



Western Health
and Social Care Trust

**Personal and Public Involvement (PPI)
Annual Progress Report
1 January 2013 – 31 March 2014**

This document can be made available
in alternative formats on request

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Foreword

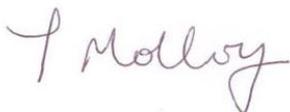
Welcome to the Western Trust's second annual Personal and Public Involvement (PPI) Progress Report for 2013/2014. I am introducing this report in my role as Director of Performance and Service Improvement and Executive Lead for PPI. This report should be read alongside the Trust's Annual Report for 2013/2014.

The Western Trust is committed to a culture of openness and transparency. Within the Trust we have continued to strengthen involvement of the public, patients and carers in our services. We acknowledge the importance and benefits that service user and carer involvement adds to our organisation. We would hope that this report showcases some of the work and how we have listened, responded and worked in partnership with patients, service users and public.

Within the Trust, PPI is a two way process and operates on a number of levels ranging from one to one discussions about care and treatment with service users, carers and their advocates through to involvement in policy development, service design, redesign and elevation.

This Annual Report is the Trust's opportunity to provide information on the different ways service users/carers and the public have been involved in the planning, development and delivery of Health and Social Care Services in the Trust for the period 1 January 2013 to 31 March 2014, bringing the reports in line with the Trust's customary reporting timetable.

I look forward to continued progress in the area of PPI within the Western Trust, with real benefits for our service users, carers and staff.



Teresa Molloy
Director of Performance and Service Improvement
WHSC

What is Personal and Public Involvement (PPI)?

Personal and Public Involvement (PPI) is also known as service user involvement and can be described as:

“how service users; patients, clients and carers, including the public can have their say about care and treatment, and the way services are planned and delivered”.

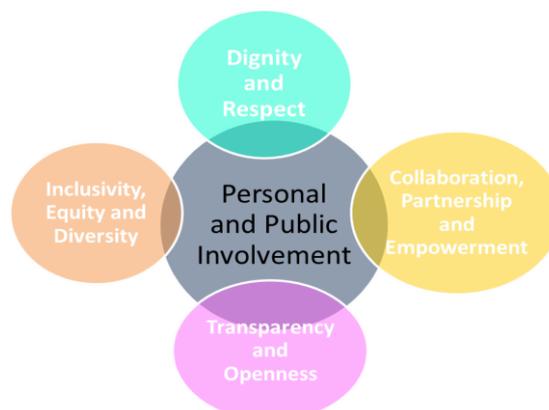
The Western Health and Social Care Trust (WHSCT) is committed to Personal and Public Involvement (PPI) as outlined in the PPI Strategy and Action Plan (WHSCT, April 2012), a copy of which is available via the Trust website under ‘Publications’ section. The Trust recognises and values the needs and rights of all service users and stakeholders to be effectively and meaningfully involved in all aspects of Health and Social Care development.

PPI, done well, will lead to:

- more relevant and appropriate services and service delivery;
- enhancement of service quality;
- enhancement of service safety;
- increased cost effectiveness of service provision;
- improvements in the personal experience of services by patients/service users, carers and the public;
- improved mutual understanding and shared responsibility between services and the people who use them.

Leadership and Support for PPI within the Western Trust

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. Teresa Molloy is the Executive Lead for PPI and provides overall direction and drive for PPI within the organisation. The Non-Executive Director, Stella Cummings chairs the PPI Forum which has responsibility for the on-going coordination, development and implementation of the PPI Action Plan. The Forum comprises senior staff from the Directorates, representatives from the community and voluntary sectors, service user and carer representation.



During 2013 the Equality and Human Rights Unit was renamed the 'Equality & Involvement Team', acknowledging the additional responsibility for PPI within the team. The Trust Equality & Involvement Team will monitor PPI progress throughout the Trust and rely on the Directorate Teams to provide progress reports relating to PPI within their Directorate.

Currently PPI Standards are being developed for all Health & Social Care (HSC) organisations and will be used to support the monitoring of PPI. These Standards will include:

- PPI Leadership;
- PPI Governance;
- Opportunities for Involvement;
- Annual Reporting.

It is expected that HSC organisations will work to achieve compliance with the approved Standards. This will:

- Support cultural change across HSC;
- Facilitate measurement of PPI;
- Highlight the expectations from HSC organisations;
- Give clarity to service users and carers.

During January 2013, 35 members of Trust staff completed a 3 day training programme on PPI, delivered in partnership with North West Community Network's Participation, Engagement and Skills Project (PESP).



