

# **Northern Ireland Ambulance Service (NIAS) Personal and Public Involvement (PPI) Monitoring Report April 2023 - March 2024**

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**PPI, Co-Production & Partnership Working**

Personal and Public Involvement (PPI) is a process whereby Service Users, Carers and the Public are empowered and enabled to inform and influence the commissioning, planning, delivery and evaluation of HSC services, in ways that are relevant and meaningful to them. People have a right to be involved and increasingly, they expect to be actively involved in decisions that affect them.

PPI is a statutory responsibility, as detailed in the HSC (Reform) Act (NI) 2009 through the Statutory Duty to Involve and Consult. Each Health and Social Care organisation, to which the legislation applies, is required to involve individuals in the planning and delivery of Health and Social Care (HSC) Services. Specifically, sections 19 and 20 of the above legislation, require that Service Users and Carers are involved in and consulted on:

1. The planning of the provision of care;
2. Development and consideration of proposals for change in the way that care is provided;
3. Decisions that affect the provision of care.

To further advance Involvement and Partnership Working, the Co-Production Guide was introduced by the Department of Health in August 2018. Co-Production is a highly person-centred approach which enables people to work together in partnership on an equitable basis, to achieve positive changes in HSC services. It is deeply rooted in connecting people and realising value through peoples combined strength, knowledge and expertise.

## **Development and Implementation of PPI Monitoring Arrangements**

Monitoring mechanisms and arrangements were developed and introduced in 2015/16 in partnership with members of the Regional HSC PPI Forum, including Service Users and Carers. A more streamlined Involvement monitoring process was developed and introduced in April 2022 which brought about a more consistent approach to Involvement data collection. This approach was endorsed by the DoH and is now in its second full year of operation.

The PPI monitoring arrangements utilise the PPI Standards and associated Key Performance Indicators (KPIs) as a framework to gather information in the first instance. It also uses a new standardised regional, Co-Produced Involvement activity and training data set, to help assess the HSC Trusts' progress in PPI and compliance with the Statutory Duty and policy responsibilities for Involvement. Recognising the need to factor in a qualitative component to the assessment and understanding of Involvement the PHA worked with HSC partners. Service Users and Carers to develop a complementary mechanism aimed at capturing that vital qualitative element. As a result, the Involvement Human Library methodology was designed and introduced to help address this.

The Human Library is a safe space for Service Users, Carers and Staff to share their lived experience of their Involvement, how they personally found it, the challenges, benefits and impacts. It is a chance to bring to life the work that might not otherwise be captured through a solely quantitative analysis. It provides the opportunity to present a more rounded, holistic perspective and understanding of the Involvement working going on with a Trust.

## **Oversight of the Implementation of PPI and Management of Monitoring**

The PHA have HSC wide responsibility for the oversight of the implementation of PPI Policy and are charged with encouraging and promoting Co-Production, Partnership Working and Involvement with Service Users, Carers and the Public. The DoH have tasked the PHA with assessing the progress being made in the HSC against this policy imperative and with developing and deploying monitoring arrangements in order to assess how HSC are meeting their statutory and policy obligations in respect of Involvement.

The PHA uses the Personal and Public Involvement (5 Standards) Assessment Monitoring compliance return, the monitoring data return, PPI training data return and now the Involvement Human Library model, alongside the HSC Assurance Statement, to assess progress in these matters. The PHA undertakes an evaluation of the returns, including comments and makes recommendations (with input from Service Users and Carers from the PHA PPI Regional Forum). These reports are then taken through internal governance/reporting arrangements, before submitting to the DoH for their consideration as part of the wider system of PHA accountability with HSC Trusts.

## **Partnership Approach**

The HSC system is continually faced with a seemingly ever-growing set of demands and expectations, whilst working within a series of constraints including serve financial pressures. The Trust PPI Leadership and PPI Team have been successful in continuing to press for Involvement, Co-Production and Partnership working in relation to Service Development/Change/Delivery and evaluation across their organisations.

In addition, it is acknowledged and appreciated that the Trust have worked collaboratively with the PHA, DoH, HSC partners, Service Users and Carers in the updating of regional Involvement monitoring arrangements. In particular, they have helped to inform and shape the development and introduction of the Involvement Human Library model in the latter half of 2023/2024.

Moving forward, the aim is to maintain and build on this collaborative approach. Feedback will be gathered and analysis undertaken on all elements of the monitoring arrangements, including the Involvement Human Library model. Cognisance will also be taken of the potential synergises and efficiencies that might be possible as PPI and PCE explore further integration whilst respecting the integrity of each area. The anticipated review of PPI policy, will be another major consideration, as will our collective push forward ensuring that all such monitoring contributes to learning, development and improvements for systems, organisations, staff, Service Users & Carers.

**NIAS Monitoring Returns 2023/2024**

Involvement Monitoring returns for April 2023 to March 2024 included,

- An HSC PPI 5 Standards self-assessment report,
- 2 Involvement activity data sets,
- 2 Involvement training data sets,
- 2 signed HSC Involvement monitoring Assurance Statements,
- 1 Pilot Involvement Human Library, with 1 identified Involvement projects. The PHA do take into consideration the efforts that NIAS made to secure additional projects to participate in the Involvement Human Library, however factors outside of their control such as work priorities and Service User and Carer commitments, meant the turn out was low on this occasion. This was reviewed by the PHA PPI Team with indicative recommendations developed and set out in this report.

## Standard 1 - Leadership

**HSC Organisations will have in place, clear leadership arrangements to provide assurances that PPI is embedded into policy and practice.**

**Key Performance Indicators: PPI Leadership Structure in place across the organisation to include;**

- Named executive PPI lead at board level; with clear role descriptions and objectives,
- Named non-executive PPI lead at board level; with clear role descriptions and objectives,
- PPI operational lead,
- PPI leadership structure throughout the organisation.

### Trust response

The Trust have reported they have in place:

**Named executive PPI lead at board level:**

- Lynne Charlton is Lead Director for PPI

**Named non-executive PPI lead at board level:**

- Philip Graham is Non-executive PPI Lead

**PPI operational lead:**

- Neil Gillan is PPI Operational Lead
- Maggie Hamilton is the Experience and Involvement Facilitator

**PPI leadership structure throughout the organisation:**

- Role descriptions for Directorate Advisers / Champions drafted. Proposed roll out in Quarter 3 2024 – 2025.



