

Directorate	Lead Contact	Email	Role	Contact No:	Title of Project	No. of Service Users	No. of Carers Involved	Des. Of Project	Involvement Method Used	Who Was Involved	What Outcomes/Improvement did you expect to achieve	Were the outcomes achieved	What service developments or products were actually co-produced	Level of Involvement service users had in the project	Examples of how the level has been met	As a staff member is there anything you have learned you could share with your colleagues?	Have you asked service users/carers involved with this PPI project their feelings about participating in this project and if they have learning they wish to share?
Acute/Cancer & Diagnostic	Tara Boyle	tara.boyle@westerntrust.hscni.net	Macmillan Health & Well Being Campus Manager	028 71 611272	Cancer Locality Partnership			The Cancer Locality Partnership Group in the Western Trust has been in existence for eight years and together the group has worked in partnership in a number of patient projects including the input into the design of the new North West Cancer Centre	Engagement Event	Staff Community and Voluntary Sector	The aim of the day was to explore a co-production approach: moving towards a new way of running our services- instead of experts acting alone to design and run things, citizens/ patients are centrally involved.	The event took place in March 2019 (following the relaunch of the group in September 2018) and was very successful.	A further meeting of the steering group is planned for May to start implementing the action plan	Level 4 - Directorate and Strategic	The organisation has further developed its relationships with the community and voluntary sector who deliver such valuable services to the people of the Western Trust area.		The local charities/ community and voluntary sector, all of whom are service users, are heavily engaged and involved.
Adult Mental Health	Olive Young	olive.young@westerntrust.hscni.net	Recovery College Co-ordinator	078 7685 8794	Finding Hope Resource Book	15	2	Recovery College students, peer trainers and staff identified the need for an accessible, easy to use, recovery focused guide to information on mental health and wellbeing support in the Western Trust area	One to one interview Focus Group Service User Group	Service Users Carers Staff Community and Voluntary Sector	Service users have been able to give real life examples of what has worked for them and therefore may be of benefit to other people in similar situations.		A book has been completed	Level 3 - Issue Specific	From the start of the project the service users were directly involved in the planning and delivery of the Resource Book. As a result of the Resource book being available and encouraging self-management it will overall improve the delivery of care for both service users/carers and professionals.	Co-production, involving service users from the beginning, which really means getting together to have the ideas and come up with a project together, not afterwards once a project has been decided on	Important to have time scales and deadlines which helps the group to focus and commit.
Adult Mental Health	Darren Strawbridge	darren.strawbridge@westerntrust.hscni.net	Service Manager Support Living and Social Work	028 82 83 5317	Think Family NI - Support Group for Carers and Family members	15	15	The recent OUB study commissioned by HSCB highlighted the continued need for staff to improve upon their Family focused practice.	Focus Group Service User Group	Service Users Carers Staff	It is anticipated that this support group will raise awareness to carers and family members of the Family Model and family focused practice as a framework for support.	Funding has been approved and following receipt of same the group will be formed in August 2019.		Level 3 - Issue Specific	It is anticipated that the level of involvement for this project will be level 3. Individuals, families, carers and the community are supported to influence and shape the planning, development, delivery and evaluation of services on specific issues or areas	Following the forming of this group it is anticipated that awareness will be raised in respect of the Think Family Approach and carers and service users input in contribution towards this group.	This will happen in due course
PCOP/Research & Development	Florence Sharkey	florence.sharkey@westerntrust.hscni.net	Lead Nurse Research & Development	216608	The impact of a virtual reality training programme on Health Professional Knowledge Understanding & Empathy	366	48	The aim is to provide an evidence base of a Virtual Reality Training Programme impact on views and perceptions of care, to provide a strong evidence-base for maximising its potential	Focus Group Paper Questionnaire Online Questionnaire	Service Users Carers Staff Community and Voluntary Sector	1. Explore Health & Social Care Staff, community & voluntary sector, carers who participated in the Virtual Dementia Tour, Perceptions of empathic care; 2. To explore health and social care staff who participated in the Virtual Dementia Tour, perceptions of impact of VDT training upon dementia care in future care; 3. Consider participant reaction to how the training was conducted and how this may be improved.	