Participants in PPI Training – 2013

Principles of PPI

The following principles inform all PPI work within Health & Social Care (HSC). The 12 principles are:

1. The **commitment** to PPI will be reflected in the leadership and accountability arrangements in HSC organisations.
2. PPI is the **responsibility** of everyone in HSC organisations.
3. Appropriate **assistance** is required to support and sustain effective PPI.
4. Everyone is an **expert** in their own right, whether by experience, by profession or through training.
5. **Opportunities** should be created to enable people to be involved at the level at which they choose.
6. The **purpose** and **expectations** of PPI are clearly understood.
7. Different forms of PPI need to be used to achieve the required **outcomes** and to meet the needs of the people involved.
8. Timely, accurate, user-friendly information and effective two-way communication are key to the **success** of PPI activities.
9. The organisation's commitment to PPI will be demonstrated through its **recognition** of the right of people to initiate engagement with it.
10. People's **understanding** of HSC services and the reasons for decisions are improved through PPI activity.
11. People's **capacity** to get involved is increased and the PPI processes are improved through learning from experience.
12. Learning from PPI should lead to **improvements** in the safety, quality and effectiveness of service provision in HSC organisations.

Supporting PPI in the Western Trust

Western Trust PPI Forum

The Trust has a PPI Forum which comprises senior staff from the Directorates, representatives from the community and voluntary sectors, service user and carer representation. The Forum is chaired by Mrs Stella Cummings, Non-Executive Director.

This Forum ensures that patients, service users and carers have a central role in influencing the development and delivery of healthcare across the Trust.

What the Forum does

The Forum has, an important role in leading and focusing on key actions including:

- establishing executive and corporate commitment for PPI across the Trust;
- ensuring effective leadership and support for involvement;
- assessing and evaluating current practice across Directorates in relation to involvement;
- working in partnership with local communities and key stakeholders;
- having active involvement from carers and service users in the work of the Trust.

Regional HSC PPI Forum

The Western Trust PPI Lead and a carer representative attend quarterly meetings of the Regional HSC PPI Forum. These meetings are chaired by the Public Health Authority (PHA) and comprise HSC and non-HSC partners to progress PPI regionally at a strategic level.

Members of the Trust PPI Forum also participate in subgroups which have been established to progress the priorities of the Forum. The Forum currently has four dedicated PPI working/subgroups:

- Training Subgroup;
- PPI Standards Subgroup;
- PPI Annual Report & Communications Subgroup;
- Performance Management Subgroup.

WHSC PPI Strategy and Action Plan

A copy of the Trust's PPI Strategy and Action Plan (2012-2015) is available from the Publications section of the Trust website, or by contacting the Equality & Involvement Team. There were 28 actions in total for 2013/2014, covering a range of areas including:

- governance and reporting on PPI;
- staff support and training on PPI;
- benchmarking, mapping and monitoring of PPI work;
- validating current involvement in Western Trust through Forums;
- raising the profile of PPI across the Trust and opportunities for involvement;
- roll out of regionally led work in relation to standards and training.

Progress on Year 2 Actions (2013/2014): 4% (1) of these actions were fully achieved; 64% (18) are on target to be achieved; 18% (5) are behind schedule and 14% (4) are not achievable this year. Actions which are not achieved during 2013/2014 will be carried forward to Year 3 (2014/2015).

Funding awarded for PPI Projects

Non-recurring funding was obtained from the Public Health Agency (PHA) during 2013/2014 for 2 projects in the WHSCT area. The funds available from the PHA were significantly reduced this year however the Trust welcomed the £2,500 allocated to each project, as below.

- **WHSCT ‘Engage’ Event**

The Equality & Involvement Team hosted an ‘Engage’ Event for the Trust for the second time on 25 March 2014. This year’s event was a ‘café style’ event and gave participants the opportunity to speak to service users/clients and staff involved in PPI within the Trust and also to share good practice and learn of further opportunities for involvement.

- **Engagement with users of critical care services to inform developments in supporting recovery from critical illness.**

This project aims to develop a service to provide critical care follow-up support for people recovering from critical illness. Staff will host focus groups with recent users of critical care and their family within the Trust. Questionnaires will be sent to a sample of individuals who have recently accessed critical care services within the Trust. Awareness events will also be held for General Practitioners within the Trust area to provide them with awareness of what individuals may experience and the possible psychological and physical impact

PPI in Action

The following sections highlight some of the on-going PPI work across the Trust Directorates from 1 January 2013 to 31 March 2014:

ACUTE DIRECTORATE

Altnagelvin Renal Support Group (ARSG)

Altnagelvin Renal Patient Support (ARSG) Group won the “Making a Difference Award” at the Patient and Client Council Awards in December 2013. The Awards acknowledge the huge contribution that service users make to improve the experiences of people who use health and social care services every day. The overall winners were decided by a judging panel whose members were all service users.

