

Involvement (PPI) Report

October 2023 • March 2024

Pictured below are (2nd left) Teresa Molly, Director of Performance Management & Service Improvement and Shane Breen (2nd right), Assistant Director of Performance Management & Service Improvement discussing projects at the PPI Shared Learning Event.

Personal and Public
Involvement (PPI)



Involving you,
improving care



Health
Improvement,
Equality &
Involvement



Western Health
and Social Care Trust

How we are Meeting the Involvement Five Standards

Leadership

To ensure effective leadership, coordination and on-going development of the PPI agenda, the Trust has developed mechanisms to ensure that Directors and Senior Managers are accountable for the integration and development of the PPI agenda across all aspects of their business. The Involvement Team continues to facilitate on-going meetings with Directorates and PPI points of contact to protect time for PPI and collaborative work going forward.

Governance

The Involvement Team have prioritised PPI/ involvement within all aspects of our work and established a range of governance, management and reporting mechanisms to ensure compliance. The Involvement Team have

developed communication processes within each directorate to disseminate relevant PPI information and monthly returns per Directorate. The ITI committee continues to govern and lead on service user and carer involvement. A review of the current Trust wide policy, guidance and action plan for Involvement is ongoing. This will help identify areas of growth and development to ensure PPI staff are working in accordance with regional PPI priorities.

Opportunities for involvement

The involvement team undertook a scoping exercise to gather information regarding current service user/ carer groups as well as individuals who had not previously been included as part of our monitoring or consultee list. Whilst this is an ongoing process, we were able to identify 32

service user / carer groups and add the individual members to our consultee list. Details of these are available on the Involve You section of the Trust website.

To embed a culture of service user / carer capacity building we have developed a new accessible registration form that captures relevant information in terms of skills, knowledge and area/s of interest. In line with WHSCT Information Governance policy, the team continue to carry out annual GDPR processes. Our next phase of the scoping exercise is to build upon our current database to ensure the information held is easily accessed and best used to meet the needs of individual service users / carers and the Western Trust.

The Involvement team provide opportunities via multiple channels both externally and internally

How we are Meeting the Involvement Five Standards

throughout the Western Trust. 2024 will bring a more concentrated effort to enhance the skillset of service users / carers and allow exciting opportunities to become involved on strategic platforms such as the Strategic Engagement Forum. This will allow for the clear commitment of involvement to be prevalent in shaping, planning and delivering safe quality services that will meet the needs of those that avail of them.

In December 2023, a number of our service users and carers met with Southern Health and Social Trust's Involvement Team and service users/carers to have initial conversations about their current training, induction and structures. This information sharing platform provided an opportunity to commence a process of co-producing a new PPI support package for service users and/ or carers.

We continue to share and celebrate involvement activities throughout the Western Trust to promote models of best practice and to disseminate learning. Events such as the successful PPI Shared Learning Event and the InvolveU helps to highlights the importance of involving our service users and/ or carers and to reinforce the positive impact of PPI.

Knowledge and Skills

The Involvement team have provided 12 PPI training/clinic sessions for Western Trust staff, from Oct 2023 until March 2024. For this reporting period 46 staff successfully completed PPI training, 7 have availed of advice and guidance via the monthly PPI Involvement clinics and 8 attended the data collection information sessions. Through our evaluation of training sessions, we've observed an increase in staff knowledge of PPI, which has led to an indirect benefit: a rise in returns from PPI project monitoring.

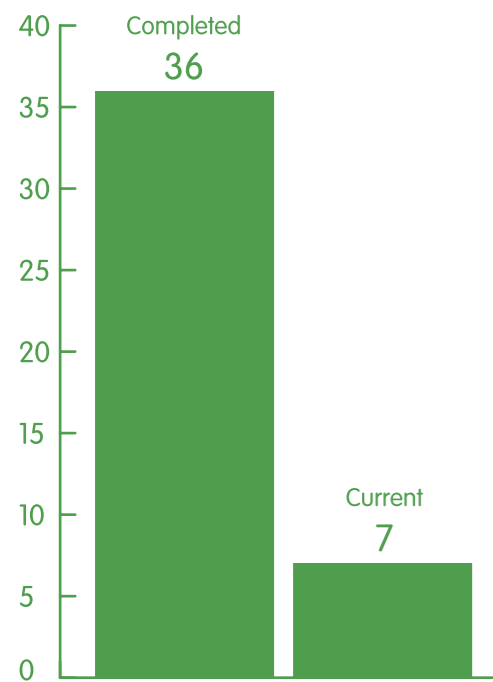
The 2nd edition of our InvolveU newsletter will be published and distributed via Trust Comms in April 2024. The newsletter highlights all current, ongoing Involvement projects and the work the Involvement Team have done to support the process.

