Welcome to the Western Trust’s second annual Personal and Public Involvement (PPI) document which is the Trust’s opportunity to highlight some of the different ways service users, carers and the public have been involved in the planning, development and delivery of Health and Social Care (HSC) Services in the Trust. For a copy of the full Trust Personal and Public Involvement Report for this period please access it by either contacting us using the information below or on our website.

The Western Trust is committed to a culture of openness and transparency. Within the Trust we have continued to strengthen involvement of service users, carers and the public in the planning, development and delivery of 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.

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.

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 & Service Improvement

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.”

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. 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. The Trust welcomes new members wishing to join the PPI Forum - individuals, carers, community and voluntary groups can contact us using the details below.

During 2013 the Equality and Human Rights Unit was renamed the Equality & Involvement Team, acknowledging the additional responsibility for PPI. On the following pages we detail more about PPI in action throughout the Trust during 2013/14.

Equality & Involvement Team
Western Health and Social Care Trust
Tyrone & Fermanagh Hospital
Omagh
BT79 0NS

Tel: 028 8283 5278
Textphone: 028 8283 5345
Email: equality.admin@westerntrust.hscni.net

You can also visit the ‘Involving You’ section under quick links on our website: www.westerntrust.hscni.net
find us on Facebook
or follow us on Twitter
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.

ARSG was established after the Pre-Dialysis Nurse issued a questionnaire to all patients at varying stages of kidney disease management. Patients were then invited to attend a meeting to discuss the setting up of a support group. Patients set up the support group 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, service users and carers. There is a steering committee and interested parties are given the opportunity 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 been 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 addressed and the appropriate action taken. Trust representatives attend the open nights to hear what people think of the service and also to educate patients on various aspects of their health. 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. You can contact ARSG via their website: http://arsupportgroup.com/

Dementia - A Carers Guide

As a direct response to a request from carers a booklet was produced providing information for 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. You can download the guide from the website.
**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 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 better able to 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 was launched on 11 June 2014.

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.

For further information on the project contact: Stephen Donnelly, Western Trust Recovery Team Manager 028 8225 2202

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**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, which is made up of parents from within the Western Trust, 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.
Engagement Event 2013

On 22 April 2013 the Trust held its first Engage event to highlight Personal and Public Involvement (PPI) work within the Western Trust. This event was funded by the Public Health Agency (PHA). 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.

Engagement Event 2014

The second annual Engage Event took place on 25 March 2014 and was again funded by the PHA.

This highly successful café style 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, Director of Performance & Service Improvement said: “PPI improves 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, RNIB staff, Family Nurse Partnership participants and Adult Physical and Sensory Disability Service User Forum.

Evaluations from the event were extremely positive and in line with public requests it is hoped a similar event will be hosted in March 2015 with more opportunities for involvement with the Trust.

This newsletter is available in alternative formats - please contact the Equality & Involvement Team