The findings demonstrated a positive and statistically significant impact on participant's knowledge and understanding of empathy. Participants also reported that the training allowed them to walk in the shoes of the person with dementia.	Significant increases were noted across empathetic understanding of cognitive/impactive impact of dementia, the behaviours of people with dementia and the provision of person-centred practice for people with dementia. These changes were noted across all health professionals and informal carers. All (100%) of participants recommended the programme as an effective training tool	Level 1 - Individual Level 2 - Service Level 3 - Issue Specific Level 4 - Directorate and Strategic	The Virtual Dementia Tour experience enabled participants to reflect upon the human side of caring for someone with dementia to be re-engaged and improved. The experience empowered participants to think, practice and care differently, thinking beyond treatment, to considering how the person might feel and altering their professional approach accordingly VDT strengthened and reinforced the learning experience by allowing the immersion, interaction and engagement with an imaged world of dementia. The Virtual Dementia Tour training should be an inclusive element of the Regional Strategy for training and education, both general and specialist, across all staffing levels and sectors of health and social care	Deprivation of primary senses created a frightening experience resulting in feelings of confusion, shock and upset. The virtual reality experience is an effective, well received training programme providing a unique opportunity to experience dementia.	Example of feedback: "I wasn't aware of before... you know how you approach somebody like not coming from behind or the side or whatever and the reasons why you don't do that because of the sight impairment and the way people can see... even just practical basic stuff to bring into life and practice with patients with dementia was very useful"
PCOP	Majella Magee	majella.mcgee@westerntrust.hscni.net	Assistant Services Manager	213268	Early onset Dementia	25	28	Older Peoples Mental Health Service organised two engagement sessions in February and March 2019 for younger people with dementia and their families.	Engagement Event	Service Users Carers Community and Voluntary Sector	Outcomes were achieved in that we heard their experiences of their dementia journey so far, what worked well, what needs to be improved on and ideas on how we can enhance our current services in the future to meet their unique needs.	Based on the feedback from these events a number of recommendations were made on how to improve the service for these individuals and families.	1. A young person with Dementia has been invited onto the the Service Improvement Project Board 2. Resources have been sourced to help patients explain dementia to a child or younger person within the family. These will be available for dementia navigators to share with families as appropriate.	Level 1 - Individual	One key learning point from this project is that most of the ideas/services improvements are quite simple to implement. Its not always about additional resources, it is about working differently.	Participants found this project positive and said although they could not change their experience of the diagnosis journey they were hopeful it would improve other younger people's diagnosis journey moving forward. They said they felt listened to and motivated to get more involved with any groups eg Dementia NI or initiatives such as awareness raising campaigns which would highlight their cause.	
PCOP	Vi Gray	vi.gray@westerntrust.hscni.net	Patient & Client Experience lead / 10,000 voices	028 71 345171		10	2	Engagement with members of local dementia groups at different venues ARC Inveristown/Derry/Londonderry/ Waterside Theatre with Empowerment Officer Dementia NI	Focus Group Service User Group Staff Community and Voluntary Sector	Service Users Carers Staff Community and Voluntary Sector	Giving them the opportunity to have their voices and stories listened to which then resulted in a further meeting with Assistant Director of Primary Care and Older Peoples Services						
Corporate	Sibhan O'Donnell	sibhan.odonnell@westerntrust.hscni.net	Project Manager	028 82 83 3275	Pathfinder West	2200			One to one interview Focus Group Engagement Event Online Questionnaire	Service Users Carers Staff Community and Voluntary Sector	An improvement framework for Path Finder West to move from engagement into Action	At the initial engagement and needs assessment stage	Level 1 - Individual Level 2 - Service Level 3 - Issue Specific Level 4 - Directorate and Strategic	As a result of a pressing need that was highlighted during the Engagement phase the PathfinderWest team took forward an action to help address an immediate pressure that the public were concerned about. This resulted in the trust supporting the purchase of the lease of Drumclay for 12 months to provide an interim measure in ensuring we have sufficient provision available to meet the needs of those with dementia and frailty that require support now as we grow a more sustainable strategy for the area.			