Measuring Outcomes

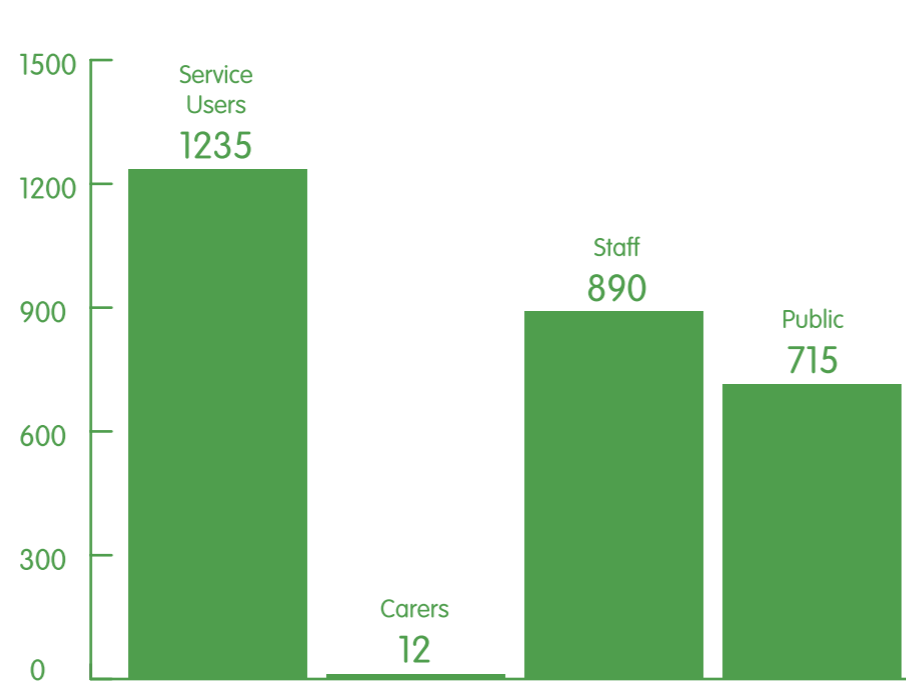
The PHA regional outcomes tool has been smoothly embedded into the Trust's established systems. To ensure staff are supported and prepared for effective survey completion, the Involvement team facilitate data collection support as a component of the PPI training programme. Additionally, the team maintains ongoing communication with designated contacts in each Directorate issuing monthly involvement reports, detailing involvement returns, resource availability and PPI training opportunities.