Role Description  
(PPI) Adviser - V2.pdf

PPI Leadership and Accountability flow chart drafted. Following approval, it will be communicated to all staff and uploaded to the Trust website

### Recommendations & Comments

1.1 It is noted that Trust has a clear PPI Leadership structure and arrangements in place. It is recognised and welcomed that the Trust have a draft PPI Leadership and accountability flow chart awaiting approval. **When this is approved it should be made available on the "Involve You" Section on the Trust homepage. This should be communicated to all staff, Service User and Carer groups across the directorates.**

1.2 It is recommended the Trust continues to build upon the positive design and development of the Involvement section on the Trust homepage, this



	<p>could be further enhanced by having Involvement resources, materials and other supporting documents such as the <b>HSC Service User and Carer Reimbursement Policy and Guidance</b>.</p> <p>1.3 <b>The Trust has signalled the recent development of PPI Directorate Advisers and Champions for the organisation, this is to be welcomed.</b></p>
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## Standard 2 – Governance

**HSC Organisations will have in place, clear corporate governance arrangements to provide assurances that PPI is embedded into policy and practice.**

### Key Performance Indicators;

- Corporate and Governance Structures,
- PPI Action Plan,
- PPI Annual Report.

### Trust response

#### Corporate and Governance Structures:

- Governance arrangements now in place through Safety, Quality, Patient Experience and Performance (SPEG) Committee.

#### PPI Action Plan:

- PPI reported on in Trust Performance Update.
- Performance report in respect of Care Opinion provided to Trust board.
- Care Opinion updates provided to Trust SMT on a weekly basis.
- Involvement and Co-production Strategy 2023 – 2026 'Working with our Partners' launched during Co-production Week (July 2023).

#### PPI Annual Report:

- PPI update included in NIAS' Annual Report and the Annual Quality Report.
- The 'Change and withdrawal of Service' Circular has been widely shared across the organisation to help ensure awareness, understanding and compliance.
- The Partner Voice Forum met for the first time on 13<sup>th</sup> of February 2024. This forum will both support the implementation of the

### Recommendations & Comments

2.1 It is recognised that the Trust has invested in a core PPI Team who have expertise, knowledge and skills to embed and advance Involvement within the Trust.

2.2 It is recommended that the Trust continue to build upon the corporate and governance structures it has in place, and regularly undertake a review/sense check of the arrangements for Service Users/Carers and Public Involvement at a strategic level, to assure itself that the current structures and mechanisms are optimised and that they reflect the diverse range of people/communities it provides services to.

Involvement and Co-production Strategy and the quality assurance of resulting activity.

- The Trust has assured itself that PPI is factored into all appropriate decisions, projects and reporting mechanisms.

2.3 Ensure that the direct Service User and Carer voice is strong and not too far removed from the decision-making body of the Trust, it is recommended that the Trust gives consideration to the number and level of Service User and Carer representatives which are integrated into the Trust governance arrangements including the Safety, Quality, Patient Experience and Performance (SPEG) Committee.

2.4 It is recognised that the Trust has in place key plans and reporting arrangements to keep Involvement central to their Service Development & Delivery.

2.5 It is recommended that the Trust upload their Involvement & Co-Production Strategy onto the PPI section on their website.

## Standard 3 – Opportunities and support for Involvement

HSC Organisations will provide clear and accessible opportunities for involvement at all levels, facilitating and supporting the involvement of service users, carers and the public in the planning, delivery and evaluation of services.

### Key Performance Indicators:

- Register of opportunities,
- Support for Involvement,
- Named points of contact,
- Feedback is standard practice.

### Trust response

#### Register of opportunities:

- A register of current and future opportunities has been maintained. Opportunities:
- Partner Voice Forum
- Research Public Involvement Committee
- BWV Cameras Stakeholder Advisory Panel
- Readers list

#### Support for Involvement:

- Current opportunities are promoted via the Engage website and the PCC whilst NIAS develop an 'Involving You' section for its website. Once complete the register of opportunities will be uploaded making it more accessible to the public.

[Partner Voice Forum- NIAS - Engage \(hscni.net\)](https://www.hscni.net/partner-voice-forum)

[PPI Representatives on the Research & Development Oversight Group in the Northern Ireland Ambulance Service - Engage \(hscni.net\)](https://www.hscni.net/patient-public-involvement-research-development-oversight-group)

### Recommendations & Comments

3.1 It is recommended that the Trust continue to build upon the its internal and external mechanisms, to promote Involvement and undertake a review/sense check of its current promotion/ engagement arrangements, to assure itself that they are reaching its wide and diverse population, addressing any potential communication, engagement or feedback barriers

3.2 It is recommended that the Trust utilise the Involvement Level Screening & Support tool as part of its resource/support for staff. It should be accessible

<p><a href="https://engage.hscni.net/opportunities/ppi-representatives-on-the-body-worn-video-bwv-cameras-stakeholder-advisory-panel-nias/">https://engage.hscni.net/opportunities/ppi-representatives-on-the-body-worn-video-bwv-cameras-stakeholder-advisory-panel-nias/</a></p> <ul style="list-style-type: none"> <li>▪ Expression of Interest packs (including role descriptions and an outline of support on offer) developed for 3 of the opportunities identified above.</li> <li>▪ The Research Public Involvement Committee met for the first time on 7<sup>th</sup> of April 2023. Official launch hosted at NIAS HQ on 10<sup>th</sup> of October. Currently 6 members</li> <li>▪ The Partner Voice Forum met for the first time on 13<sup>th</sup> of February 2024. Official launch scheduled for November 2024. Currently 10 members.</li> <li>▪ Induction pack template for Service Users and Carers completed: (NIAS Strategy – Caring today, planning for tomorrow; NIAS Involvement and Co-production Strategy – Working with our Partners; Co-production Guide – Connecting and realising value through people; PPI Standards leaflet; Welcome Booklet; Service User / Care Checklist; Good meeting etiquette guide; Zoom guidance; Reimbursement guidelines; Travel claims forms; Role Descriptions; Training Needs Analysis; &amp; Equality Monitoring Form)</li> <li>▪ Induction Programme, including PPI Awareness Raising presentation completed.</li> <li>▪ From 1 April 2023 to 31 March 2024 – 670 service users, carers and members of the public have either proactively engaged with NIAS or informed the planning, delivery, and evaluation of our services.</li> </ul> <p><b>Named points of contact:</b></p>	<p>and promoted across Directorates, with staff and Service User and Carer groups</p>
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<ul style="list-style-type: none"> <li>▪ A development plan for the 'Involving You' section of the Trust's Home page has been forwarded to NIAS' Communications team for action.</li> <li>▪ All current Involvement opportunities are promoted via the Engage website.</li> <li>▪ A Trust wide database of service users/ carers and 3<sup>rd</sup> sector organisations has been developed.</li> </ul> <p><b>Feedback is standard practice:</b></p> <ul style="list-style-type: none"> <li>▪ As outlined in our Involvement and Co-production Strategy 2023 – 2026 'Working with our Partners' we will host annual reviews with service users and carers to capture their experiences of supporting directorates and strategy work-streams, to provide structured feedback on the improvements they have influenced and to ascertain if they believe that Involvement opportunities are purposeful, promoted effectively and accessible.</li> </ul>	
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## Standard 4 – Knowledge and Skills