Altnagelvin Renal Support Group was set up and developed after the Pre-Dialysis Nurse issued a questionnaire to all patients at varying stages of kidney disease management. Upon analysis of these results, patients were invited to attend a meeting to discuss the setting up of a support group. A commitment was made by a number of the patients to set up a support group, along with the assistance of the Pre-Dialysis Nurse. The group felt that they could provide effective support to aid staff to better understand the effects of treatment on them, and how they wanted to be consulted as they went through each stage of their journey, from diagnosis to treatment choice.

The group has always been led by patients, users and carers. Whilst there is a steering committee, there is the opportunity for all interested parties to attend open meetings, which are held bi-monthly, and give their views about issues affecting renal patients.

The group is well known throughout the Western Trust and has had the opportunity to be involved in the design, delivery and evaluation of the renal service in a number of ways. They have brought to the attention of management, issues which affect renal patients and work with the Trust to ensure that these are rectified and improved for people who use the service. Trust representatives attend the open nights to hear what people think of the service and also to educate patients on various aspects of their expertise. There is a real two way flow of communication between the support group and the health care professionals and there is evidence of mutual respect in terms what they can offer each other. The group is supported by renal staff and maintains a high profile within the Renal Unit and other parts of the hospital.

Achievements of the group so far include Plain English leaflets for those new to the service, a DVD showcasing the success of the group, Positive Lifestyle Programme, media coverage of the group, website, newsletters, and social events.

The group was also involved in the Trust ‘Engage’ Event on 25 March and the Chair co-facilitated at this event.

New Radiotherapy Centre at Altnagelvin

The new Radiotherapy Centre is due to open in 2016 and PPI has been included throughout its development and will continue into service provision.

The Radiotherapy Project Team held focus groups from 27 February 2013 - end of March 2013 to gain feedback on the building design, accessibility, way finding and design concepts. Focus groups were attended by members of the public, including members of the local Pink Ladies (cancer support group). The focus groups were held in Derry, Letterkenny, Limavady, Strabane, Donegal Town, Omagh, Enniskillen, Coleraine and Ballymoney. The information gathered was collated and helped inform the radiotherapy building design and service model.

Acute Medical Unit (AMU)

A questionnaire was distributed by Pharmacy staff to patients admitted to, and discharged directly from, the AMU. Patients completing the questionnaire were invited to answer questions on the service they received from Pharmacy and were also asked for their opinion about potential pharmaceutical care developments. 67 patients completed questionnaires and the results have been collated and helped inform Pharmacy practice in this area.

ADULT MENTAL HEALTH AND DISABILITY SERVICES DIRECTORATE

My Mind App

The idea for a Mental Health Smartphone App came from a service user, who has been part of the development group from the beginning. As the project progressed other service users came on board and have helped in the development of the App by sharing their personal experiences.

The **My Mind App** is the first of its kind in Northern Ireland and allows service users to access evidence-based information on mental health and services available to them in the Western Trust area. It is exclusive to mental health services and features videos of local health professionals offering practical information to support the client's journey to recovery.

Service users and carers will be able to better navigate their way through the services which are available to them. A section on the App allows them to plan appointments, reminds them to take medication and shares ideas to promote good mental health such as affirmations and tips about mindfulness. This App will be launched on 11 June 2014 to complement the ImROC (Implementing Recovery through Organisational Change) concept.

Phase 2 of the App aims to make it suitable for Android, and web based, with regular updates for service users and their carers.

The Mental Health Service User Group has been established Trust wide.

ImROC (Implementing Recovery through Organisational Change) Steering Group

Service users and carers are involved in a steering group and a recovery college sub-group. As part of the Day Care Review, Day Centre Managers are working in consultation with service users. It is envisaged that this work will focus on supporting service users experiencing mental health problems with their recovery.

Service users and carers are involved in collating descriptive information about Recovery Services and will be approached to write recovery stories. Recovery Fairs will be held in three Trust locations in May/June 2014. Work is on-going to develop an ImROC newsletter to include examples of good practice and updates.