Involvement Monitoring Dashboard 2023/24

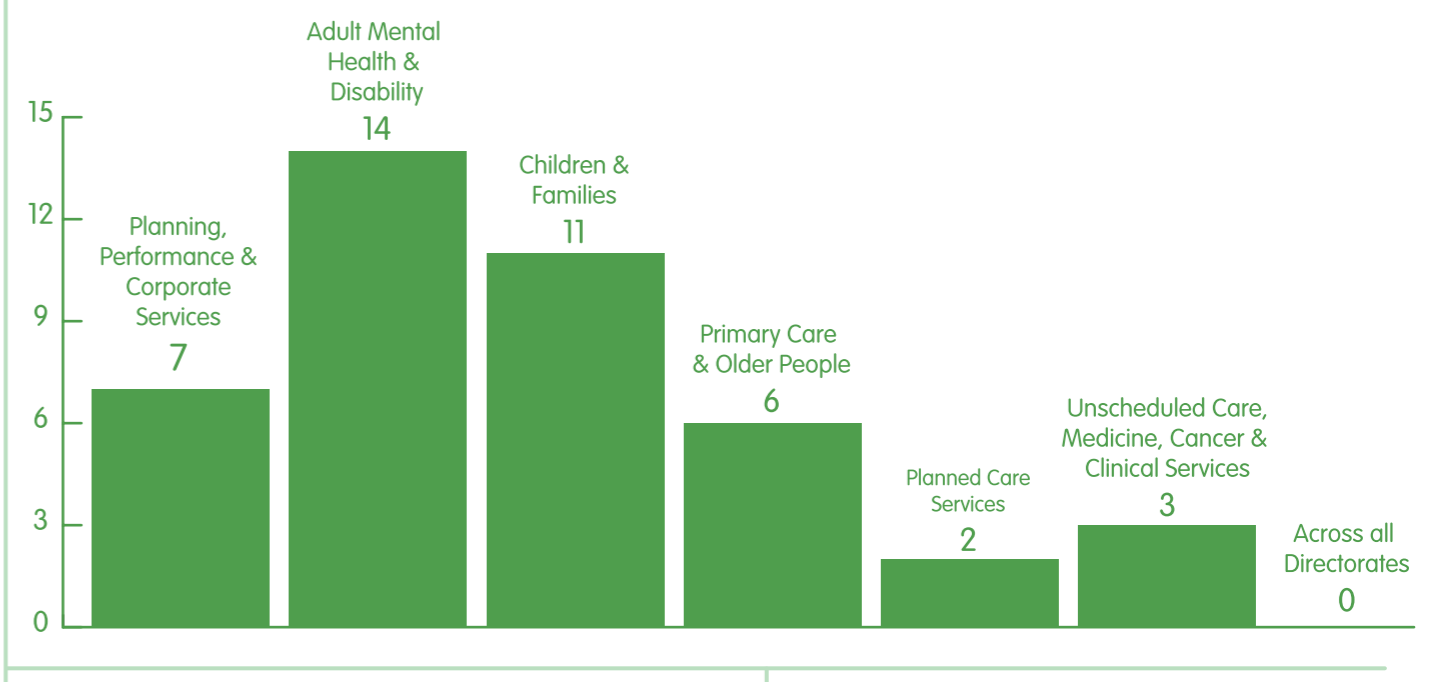
Number of Completed, Current Projects



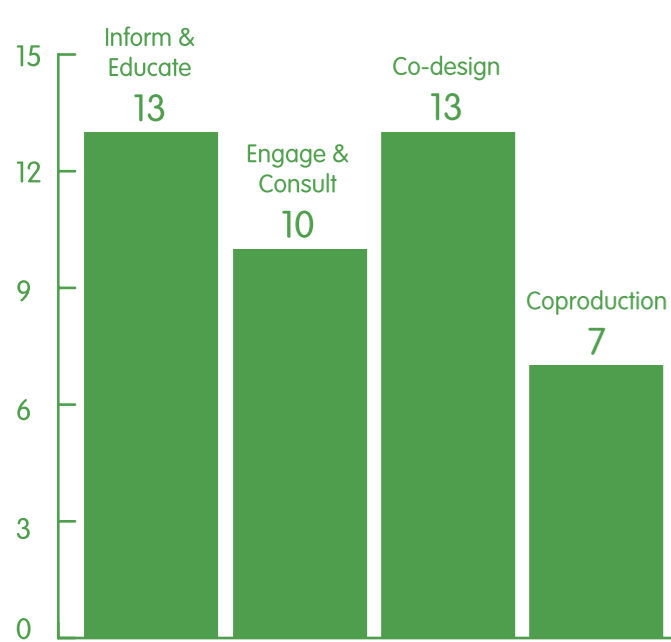
Number of Service Users/Carers/Staff Involved



