

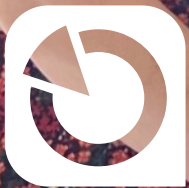
# Involvement (PPI) Report

April 2024 • October 2024

Personal and Public  
Involvement (PPI)



Involving you,  
improving care



Health  
Improvement,  
Equality &  
Involvement



Western Health  
and Social Care Trust

Dragon's Den Finalist project members Lauren Keys (Homecare Coordinator), Warren Edwards (Community Team Lead Dietitian), Jemma Theobald (Assistant Manager HIEI), Martina Storey (Business Manager) and Geraldine Mc Crory (Renal Unit Manager) pictured with WHST Chairman Tom Frawley.

# How we are Meeting the Involvement Five Standards

## Leadership

To promote effective leadership, coordination, and continuous development of the Personal and Public Involvement (PPI) agenda, the Trust has implemented robust mechanisms that ensure Directors and Senior Managers are fully accountable for embedding and advancing the PPI agenda across all areas of their operations. This commitment includes supporting the establishment and ongoing development of a pilot Involvement Forum within the Children's and Families Directorate. The Forum aims to oversee involvement initiatives within the Directorate, serving as a catalyst to foster and enhance PPI activities.

The Involvement Team continues to play a key role by organising regular meetings with Directorate

teams and designated PPI points of contact. These meetings are designed to safeguard time for PPI-focused discussions and collaborative planning, ensuring that PPI remains an integral part of strategic and operational priorities moving forward.

## Governance

The Involvement Team has made PPI (Personal and Public Involvement) a priority across all areas of work, establishing comprehensive governance, management, and reporting frameworks to ensure full compliance and accountability. These structures include well-defined communication processes within each Directorate, enabling the regular dissemination of relevant PPI information and

facilitating monthly reporting on PPI activities per Directorate.

The ITI (Improvement through Involvement) Committee continues to provide governance and leadership for service user and carer involvement, reinforcing the Trust's commitment to meaningful engagement.

As part of our governance responsibilities, we have designed and implemented a Strategic Engagement Forum (SEF) aligned with the Trust's strategic structures. The SEF currently includes six service user and carer representatives, alongside Directors and Assistant Directors from across the Trust, and is co-chaired by the Director of Planning, Performance & Corporate Services and a service user to ensure balanced leadership.

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To support the SEF's effective functioning, a 12-month work plan has been developed to establish key processes, including recruitment, training, and induction for new members, all aligned to the 5 PPI standards. Additionally, the ITI committee has developed a new two-year work plan with particular focus on partnership and collaborative efforts between Personal and Public Involvement (PPI) and Patient Client Experience (PCE).

## Opportunities for Involvement

To foster a culture of capacity-building among service users and carers, the team has developed an accessible registration form that gathers information on skills, knowledge, and areas of interest. The next phase will focus on enhancing the database, ensuring that

information is readily accessible and effectively utilised to match service users and carers with meaningful involvement opportunities. The Involvement Team provides opportunities through multiple channels, both internally and externally, across the Western Trust. In 2024, we plan to focus on strengthening the skillset of service users and carers, offering them enhanced chances to contribute at a strategic level, such as through the Strategic Engagement Forum. This aligns with our commitment to meaningful involvement in shaping, planning, and delivering safe, quality services that meet the needs of those who use them.

We continue to promote and celebrate involvement activities across the Western Trust, sharing models of best practice and lessons learned. Events such as the successful PPI

Shared Learning Event will be replicated in the Fermanagh area in November 2024 as part of Involve Fest West. Additionally, the InvolveU newsletter serves to highlight the importance of involving service users and carers, showcasing the positive impact of PPI across the Trust. The newsletter is distributed bi-annually with the second edition produced during this period.

## Knowledge and Skills

Between April and September 2024, the Involvement Team delivered 10 PPI training and clinic sessions for Western Trust staff, with 15 staff member's successfully completing PPI training and six individuals receiving advice and guidance through monthly PPI Involvement clinics. Evaluations from these training sessions

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indicated a positive impact on staff knowledge of PPI, contributing to an indirect benefit: an increase in PPI project monitoring returns across the Trust. In total, the Involvement Team provided 80.5 hours of dedicated advice and support to individual employees and teams during this period.

To further support knowledge-sharing and engagement, the third edition of the InvolveU newsletter will be published in December 2024 and distributed through Trust Communications. This newsletter will showcase current involvement projects and highlight the Involvement Team's contributions, helping to foster awareness and inspire further PPI engagement across the Trust.

## Measuring Outcomes

The PHA regional outcomes tool has been successfully integrated into the Trust's systems to track and measure PPI outcomes effectively. To ensure staff are equipped to complete surveys accurately, the Involvement Team offers data collection support as part of the PPI training programme. Additionally, the team maintains regular communication with designated contacts in each Directorate, issuing monthly reports on involvement activity, resource availability, and PPI training opportunities.

In June 2024, four WHSCT involvement projects participated in the PHA Involvement, Monitoring, Recognition, Learning, and Assurance exercise. This initiative provided a valuable platform for

service users, carers, and staff to share their insights, experiences and learning, strengthening the Trust's commitment to meaningful and measurable PPI outcomes.

Our innovative Human Library model for learning, initially developed by the Western Trust PPI team, has been adopted by the PHA as a model of good practice and is now used across all Trusts to support assurance processes related to PPI monitoring. This model facilitates knowledge exchange and strengthens the quality of PPI monitoring, enhancing both accountability and transparency throughout the region.