**HSC Organisations will provide PPI awareness raising and training opportunities as appropriate to need, to enable all staff to deliver on their statutory PPI obligations.**

### Key Performance Indicators:

- Basic PPI awareness raising included as staff induction process
- Provision of PPI training and up-take rates
- Service User/Carer Involvement in design, delivery or evaluation of PPI training

### Trust response

#### Basic PPI awareness raising included as staff induction process:

- Engage and Involve (E-learning) is promoted at Staff Induction.

#### Provision of PPI training and up-take rates:

- From 1 April 2023 to 31 March 2024, 168 members of staff have completed mandatory PPI e-learning
- 5 members of staff participated in an Engagement and Involvement session.
- 6 service users and 2 carers completed Awareness training.
- A QSI working group to be established to progress QSI Share-point Page– to be established by Q3 2024 – 2025. The following support material has been selected to support staff deliver on their statutory PPI obligations: NIAS' Involvement and Co-production Strategy 2023 – 2026 'Working with our Partners'; NIAS' Involvement and Consultation Scheme; Co-production Guide – Connecting and Realising Value through People; Health and Social Care Reform Act NI 2009; Policy Circular: HSC (SQSD) 29/07 – Guidance on strengthening PPI in HSC; Policy Circular: HSC (SQSD) 01/12 – PPI – Regional protocol on exceptional circumstances for consultation schemes; Policy Circular: HSC (SQSD) 03/12 – Guidance for HSC Organisations

### Recommendations & Comments

4.1 The Trust has reported that 168 members of staff have completed the PPI e-learning module in 2023/2024, this is a positive development.

4.2 The Trusts are encouraged to continue working alongside the PHA PPI team to collectively develop a standardised regional Involvement training programme.

4.3 The Trust are encouraged to progress the current discussion with the NIAS Learning and Development Team, to proactively support PPI in inductions, training and staff appraisal processes to ensure that they are effectively embedding it into the culture and practice of the organisation and staff.

on arrangements for implementing effective PPI in the HSC; PPI Standards Checklist; Checklist for Involvement; Recruitment Pathway Guide; Designing a Role Description; Developing an Involvement Plan; GREAT Leaflet – staff; Key steps for Involvement; Methods of working with hard to reach groups; A guide to online questionnaires; A guide to hosting virtual focus groups,

**Service User/Carer Involvement in design, delivery or evaluation of PPI training:**

- Discussions ongoing with the Learning and Development team to review PPI offering in staff inductions.
- To be actioned
- NIAS continues to support the work of the regional Involvement Group seeking to standardise PPI training across the Trusts. When the group agrees a regional approach an organisational training programme will be developed.

When the QSI working group is established the involvement opportunity will be promoted to members of the Partner Voice Forum.

4.4 It is recommended that the Trust consider selecting a target for Involvement based training for each year in advance.

4.5 The Trust should continue to ensure that PPI is included as a key responsibility in Trust job descriptions.

4.6 It is recommended that the Trust undertake a training needs analysis amongst the membership of Service Users and Carers Involvement register (Partner Voices Forum) to ensure that they feel equipped and enabled to provide input to the range of work they are asked to engage on.



## Standard 5 – Measuring outcomes

**HSC organisations will measure the impact and evaluate outcome of PPI activity.**

### Key Performance Indicators:

- Service user/carers involvement in monitoring and evaluation of PPI Activity
- Assurance Trust is undertaking PPI on all major decisions in relation to planning, implementation and evaluation.

Trust response	Recommendations & Comments
<p><b>Service user/carers involvement in monitoring and evaluation of PPI Activity:</b></p> <ul style="list-style-type: none"> <li>• A Partner Voice Forum was established on 13<sup>th</sup> of February 2024 to support the monitoring and evaluation of PPI Activity.</li> <li>• NIAS is committed to developing our Patient Client Experience (PCE) and Personal and Public Involvement (PPI) processes and opportunities into a more comprehensive and cohesive Co-production model.</li> </ul> <p><b>Assurance Trust is undertaking PPI on all major decisions in relation to planning, implementation and evaluation:</b></p>	<p>5.1 It is recommended that the Trust ensure that the Regional Involvement Monitoring tool continues to be embedded across all its Directorates and Divisions that staff are aware of the need to complete this at the end of each Involvement activity.</p> <p>5.2 The Trust are encouraged to upload the previous 22/23 PHA Involvement monitoring reports onto its “Involve You” section on its homepage. These monitoring reports should be made available to all Service Users, Carer and staff groups/</p>

- The Experience and involvement team continue to embed the regional Involvement Monitoring tool across directorates and divisions.
- A strategy implementation plan which will include monitoring responsibilities will be developed in partnership with the Partner Voice Forum.
- A strategy implementation plan which will also focus on outcomes will be developed in partnership with the Partner Voice Forum.