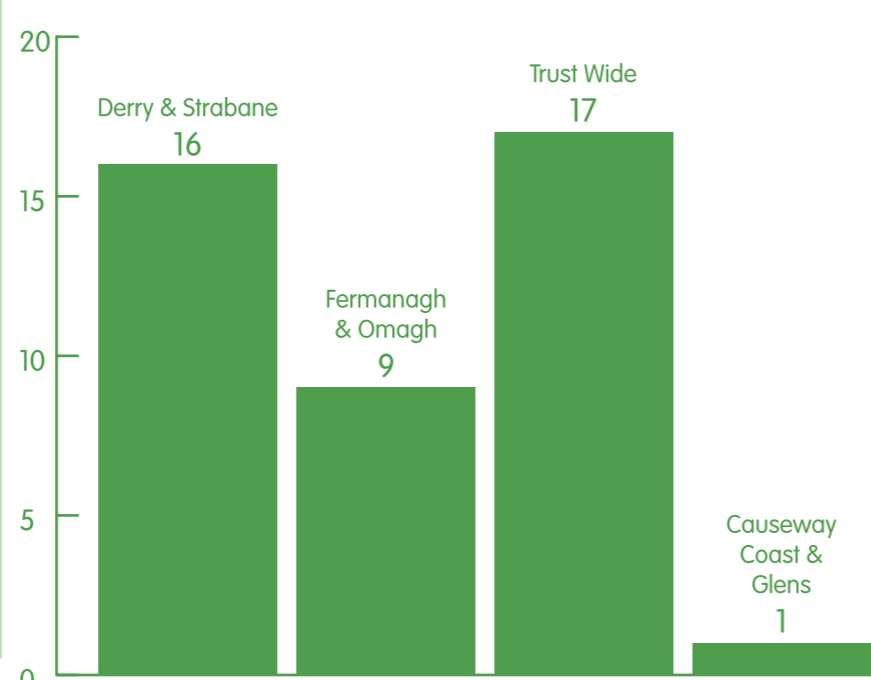
Number of Projects per Directorate



What Level of Involvement did Your Activity Focus on?



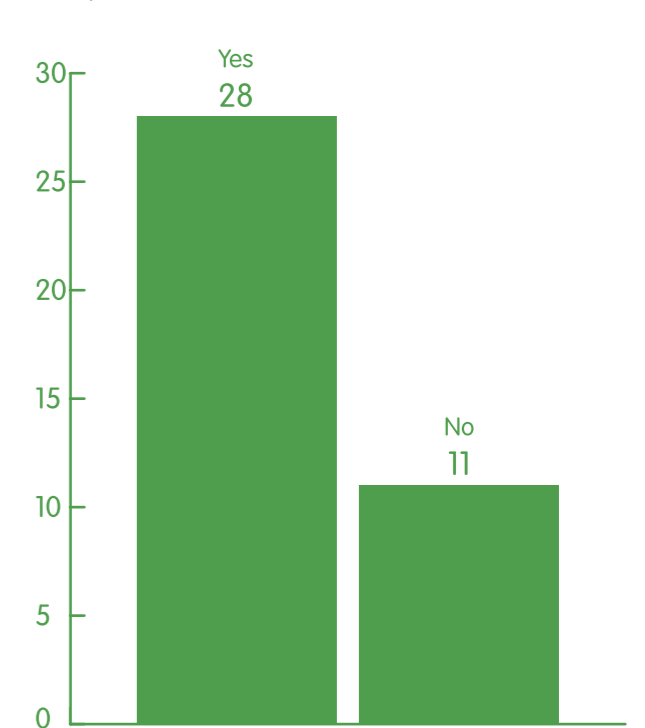
Geographical Area Impacted



What is the key Impact the Involvement Activity has Made?

Quality Improvement	15
Increased Greater Involvement Opportunities	10
Increased Safety	2
Improved Service User/Carer Experience	25
Better Communication	8
Improved Relationships	9
Service User Increased Ownership	9
Inform Policy Change	1
Improved Access to Services	3
Better Informed and Kept up to Date	4
Improved Efficiency of Service	1
Inform Commissioning	1
Improved Health Literacy	5
Increased Awareness of Rights and Entitlements	3
Service Need/Concern Identified	5
Strengthened Cross Sectoral Partnerships	0
Transferable Learning	0
Led to Funding	0
Better Health Outcomes for Service Users and Carers	6

Did you Provide Feedback?