'Irish News Workplace & Employment Awards' – Disability Best Practice Employers

The Access to Citizenship Project was highly commended in the 'Disability Best Practice Employer'. Awards were presented at a ceremony in Titanic Belfast on 13 June 2014.

Developing Outcomes for Personality Disorder (PD) Services in NI

Focus groups have been hosted to enable service users, carers, families and friends to contribute to the developing outcomes for PD Services. Work is on-going to facilitate open and honest feedback from service users via the subgroups.

Outcome measures will include feedback from service users and carers and will be audited against all PD services in Northern Ireland. It is anticipated that the outcome measures will be quantitative and will ensure that continued input from service users and carers is prioritised and audited routinely.

Discharge Planning Meetings

Service users and carers are encouraged to contribute to the planning of their care in the community when discharged. Care Plans are drawn up in agreement with service users and carers. These ensure an enhanced and successful transition of care from hospital to community.

Serious Adverse Incidents (SAI) Review Process

Carers and relatives are invited to contribute to SAI reviews carried out within Adult Mental Health Services (AMHS). As part of the SAI review process, feedback from families and carers is recorded in the final report which is submitted to the Health and Social Care Board (HSCB). Recommendations and areas of learning identified from SAI reports are disseminated throughout AMHS to improve service delivery. Service users and carers are invited to participate in the review process. They can contribute to the final report and influence areas identified for learning and recommendations for AMHS.

Adult Disability & Sensory User Forum

The Trust is committed to ensuring that the knowledge and experience of people with disabilities is valued and drawn upon to influence and shape the delivery of services in the Trust area. The Adult Disability & Sensory User Forum was formed as a partnership between the Trust and service users and is intended to represent and provide feedback to service users of their interaction with the Trust. The Trust provides on-going support and appropriate training to the service user representatives. The Forum works in partnership with the Trust and engage to provide safe, quality, effective services which meet the needs of people with disabilities.

The group meet monthly and have an established structure. Different members are involved in a range of the Trusts activities including the Physical and Sensory Disability Clinical and Social Care Governance Meeting, involvement with the Trust's review of adult physical disability day care, reviewing policy and procedures, etc. In addition, the group challenge the Trust about quality of service provision and are actively involved in the patient experience group, etc.

Formation of the Forum has led to members being actively involved in planning of future services and improved service provision for service users with a physical and sensory disability. Members liaise directly with the Head of Service for Physical and Sensory Disability and Trust managers.

Quarterly Carers Forum Meetings

These meetings give service users a formal opportunity to engage with the Trust about services provided. The group provide feedback and are actively involved in influencing service planning and service provision.

Future Planning Workshops were held within Adult Learning Disability Services during January 2014, delivered by University of Ulster. This provided a forum for parents/carers to express views/concerns on available accommodation options for their learning disabled relatives and encouraged families and carers to consider the future for adults with learning disability.

Respite Review

A Workshop was held in January 2014 followed by Working Focus Group Meetings in February and March 2014. At these events service users and carers were updated on progress of the review and were able to input to the review. This increased involvement in planning future services by service users and carers led to an increased awareness and understanding of the manner in which carers need respite to be flexible and responsive to their needs.

Views of service users and carers will assist in reshaping the delivery of Respite Services. Service users and carers are invited to be involved in the review process and can contribute to the final report. Currently, the Respite Review Report is being prepared and will be available in June 2014.

PRIMARY CARE AND OLDER PEOPLE'S SERVICES DIRECTORATE

Physiotherapy

Falls prevention classes included a service user survey which was an opportunity for service users to express ideas for improving the classes. Staff then, where possible, implemented these changes.

Patient comments continue to be collated throughout outpatient service by use of comment slips, staff documenting verbal comments and evaluation forms following classes

Carers Steering Group

Carers are given a forum to raise issues affecting them. This gives the Trust an increased awareness and understanding of carers' issues. The Steering Group have revised the Terms of Reference for the Group and plan to send out a letter inviting carers to apply to sit on the group as a carer representative (April 2014). This process will include training by Carers NI (September 2014).

Carers Walking Group (Fermanagh)

The Walking Group commenced, at the request of carers within the Carers Steering Group, in September 2013 and meets weekly. Members walk for approximately 1 hour and attend when suitable for them. Members have stated that the informal atmosphere and the information sharing has led to them attending other activities outside the walking club. One of the Trust's Carers Development Workers participates in the group and feeds back any issues or concerns that the carers may have.