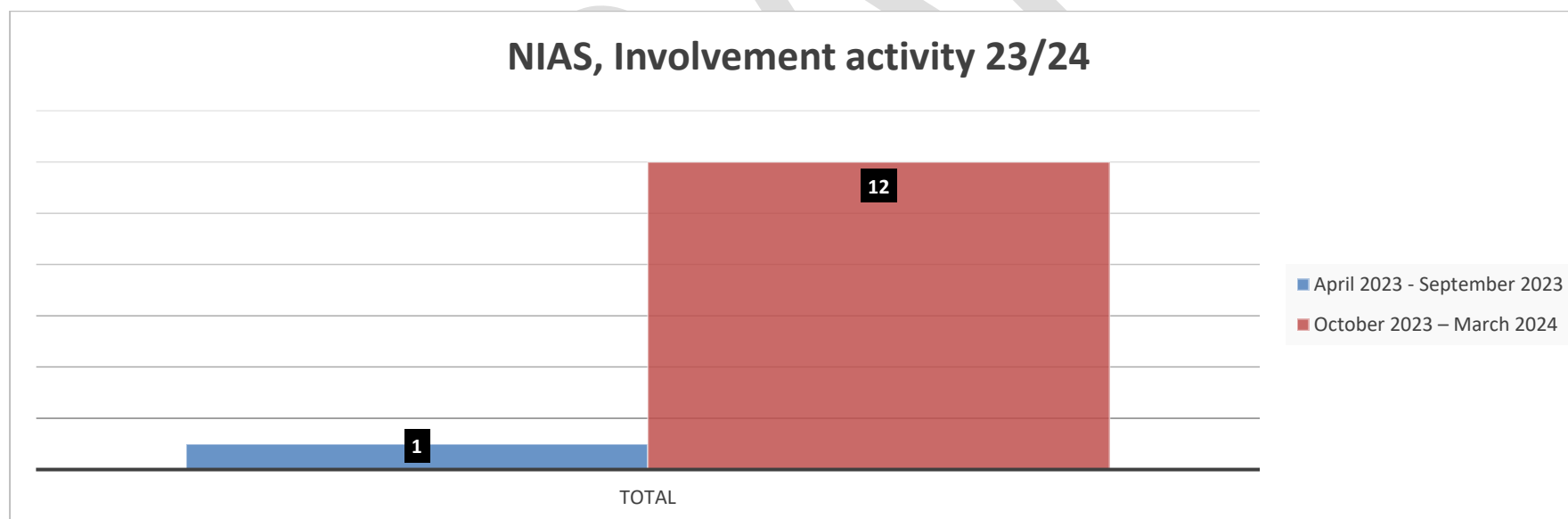
networks across the organisation, to help showcase the scale and impact of the Involvement work that have been completed and to encourage others to report on their Involvement work.

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## NIAS Involvement Activity Data Submission January 2022 – March 2023

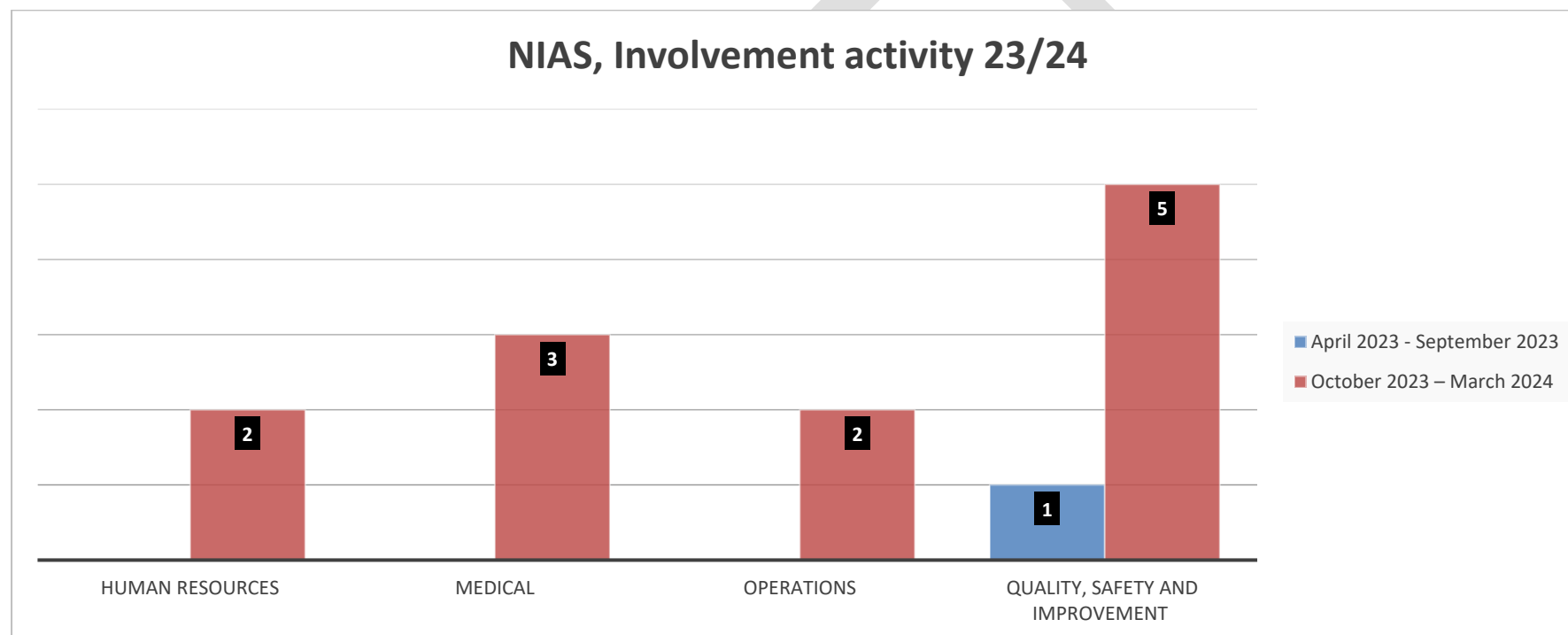
NIAS have been and continue to be a key partner in the development and embedding of a regional and standardised data collection template for Involvement activity across the HSC system. They have submitted returns on both reporting periods (April 2023 – September 2023 and October 2023 – March 2024). The graphics below reflect their reported Involvement activity across a number of factors.

**Figure 1. How many Involvement activities have NIAS started and completed from April 2023 – March 2024?**



**Figure 1** demonstrates the total number of started and completed Involvement activities have taken place from April 2023 to March 2024. From April 2023 to September 2023 there were 1 Involvement activities reported and from October 2023 to March 2024 there were 12, giving a total of 13 Involvement activities reported. This represents a 116% increase in Involvement reported activity for NIAS from the previous reporting period 22/23. This may be due to more Involvement activity taking place, but may also be due partly to increased levels of reporting awareness. In either case this is a really positive development.