									Service User Group	Other				Level 5 - Corporate and Wider Strategic Partnership			
PSJ	Zeo Fletcher																
PCOP	Fiona Quinn	fiona.quinn@westerntrust.hscni.net	Band 6 Physiotherapist	237435	CARE Measure	50	n/a	Was used to evaluate the Adult Neuro Outpatient Service by patients' using the service and using the CARE Measure assessment tool	Paper Questionnaire	Service Users	We wanted to evaluate patient experience of the adult neuro outpatient service across the Western Trust and to identify any areas for improvement.	Overall outcomes regarding patient experience were positive		Level 1 - Individual	Patients were provided with questionnaire and advice on how to complete same	One of the main outcomes from patient comments was they felt being listened to was extremely important and also being directed in self management strategies	Yes and patients were able to add their comments at the end of the questionnaire regarding their service experience and treatment intervention
PCOP	Vicki Quinn	vicki.quinn@westerntrust.hscni.net	MSK Physiotherapy Consultant	028 71345171	Measuring the impact of physiotherapy consultation on patients presenting with Musculoskeletal/orthopaedic & pelvic health conditions	100		The Framework for Measuring Impact is a user-friendly web-based framework to help health care professionals measure the impact of their practice.	Paper Questionnaire	Service Users	This measure compares our performance with a peer group across the UK. We wished to check if we are providing patients with effective holistic consultation which allows them to discuss their concerns, feel listened to, cared for and encouraged to take control of their own management with regard to their presenting condition	The overall score for the teams was 48/50, in line with peer group.	There was a range of qualitative comments received with the questionnaire, most of this was extremely positive with regard to the care received.	Level 1 - Individual			
PCOP	Sasi Pacha	sasi.pacha@westerntrust.hscni.net	Physiotherapist	253949	PEQ - CARE Measure	50		Care Measure Questionnaire	Paper Questionnaire	Service Users	To gauge the experiences of the service user. To identify any difficulties that the service users may have encountered	Yes. Service user experiences were positive		Level 1 - Individual	Paper questionnaire is used	Comments from patients were useful and gives feedback. Comments from the service users i.e., improved confidence, beneficial services, etc., provides positive feedback to the service we provide	Cover sheet is provided along with the questionnaire
PCOP	Joy Hillen	joy.hillen@westerntrust.hscni.net	Physiotherapist	237116	Care measure in inpatient rehabilitation and community physiotherapy	50		Service users were asked to fill in the Care measure questionnaire (see caremeasure.org) to gain a measure of patient/client experience of their care under a physio team	Paper Questionnaire	Service Users	We were aiming to gain a measure of how the physiotherapist or the assistant communicated with the service user over their period of rehabilitation	Yes the outcome was achieved.	Data was entered to the website and results were benchmarked against physios/assistants in the same field	Level 1 - Individual	The results will be shared with the members of the inpatient rehabilitation team and the community physio team in order to make improvements to enhance the service user's experience and will be carried out again at another time to monitor improvements.	Overall the results were positive but there is room for improvement and as health care professionals we must strive to communicate with our service users in a way that will enhance and make our treatment sessions more effective.	On each Care measure questionnaire there was a section in which the service user could enter comments about the individual member of staff that was treating them.