Day Centres

Day Centres continue to have service user meetings to engage with clients/service users and give them the opportunity to voice their opinions and suggestions. This enables staff to plan accordingly to meet their needs. Some of the centres also have newsletters, suggestion boxes or undertake a yearly service user survey.

Residential Nursing Homes

Residential Nursing Homes have resident meetings where residents can suggest changes regarding activities, catering, decoration, etc. This has enabled the Homes to improve the quality of activities, etc.

Reform of Community Stores and Home Delivery of Continence Products and Meals on Wheels (Consultation and Pre-Consultation Events)

Service users were invited to attend 3 events Trust-wide (Derry, Omagh and Fermanagh) in March 2014 to give their views on the Trust's preferred model for community stores and home delivery of continence products. The Trust also took the opportunity at these events to ask service users for their views on the current

meals on wheels service as the Directorate is currently completing a strategic review of the current meals on wheels service delivery model.

Speech and Language Therapy

Speech and Language Therapy staff have been working with a number of groups of service users in a number of ways, including issuing questionnaires to current and previous service users to gather feedback on the written information they provide. Service Users highlighted how they prefer receiving/obtaining information on the service and they selected topics they would like further information on. This has led to a standardised list of approved websites being made available to service users with plans for a suite of standardised information leaflets. The Parkinson's Disease Group in South West Acute Hospital (SWAH) have also been asked for feedback regarding how their future needs can be addressed.

Dementia - A Carers Guide

As a direct response to a request from carers a booklet was produced providing information to individuals who care for relatives/friends with dementia. The booklet helps carers improve their understanding of the impact of dementia on the person by improving communication between the person with dementia and their carer. Carers have also been involved in the piloting of this booklet.

WOMEN'S AND CHILDREN'S SERVICES DIRECTORATE

Crohnscope Meetings

Crohnscope Meetings take place on a quarterly basis and there has been greater involvement of children/adolescents with inflammatory bowel disease and their parents/carers regarding their inpatient care. This has led to enhanced learning for the Trust from the children's perspectives on the various elements of their inpatient care. This information is used to improve the service for those newly diagnosed with inflammatory bowel disease.

Parents' views were gathered around paediatric admission and triage arrangements before and after the pilot of the Short Stay Paediatric Assessment Unit (SSPAU) in Altnagelvin Hospital. Patient views on the availability of a Short Stay Paediatric Assessment Unit are to be conveyed to the Commissioner as part of on-going discussions on the viability of the initiative.

Foster Carers Involvement in Training

Foster Carers attended a Foetal Alcohol Conference, with a view to facilitating training for other Foster Carers. This training can now be more effectively tailored for the Trusts' Foster Carers with the Foster Carers who attended the Conference now helping plan and facilitate Foetal Alcohol training.

Children & Young People's Strategic Partnership (CYPSP)



The Children and Young People's Strategic Partnership (CYPSP) is a multi-agency partnership, led by the Health and Social Care Board. It includes the leadership of key statutory agencies and community and voluntary organisations that have a responsibility for improving the lives of children and young people in Northern Ireland.

Parents, children and young people are involved and together with representatives from statutory, voluntary and community organisations discuss the services currently available to support children and young people and how these can be improved in the future. This work has helped inform the Northern Ireland Children and Young People's Plan 2015-2018.

The Parent Reference Group have highlighted a range of concerns such as isolation, need for parent support and, in particular a lack of support networks in rural areas affecting parents from across the Trust.

The Western Trust has given careful consideration to the views and insights from parents, children and young people to inform future work in a meaningful and respectful way.

MEDICAL DIRECTORATE

Research Governance Committee

To ensure that research is relevant from the service user perspective rather than solely from a researcher's perspective there is representation on the Research Governance Committee. Service users are involved in all stages of the research project, from project design, use of focus groups, through to dissemination of results where possible.

Complaints

During the year the Complaints Department has continued to encourage a more meaningful engagement and involvement with patients and service users, ensuring that lessons are continually learned to safeguard quality and prevent failures in care and treatment.

PERFORMANCE AND SERVICE IMPROVEMENT DIRECTORATE

Health Improvement Department

Service users were given the opportunity to present to older people service providers at an Active Ageing Seminar, about their involvement in physical activity programmes. This allowed service providers to hear directly about the needs of service users and also the benefits of physical activity programmes.

Facilities Management

Altnagelvin South Wing - Access Needs Assessment Survey

A survey of all visitors and patients using Altnagelvin South Wing facility was carried out over a one week period in December 2013. The purpose of the survey was to capture feedback about patient and visitors' experience of their journey to South Wing. Information collected was used to inform an action plan for improvements to the South Wing area, in particular regarding signage and car parking.