**Figure 2. Involvement activity across NIAS Directorates from April 2023 – March 2024.**

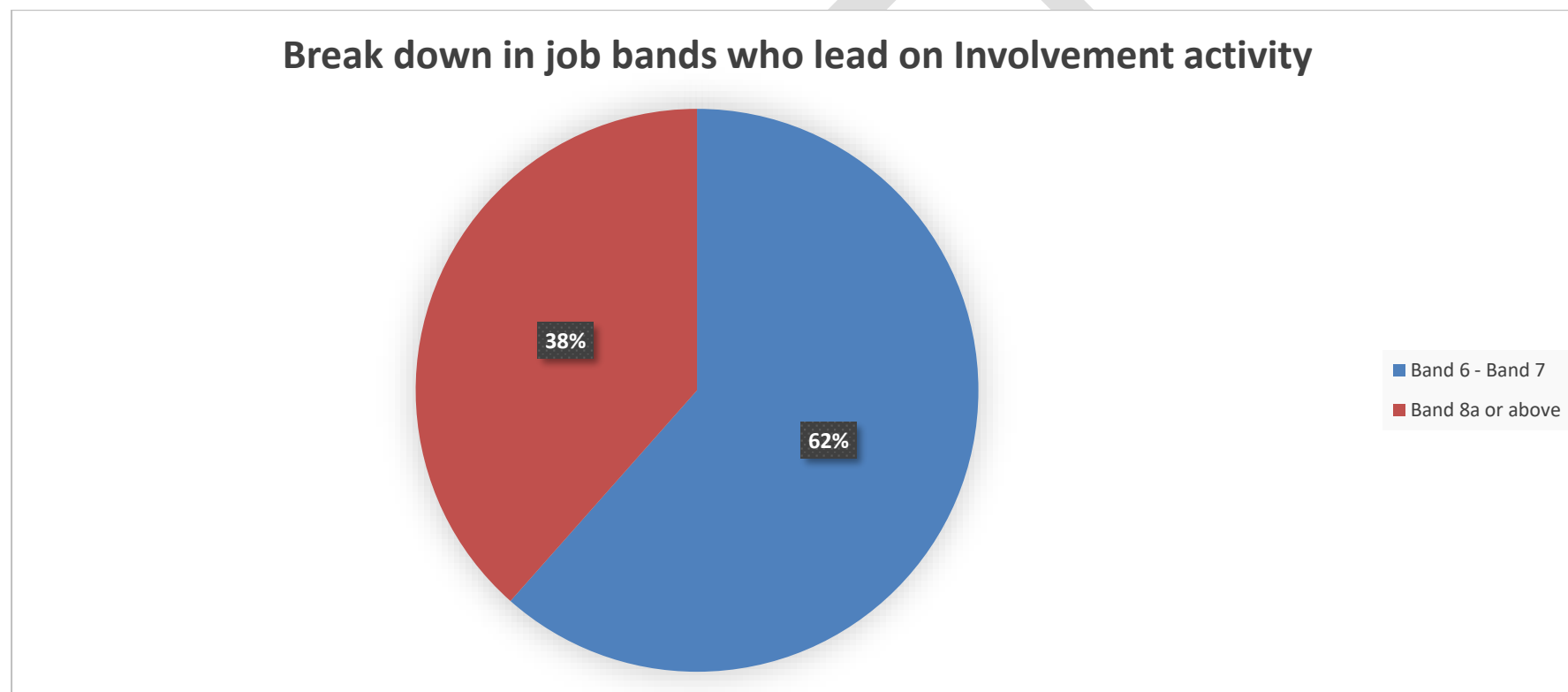


**Figure 2,** demonstrates the breakdown in Involvement activity across NIAS Directorates from April 2023 to March 2024. NIAS have evidenced a spread of Involvement activity across its Directorates with the majority of Involvement activity taking place in Medical and Quality, Safety & Improvement.

**Recommendation:**

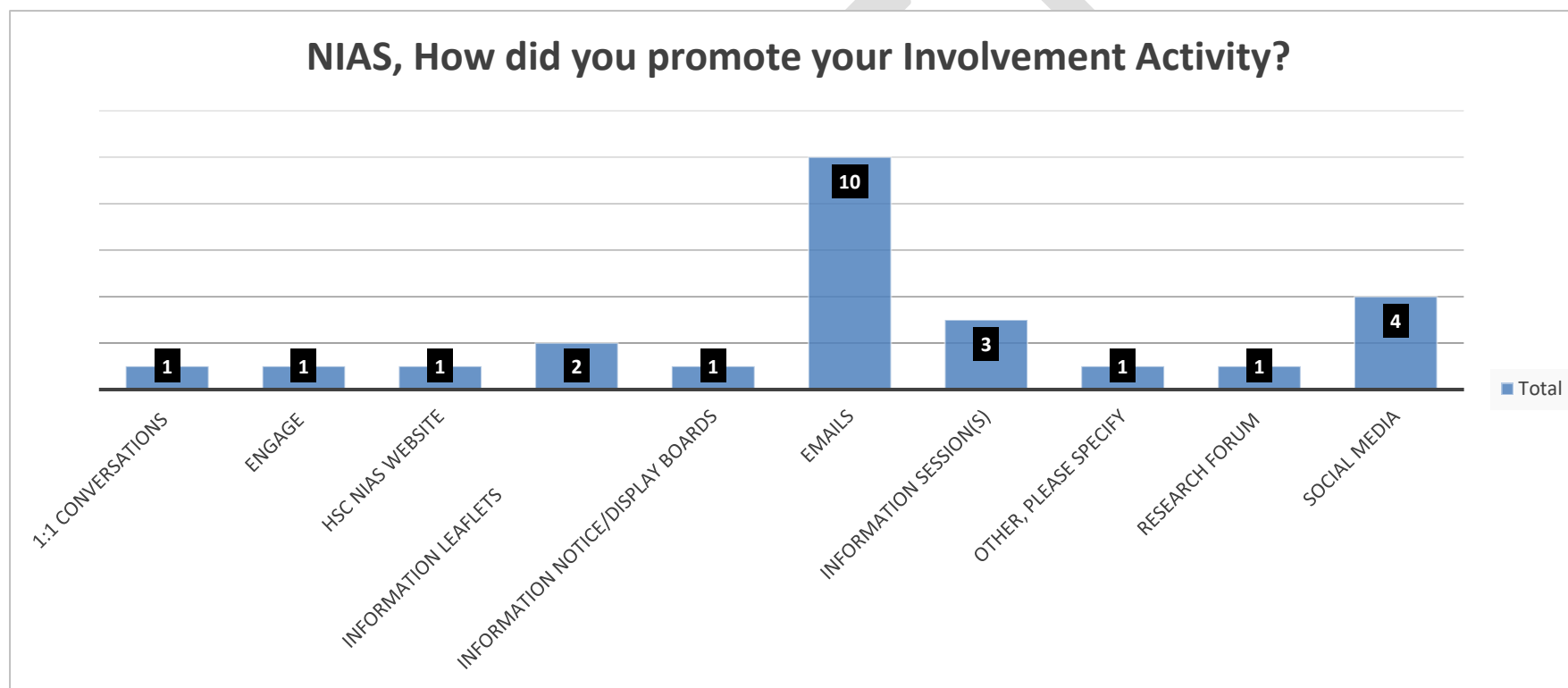
It is recommended that NIAS utilise the data gathered on the spread of Involvement work to date, across the Directorates, to target support and resources to where Involvement might be appropriately improved.