PCOP	Bernie Michaelides	Bernie.Michaelides@westerntrust.hscni.net	Co-ordinator	217456	PCOP - Intermediate Care	100	30	Service Users are asked about their experience on receipt of care. One in every Three service users are given Surveys. They are asked mainly to tick boxes to answer closed ended questions.	Paper Questionnaire	Service Users	To ensure that patient receive a high standard of safe and effective care, which is patient centred, evidence based and holistic. To ensure that patients are treated with dignity and respect at all times and feel that their concerns if any were taken in board and that all information about follow up care was acted upon.	Positive feedback from anonymous Service users provided this evidence.	Service users reflect if their care was at home or in a clinical intervention centre or both	Level 1 - Individual	Individual patients and their families are included after gaining consent to be included as part of the service users care being delivered	To continue to encourage staff to promote to the service users to complete the Satisfaction surveys and ask them to include if any recommendations for future	Yes often when first meeting new service users I encourage them to participate in completing the survey and ask them to comment on any learning they wish to share
														Level 2 - Service	Service Users comment anonymously and are encouraged to shape their own provision of care		
														Level 3 - Issue Specific	Encouraged to evaluate on the level of care they receive		
														Level 4 - Directorate and Strategic	Surveys are posted in pre paid envelopes to head of Intermediate Care and commissioning board / transformational change to address further development of service with Medical Personnel to be part of team and assist staff with the monitoring of service users in that their care could be reviewed and pathway for care led from within the team. This would help to reduce improvement from the service		
														Level 5 - Corporate and Wider Strategic Partnership	Stake holders are encouraged to refer to the services which are provided under the guidance operational policies and procedures		
PCOP	Claire Cartin	claire.cartin@westerntrust.hscni.net	Primary Care Coordinator	028 8167 2840	Patient Satisfaction Questionnaire June 2018	165		There are 33 district nursing teams across the WHSCT. In June 2018, Five questionnaires were distributed randomly by each team and returned to the Locality Services Manager	Paper Questionnaire	Service Users	Overall the survey has evidenced excellent practice from the DN teams across the four localities and demonstrated high user satisfaction of this service.	The patient satisfaction questionnaire will be distributed yearly in keeping with the aims of the Regional District Nursing Framework to promote person centred care, co-production and co design of the DN service.		Level 1 - Individual	Person Centered Care Planning Focus	There is a need for full compliance by staff to explain their roles, provide contact details and out of hour's numbers. Showing identification to patients and families to prove who they are is also paramount. These contact details should be recorded in the patient notes. There is also a need for full compliance with hand hygiene policy and ensuring safe storage of medication and equipment	There was a section on the questionnaire for comments and there were a high number of positive comments from patients about the service they received from the DN teams.
PCOP	Bernie Michaelides	Bernie.Michaelides@westerntrust.hscni.net	Lead Nurse	028 82 833117	PPI Update	10		Namaste Care Programme for carers	Focus Group	Service Users	To develop and deliver a programme for carers (NAMASTE) who are caring for someone with advanced dementia using sensory stimulation and carer involvement, focus group and discussion / feedback	Yes - Maria Magee palliative care facilitator worked with Derry well woman and evaluated the same through feedback and behavioural scores		Level 2 - Service	Individuals, families, carers and the community are supported to influence and shape the provision of care and evaluate quality of services provided. Facilitated programme for carers to enable them to apply sensory stimulation to those important to them with dementia	Currently being taken forward by the Derry Well Woman group /Derry	Evaluated throughout positively by service users/ carers
									Engagement Event	Carers							
										Staff							
										Community and Voluntary Sector							
PCOP	Bernie Michaelides	Bernie.Michaelides@westerntrust.hscni.net	Lead Nurse	028 82 833117	PPI Update	250		Stand at Clogher Valley Show 25th July 2018	Engagement Event	Service Users	To engage the community in discussion regarding planning ahead / advance car planning	Yes - 171 completed questionnaires completed and discussions had - your life your choices PHAV Macmillan Booklet disseminated widely to the public		Level 1 - Individual	Individuals, families, carers and the community are supported to influence and shape the provision of care and evaluate quality of services provided. Discussion around planning ahead what's important and advance care planning		
									Paper Questionnaire	Staff							
W&C	Hilary Campbell	hilary.campbell@westerntrust.hscni.net	Lead nurse	07912048013	Breast Feeding Support Group	50		To capture feedback from service users to ensure that the needs of breast feeding mothers are met	Paper Questionnaire	Service Users	To ensure that the work within the WHSCT Breast Feeding	The WHSCT were successful in achieving		Level 2 - Service	A proportion of the women who have attended the group go on to train to	It is important that clients have the opportunity to respond	Yes

