a some useful hints and tips for service users and carers to consider when getting involved.

When getting involved you should consider;

- **What is your reason for getting involved?**

- Improve quality of services through experience.
- Use your skills to support change in HSC.

- **How much time do I have to commit?**

Time commitment will vary. At the beginning of the process ask HSC staff to outline the time commitment required. For example:

- the length of meetings (also factor in your travel time);
- reading required pre and post meetings;
- length of involvement – a one-off session or activity or longer involvement which may be over a period of years.

- **What support requirements do I need?**

- Do I need assistance to attend meetings?
- Do I need information to be sent via electronic or hard copy via post?

- **Will I get reimbursed for my out-of-pocket expenses?**

- All HSC organisations have in place a guide for the payment of out-of-pocket expenses. You will receive money to cover the cost of things such as travel, replacement care cover and admin costs.

- **What training do I need?**

If you are getting involved in a programme of work which will take place over a period of time, it would help to ask about:

- Health and Social Care structures;
 - the specific area of work;
 - speaking in public or giving presentations;
 - data protection and confidentiality arrangements.
- Ask for support to access this information/training.

- **Which skills or knowledge are required?**

- Recent relevant experience of Health and Social Care generally or in a specific service area.
- Ability to share your views independently or with the support of an advocate.
- Listen to the views of others, including HSC staff.
- Be courteous to everyone involved, regardless of their opinions.

- **What outcomes may result from being Involved?**

- Having your voice listened to as part of the decision making process.
- Better decision making across HSC.
- Build new relationships with like-minded people.
- Use your skills to support HSC
- Prioritise issues of concern.
- Hear the difference you have made.

Key

Planning

Doing

Reviewing

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