**Figure 3: NIAS Job bands who lead on the Involvement Activity April 2023 to March 2024.**



**Figure 3:** demonstrates the breakdown of job bands who lead on the Involvement activity in NIAS. It appears that Band 6- Band 7 lead on the majority of Involvement activity in the reporting year.

**Figure 4, A break down in how NIAS Involvement projects promoted their Involvement opportunities.**

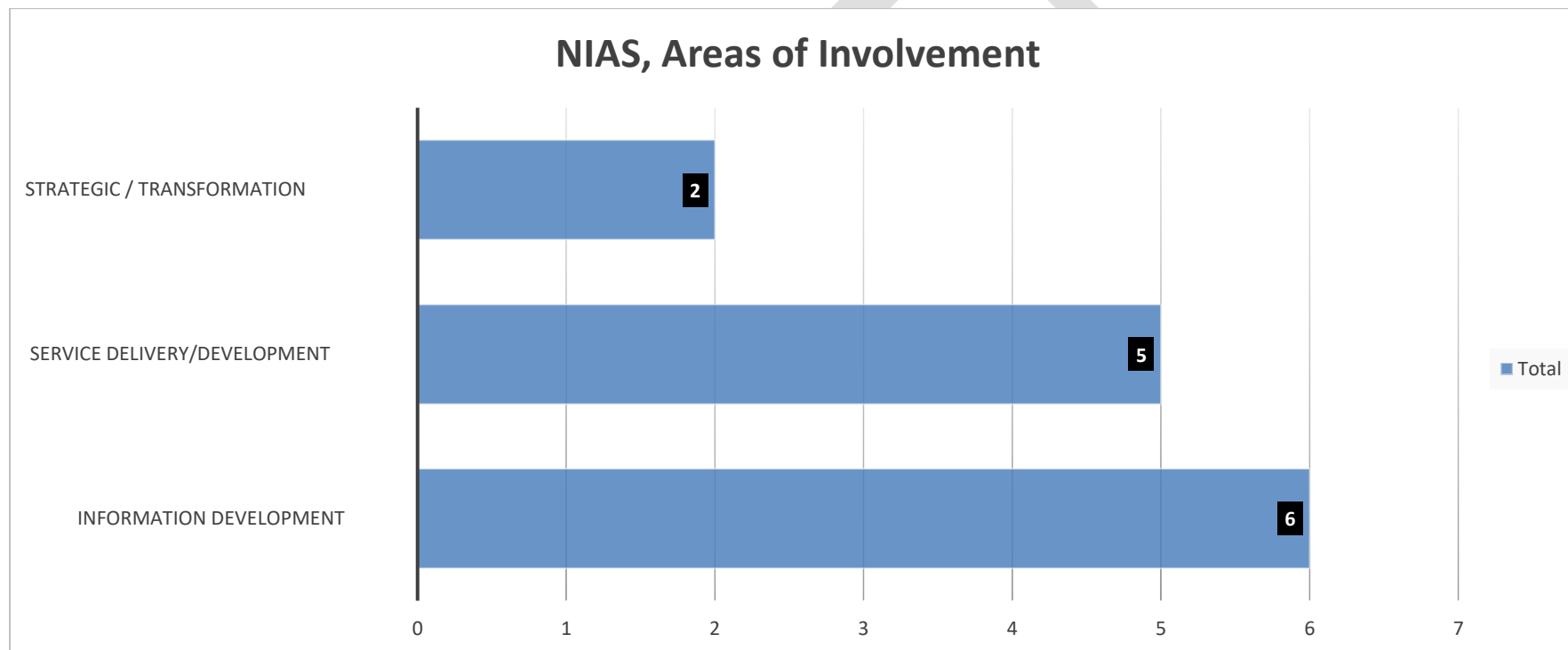


**Figure 4,** demonstrates the wide use of different promotional methods that NIAS have utilised to help support their engagement with Service Users and Carers across their organisation.

**Recommendations,**

It is recommended that NIAS consider a more proactive use of their Involvement platforms such as the engage website and their own Trust website to further enhance and promote their Involvement opportunities.

**Figure 5, NIAS Involvement Activity per Areas of Involvement April 2023 to March 2024.**

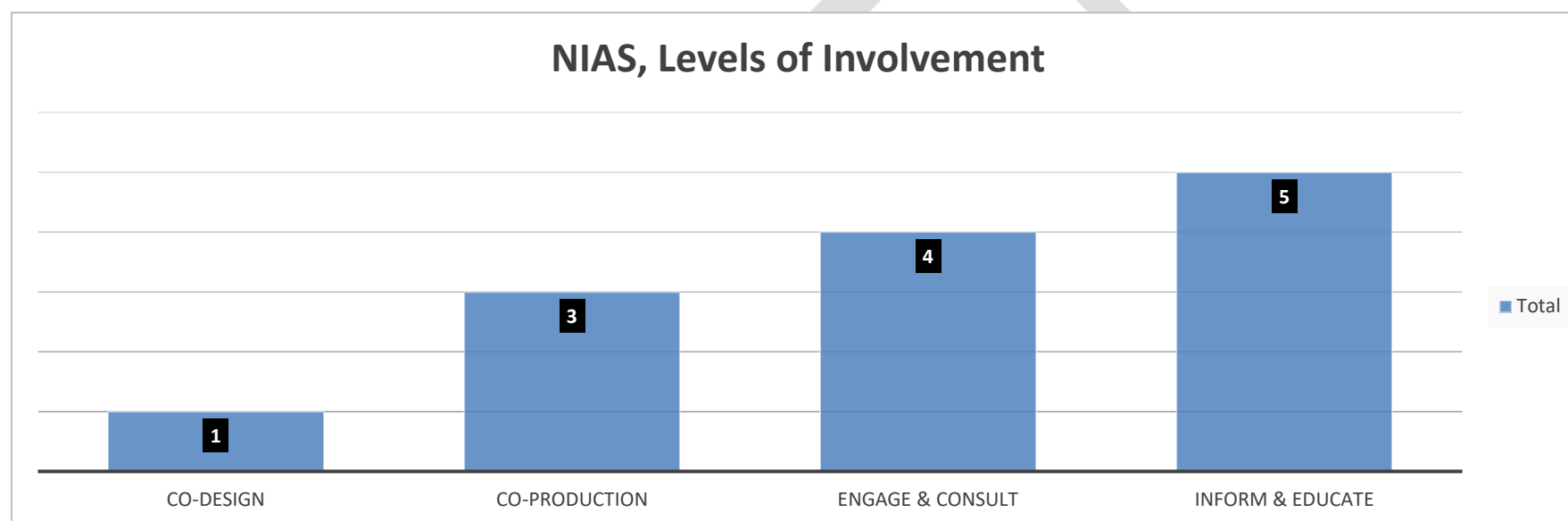


**Figure 5,** demonstrates the breakdown of Involvement activity per area of Involvement across NIAS. The most of Involvement activity has taken place in Service Delivery & Development and Information Development.