Equality & Involvement Team

The Western Trust's Equality Scheme, Equality Action Plan, Disability Action Plan and Consultation Scheme will be revised during 2014 in line with renewal requirements and will underpin the PPI work of the Trust.

Engagement Event – April 2013



The Residential Centre, Ulster-American Folk Park, Omagh was the venue for an event on 22 April 2013 to highlight Personal and Public Involvement (PPI) work within the Western Health and Social Care Trust. Attendees were given an opportunity to find out, from service users and Trust staff, about current PPI work within the Trust.

The event was extremely well attended, with over 120 service users, representatives from voluntary and community groups, members of the public and Trust staff in attendance.

Chair of the Trust PPI Forum, non-Executive Director, Mrs Stella Cummings introduced a number of speakers, including service users, who provided information on their involvement in PPI work within the Trust. The event was also used to mark the change of name for the Equality and Human Rights Unit, now renamed as the Equality & Involvement Team, acknowledging the addition of responsibility for PPI within the Team.

Feedback received following the event was extremely positive, a PPI Staff Toolkit and a training programme for staff will be developed.

Engagement Event – March 2014



The Western Health and Social Care Trust (Western Trust) held a second Annual ‘Engage’ Event in the Ulster American Folk Park, Omagh on 25 March 2014.

This highly successful ‘engage’ event offered participants the opportunity to speak to service users/clients and staff involved in PPI within the Trust, including staff within the Equality & Involvement office. It also showcased achievements involving service users, in the planning, development and delivery of health and social care services in the Western Trust to date.

Teresa Molloy, Western Trust Director of Performance and Service Improvement said:

“The Western Trust is committed to Personal and Public Involvement to ensure we are effectively and meaningfully engaged in all aspects of our health and social care services. The purpose of this involvement is to improve service user and carer experience of services which is a central element of health and social care delivery. Personal and Public Involvement will continue to be supported through a variety of projects across the Western Trust in the future.”

Following the event, Joe McMonagle, Chair of Altnagelvin Renal Support Group commented:

"The engage event was very informative, the format produced an informal and relaxed atmosphere which encouraged lively discussion among the different groups, I would encourage more of this type of event in the future, it was great to see non-professionals take the lead"

Service users/representatives at the event included Altnagelvin Renal Support Group, Fermanagh Carers Walking Group, Volunteer Wayfinders from Southwest Acute Hospital, Royal National Institute for the Blind (RNIB) staff, Family Nurse Partnership participants and Adult Physical and Sensory Disability Service User Forum.

This event was funded by the Public Health Agency (PHA) to highlight PPI work in the Western Trust.

Conclusion and Way Forward

Progress has been made during 2013-2014, with an improved awareness of and a higher profile for PPI across the Western Trust. The Equality & Involvement Team together with the PPI Forum will continue to support PPI to ensure that everyone who wishes to be involved in the planning, development and evaluation of services is facilitated to do so.

In 2014/2015 we aim to make further progress against our PPI objectives, delivering beneficial outcomes to our service users, carers, staff and public. We will do this by:

- continued commitment to training and support of staff in relation to PPI;
- building capacity within Teams in relation to PPI;
- consideration of PPI in relation to complaints;
- development of networks of support in relation to PPI;
- review of PPI reporting and ensure reporting focuses on outcomes and the impacts of PPI activities;
- ensuring mechanisms are in place to encourage user involvement in evaluation of PPI activities;
- encouraging sharing of good practice, increasing linkages with other HSC Trusts/organisations in implementing both Regional and National PPI models of good practice;
- involving and engaging patients, service users, carers and representative groups in establishing priorities and plans and supporting the evaluation of health and social care delivery to provide learning and continuous improvement;
- continuing to further embed a culture of Equality, Diversity and Good Relations in relation to PPI obligations;
- consideration of “*Hard to Reach*” needs in relation to PPI Action Plans.

Going forward, the Western Trust will work to achieve compliance with the new PPI Standards - *Leadership; Governance, Opportunities for Involvement; Annual Reporting* - currently being developed for all HSC organisation.

If you would like to find out more about PPI, please contact:

Equality & Involvement Team

Western Health & Social Care Trust

Tel: 028 8283 5278

Textphone: 028 8283 5345

Email: equality.admin@westerntrust.hscni.net

You can also check the 'Involving You' section of the Western Trust website: www.westerntrust.hscni.net