PPI Shared Learning Engagement Event

90%
found the face to face element useful.



70%
stated that hearing about models of good practice proved effective.



85%
enjoyed the opportunity to network.



75%
benefitted from information sharing.



70%
gained an increased knowledge of PPI.



89%
stated that as a result of the event, they are now more likely to involve service users/carers in planning, design and evaluation of services.



The Involvement Team recently organised a productive shared learning event, showcasing diverse and good practice involvement initiatives across different directorates and programmes of work.

Using a collaborative 'human library' approach, participants engaged in 10-minute discussions on each project, facilitating meaningful conversations and idea exchanges. The event featured nine involvement projects and drew participation from

70 staff across all disciplines including Trust Board and the Chief Executive office. These events will be facilitated on an annual basis as part of the PPI/Involvement action plan 24/25.

Future Plans

WHSCT Strategic Engagement Forum

The development process to establish a Strategic Engagement Forum (SEF) is underway, aiming to include service user and/ or carer representatives with a diverse range of skills and lived experience that reflects the people and the communities we serve and that represents each of the Trust Directorates area of work. This forum, approved by Strategic Change Board will be supported by the Involvement Team and play a pivotal role in advancing the Trust's strategic aims to improve and enhance services.

PPI Support and Training

The Involvement Team offers a suite of involvement training to ensure we have a workforce that are skilled and confident to carry out involvement work at all levels. Training includes PPI awareness, co-production, group work facilitation and data support information sessions. We continue to work with our regional and Trust colleagues throughout HSC to collaborate and share learning and resources to develop high quality training materials.

Contacts

For more information about the Personal and Public Involvement (PPI) Team please contact

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078 1895 4441

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or email

involve@westerntrust.hscni.net

Western Trust Involvement Projects

Acute-Planned Care Services

DAFNE - Dose Adjustment for Normal Eating,
Education Course for Type 1 Diabetes

Ficare Project (Neonatal Unit, SWAH)

Acute - Unscheduled Care, Medicine, Cancer and Clinical Services

NWCC Radiotherapy Patient Experience Survey

Connect West Supporting Deaf

Respiratory Ambulatory Hub - Altnagelvin

Planning, Performance and Corporate Services

Traveller Health & Wellbeing Programme

Men's Health West

Men's Health Day

Staff Roadshows - We Are With You Project

Neighbourhood Health Improvement Project - Supporting Each Other

LEAD (Learn, Educate, Advise & Develop)

ACORN Study: Caregiver Experience of Conservatively Managed
End-stage Kidney Disease

Western Trust Involvement Projects

Adult Mental Health and Disability

Development of the Connect West App in the Breastfeeding Department

The Not Too Late Group

Asha Service User / Carer Support Group

Advocacy Reference Group

Emergency Department Work Stream 10

Reducing Missing Data in the MH Inpatient Exit Survey

Recording Restrictive Practice Within Community Learning Disability Teams

Money Management Matters - Making Resources More Accessible

Regional Occupational Therapy Workshop re: Housing Adaptations
for Learning Disability

Inpatient Staff/Service User Meeting Template

Improvement Board for Adult Mental Health

CAWT Cross Border Mental Health Project

Lakeview Hospital Family Engagement Event

Implant Support Group

Western Trust Involvement Projects

Children and Families

Mechanical Induction of Labour
Fostering Connections in the West
Little Hands Sure Start Breastfeeding Support Group
Moms Project
Emotional Wellbeing Teams in School
Little Hands Sure Start Solid Weaning Programme
Little Hands Sure Start Self-care Project
Health Visiting Group Supporting Inclusion
Health Visiting Group at North West Migrants Forum
Gateway Service User Feedback Link
Design a Logo for our Service - C&YP's Autism Service

Primary Care and Older People

Friends and Family Test Hand Therapy
Evaluation of Service User's Experience
SHAPE Stoma Health and Preventive Exercises
Pre-Diabetes Project
The Tuesday Club
Addressing the Challenges of Community Bed Based Care for Our Aging Population