								16+ Breast Feeding Support Groups	Other	Staff	Groups helps support the Trust towards achieving UNICEF Baby Friendly Accreditation	UNICEF Baby Friendly Accreditation (commendation) and are now eligible to apply for Gold Accreditation		16+ Peer Support Workers - The service has been moved from Hospital to Community premises as this bests meets the needs of woman attending	16+ necessary to enable clients to be frank in their evaluations	
W&C	Deirdre McGrenaghan	deirdre.mcgrcnagh@westerntrust.hscni.net	Head of Service	028 66 327774	Development of CAMHS Information Leaflet and DVD			CAMHS commissioned VOYPIC to develop an updated information leaflet and Information DVD for manual distribution and for the CAMHS website reflecting CAMHS from the User Perspective of young people	Focus Group	Service Users	This has been a very positive project for the young people involved and as the products have been developed from a service user perspective young people will find them more relatable and informative	Yes the Leaflet and DVDs were launched at a CAMHS Event on the 05 April 2019 and a lot of positive feedback was received	Level 2 - Service	The young people involved in the coproduction of these products used their own experiences of CAMHS to design the resources		
W&C	Nicola Walker	nicola.walker@westerntrust.hscni.net	A/Principal Social Worker	028 71 32115	16+ Service App	10		Young People informed us that they do not always hear about 16+ Service activities and events and that information shared is not always timely.	Focus Group	Service Users	Co-Produce 16+ Service App	Yes. The young people have been working with the 16+ Service Development Manager	Level 3 - Issue Specific	The young people are co-producing a 16+ Service App	The young people involved in this project are very excited	
W&C	Nicola Walker	nicola.walker@westerntrust.hscni.net	A/Principal Social Worker	028 71321115	Young People's Forum	12		Young people meet with Social Work Managers to discuss their experience of the service including what is working well, what is not working well and how things can be improved.	Engagement Event	Service Users	Young people from 16+ Service told us that they would like to have access to senior managers within the Trust	Social Work Managers use young people's feedback to improve service delivery	Yes. Ongoing service development is informed by feedback gained from young people at the Young People's Forum.	Level 3 - Issue Specific	Young people share their views regarding what is working well, what is not working well and how things could be improved. Their feedback influences and shapes the planning, development and delivery of the 16+ Service	Attendance at the forum is consistent. Young people have provided positive feedback regarding the Young People's Forum. They enjoy meeting with other young people and Managers
W&C	Nicky Fallon	nicky.fallon@westerntrust.hscni.net	Family Centre Manager	028 71352522	Together as one Western Trust Parents Forum	14		"Working in partnership with parents to improve and develop services for families and children in the Western Trust area"	Service User Group	Service Users	To create opportunities for the voice of parents to be heard by Social Work Staff and senior staff in an attempt to improve service delivery within Social Work Teams	To create opportunities for the voice of parents to be heard by Social Work Staff and senior staff in an attempt to improve service delivery within Social Work Teams	The Forum have also been asked to meet with Signs of Safety Implementation Team, to assist in the implementation of SOS and a meeting will be planned in the coming months	Level 3 - Issue Specific	Any learning is being shared by team visits at present by parents and staff	This group has evolved from Parenting Education and Skills groups being run in Shanablow Family Centre over the past 7-8 years and as the relationships have developed between staff and the parents, so too has the potential for this group to work together to contribute to the efforts being made to improve Family and Child Care Services within the Western Trust.
W&C	Nicola Walker	nicola.walker@westerntrust.hscni.net	A/Principal Social Worker	028 71321115	Corporate Parenting Forum	9		Following last year's Corporate Parenting Forum staff and management from the 16+ Service have been actively working with young people to take forward some of the initiatives identified at last year's Corporate Parenting Forum.	Engagement Event	Service Users	Young people from 16+ Service told us that they would like to have access to senior managers within the Trust	The Corporate Parenting Forum was led by young people. The young people devised the agenda and chaired the meeting	The Service Improvement Plan / Action Plan will include actions regarding the young people's continued involvement in service development and service delivery including their continued involvement in the development of the 16+ Service App	Level 3 - Issue Specific	Young people shared their views regarding what is working well, what is not working well and how things could be improved. Their feedback / evaluation of the service will influence and shape the planning, development and delivery of the 16+ Service	The young people thoroughly enjoyed this experience. They told us that they felt they were listened to and that their views were respected