**Recommendation,**

It is recommended that the Trust continues to explore opportunities for Involvement in the other areas of Involvement where appropriate, where there is low reporting or representation.

**Figure 6, NIAS Involvement Activity per Levels of Involvement April 2023 to March 2024.**



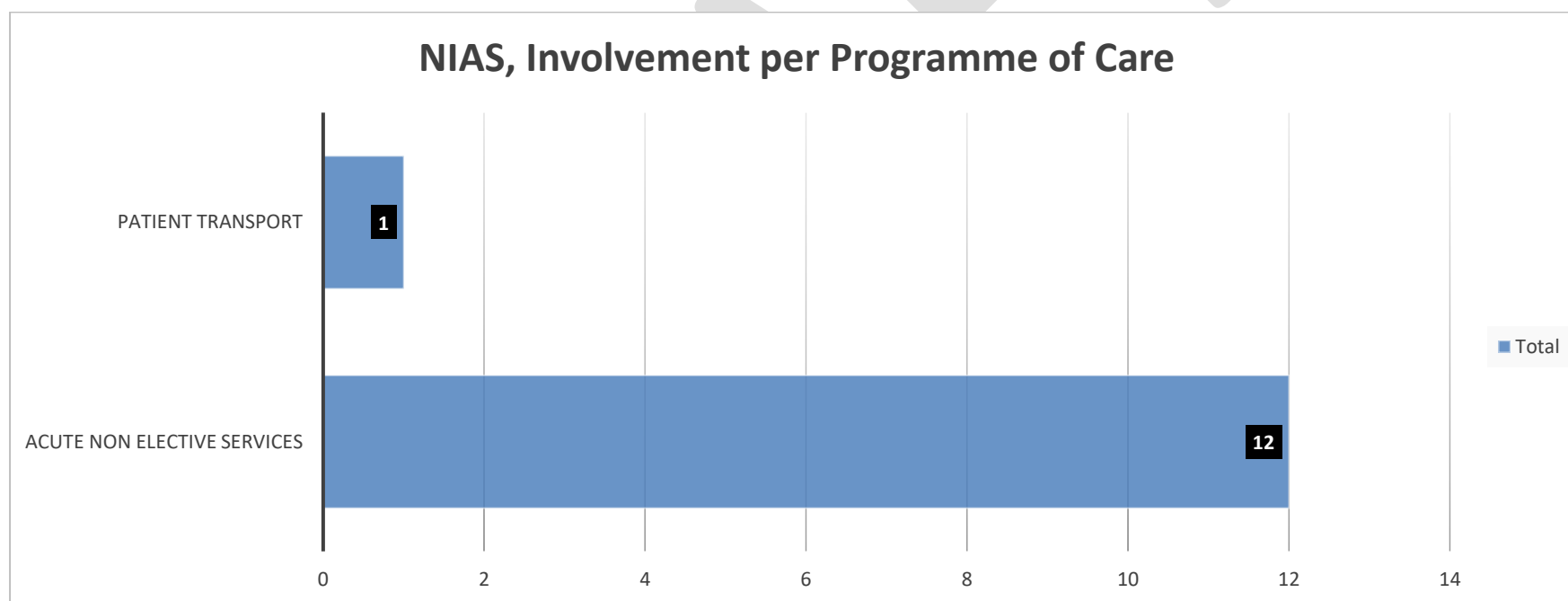
**Figure 6,** demonstrates the Involvement activity per level of Involvement across NIAS from April 2023 to March 2024. The most of Involvement activity fell into Inform and Educate (5). In the previous reporting year, Inform and Educate was not a Level of Involvement that NIAS would have reported on. However, in this reporting period, it appears that NIAS are currently utilising this Involvement Level to further embed and promote Involvement across its organisation.

**Recommendation,**



Where possible the Trust should maximise opportunities to push Involvement as high up the Involvement ladder as appropriate and possible.