# Good Practice Examples

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## Strategic Engagement Forum (SEF)

The Trust has established a Strategic Engagement Forum (SEF) that brings together a diverse group of service users and carers with valuable skills and a broad range of lived experiences. This Forum reflects the community we serve and includes representatives with insights into each of the Trust's Directorates, ensuring that its work is both relevant and inclusive of the varied perspectives within our population. Acting as a key advisory body, the SEF will address strategic issues and provide a direct connection to the needs and concerns of patients, service users and carers.

The SEF's role is integral to helping the Trust advance key strategic initiatives, and it will work closely with the Strategic Change Board to drive service

improvements. The collaborative efforts of the SEF and the Board has enhanced projects such as the WHSCT Corporate Plan, ensuring that services are shaped by those who use them. This includes input into Locality Plans, Winter Plans, and other Trust-wide strategies, where the SEF's lived-experience insights can inform planning and decision-making, particularly around the design, accessibility and delivery of services.

## Coproduced Involvement Training for Service Users and Carers.

In May 2024, the Involvement Team collaborated closely with service users to coproduce a new training programme tailored for incoming service users and carers. This coproduction method

focused on utilising the lived experiences of existing service users and carers which helped shape the training content relevant for all levels of involvement.

The training is designed to support service users and carers in understanding the role of involvement within the organisation and to equip them with the knowledge and skills to actively participate in initiatives that align with their interests. With ongoing guidance from the Involvement Team, participants will be empowered to explore and contribute to engagement opportunities that resonate with their personal experiences and areas of interest. This approach ensures that the voices of service users and carers are meaningfully included in shaping services, creating an environment for continued collaboration and growth.

# Future Plans

## Involve Fest West (25th – 29th November 2024)

The Western Trust's Involvement Team, in collaboration with HSC partners, service users, carers, and the community and voluntary sector, is proud to present Involve Fest West 2024, a week-long celebration of involvement and engagement in health and social care. This festival aims to celebrate the vital role of involvement, raise awareness about its impact, and inspire greater participation from staff, service users, and carers in involvement initiatives across the Trust.

Involve Fest West 2024 will take place from Monday, 25th November to Friday, 29th November, featuring 17 diverse events throughout the week. Highlights include the inaugural in-person Davin Corrigan

Legacy Award ceremony, recognising outstanding contributions to involvement, along with webinars, service user and carer celebration events, shared learning initiatives, and more. Each event will provide valuable opportunities for connection, learning, and inspiration, showcasing best practices and success stories in involvement.

## PPI Support and Training

The Involvement Team currently provides a comprehensive suite of involvement training aimed at building a skilled and confident workforce capable of supporting involvement initiatives at all levels. Our training includes PPI awareness, coproduction methods, group facilitation, and data collection techniques,

ensuring participants are well-prepared to engage meaningfully across diverse settings. In partnership with PPI staff from other Trusts and colleagues from the Public Health Agency, we are working to develop universal and regional training programmes. This collaborative approach aims to create a more standardised, best-practice framework for PPI training across the region, enhancing consistency and quality. By pooling resources and expertise, we intend to create a cohesive training suite that will allow for both foundational skills and specialised training in targeted areas of involvement. This initiative will ensure that our workforce can benefit from a robust, regionally-aligned approach to PPI training, fostering stronger, more effective partnerships and outcomes across Health and Social Care.

# Appendix

# Western Trust Involvement Projects

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## **Acute - Unscheduled Care, Medicine, Cancer & Clinical Services**

Respiratory Hub

ARTSCARE Arts Project - Every Sunrise is a Gift

Evaluation of Clinical Nurse Specialists, Support Workers and  
Patients Perspectives and Experiences of Holistic Needs

Assessment Within NWCC

Artscare Art Project

'Yarn Away' Crochet/Knitting Group

## **Adult Mental Health & Disability**

Summer Group 2024

Deaf User Group

"Friends of Spruce" Patient Involvement

Self Harm Inpatient Information

WHST Mental Health Improvement Board

WHST Recovery College Co-Production

WHST Coproduction Committee, Recovery Through Activity

Coproduction Committee, Living Beyond Low Mood  
and Depression

WHST Recovery College Promotion

Mental Health Forum Planning Group

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## Children & Families

World Breastfeeding Week Celebratory Events

Emotional Wellbeing Teams in Schools

Children and Young Person's Autism Service;  
Design a Logo Competition

Emotional Wellbeing Intervention Programme Development

Over 65 Olympics

WHSCT U/SASC Football Team

Transitional Storytelling Programme

## Community & Older People's Services

SHAPE Stoma Health and Preventive Exercises

Dementia Information and Activity Support Group

Limavady Forest Families

Limavady Patients Chair Based Exercise

Fibromyalgia (FMS) Peer Support Group

Stoma Support Group

Prediabetes Support Group

Community Cuppa

Treatment Room Development

Treatment Rooms Strabane and Waterside

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## Performance and Service Improvement

Falls Prevention Resources Update

Men's Health Week 2024

WHSCT Involvement Service User/ Carer Induction Pack

WHSCT Involvement Service User/Carer  
Training Coproduction Sessions

Health Improvement MSK Scoping Exercise

WHSCT Strategic Engagement Forum

Development of Western Trust Corporate Plan 2024-2027

## Nursing, Midwifery & AHP Services

Official opening of Wheelchair Resource Centre,  
Waterside Hospital

Nutrition & Hydration Wee- Tea Party in OHPCC Rehab Ward  
and Hydration Awareness Stand

World Kidney Day

# Meet the WHSCCT PPI Team



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