**Figure 7, NIAS Involvement Activity per Programme of Care from April 2023 – March 2024.**

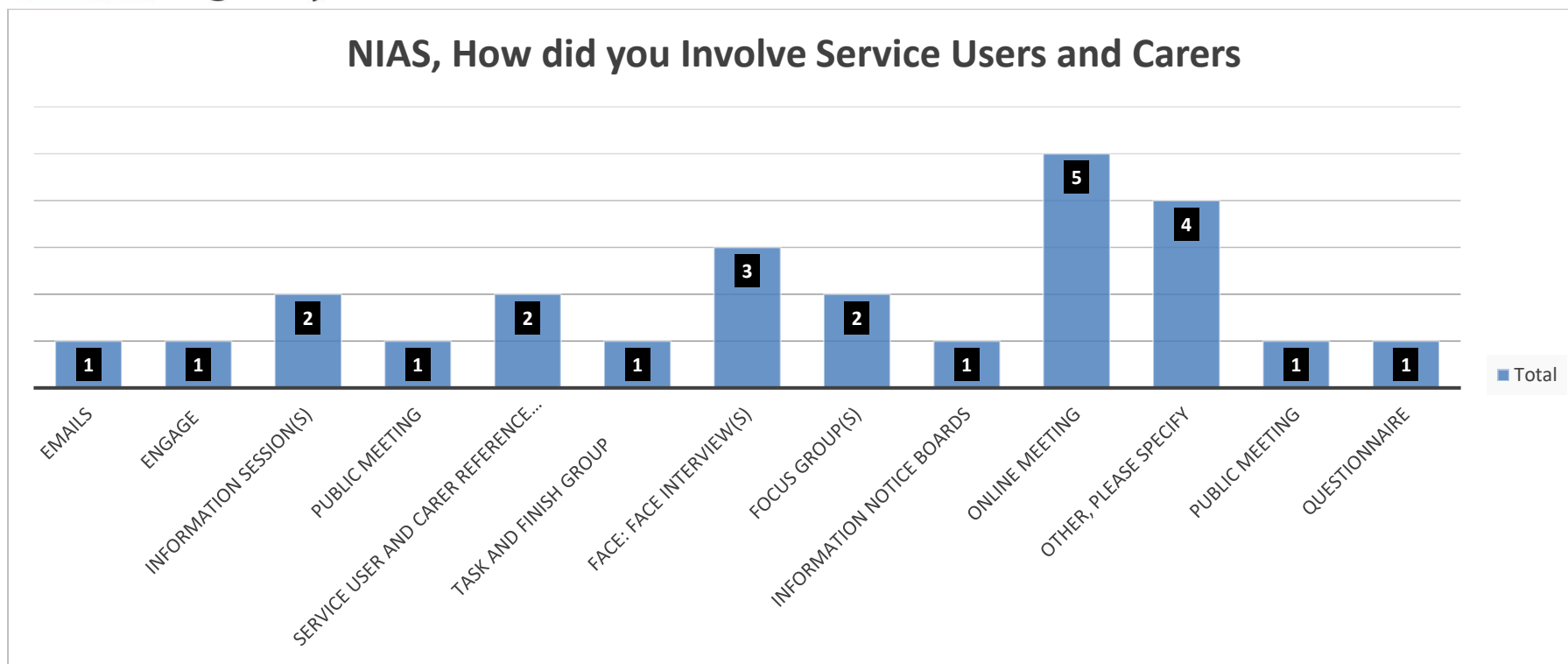


**Figure 7**, demonstrates the number of Involvement activities per Programme of Care across the different reporting periods. There is a spread of Involvement across the different Programmes of Care in the NIAS, Acute Non-elective Services and Patient transport showing the majority of Involvement activity.

**Recommendation,**

It is recommended that NIAS continue to build upon the amount of Involvement activities across its Programmes of Care. Support and resources should be pro-actively targeted to areas where Involvement activity could be improved if appropriate.

**Figure 8, NIAS, How did you Involve Service Users and Carers in your Involvement project from April 2023 – March 2024.**

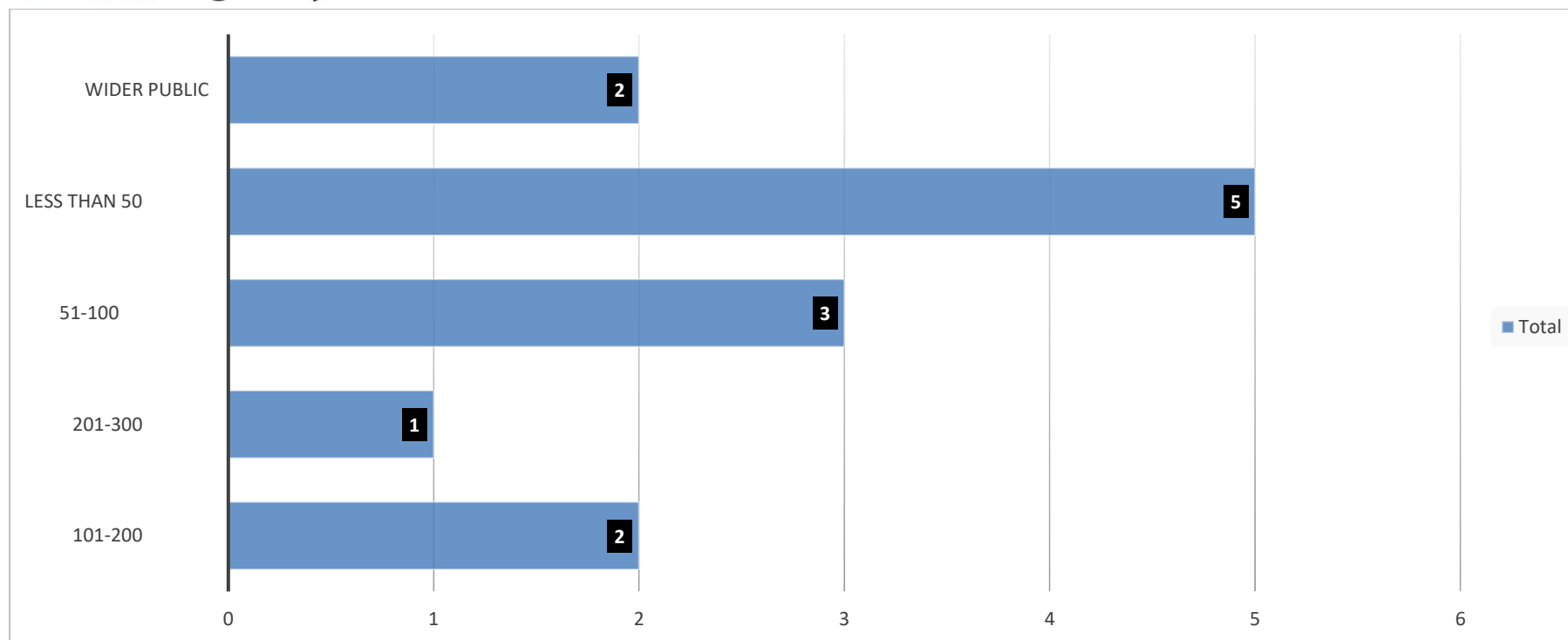


**Figure 8**, demonstrates the wide use of different Involvement methods that NIAS have utilised to enable Service Users and Carers to engage with Involvement related activities across their organisation.

#### **Recommendations,**

The Trust should assure itself that the methodologies it uses are appropriate to need and to avail of approaches which maximise effective participation and partnership working.

**Figure 9, NIAS, category breakdown in Service Users and Carers invited to participate in Involvement Activities from April 2023 to March 2024.**



**Figure 9**, demonstrates that the category of “Less than 50” Service Users and Carers invited to participate in Involvement activities is the main category size of group of people engaged.

#### **Recommendation,**

It is recommended that the Trust continues to explore opportunities where appropriate, to expand numbers of Service Users/ Carers (and Public) invited to participated in Involvement activities.

**Figure 10, NIAS Service Users, Carers, Staff and Public Involvement per Levels of Involvement.**

Methods	Public involved?	Carers involved?	Service Users involved?	Staff involved?
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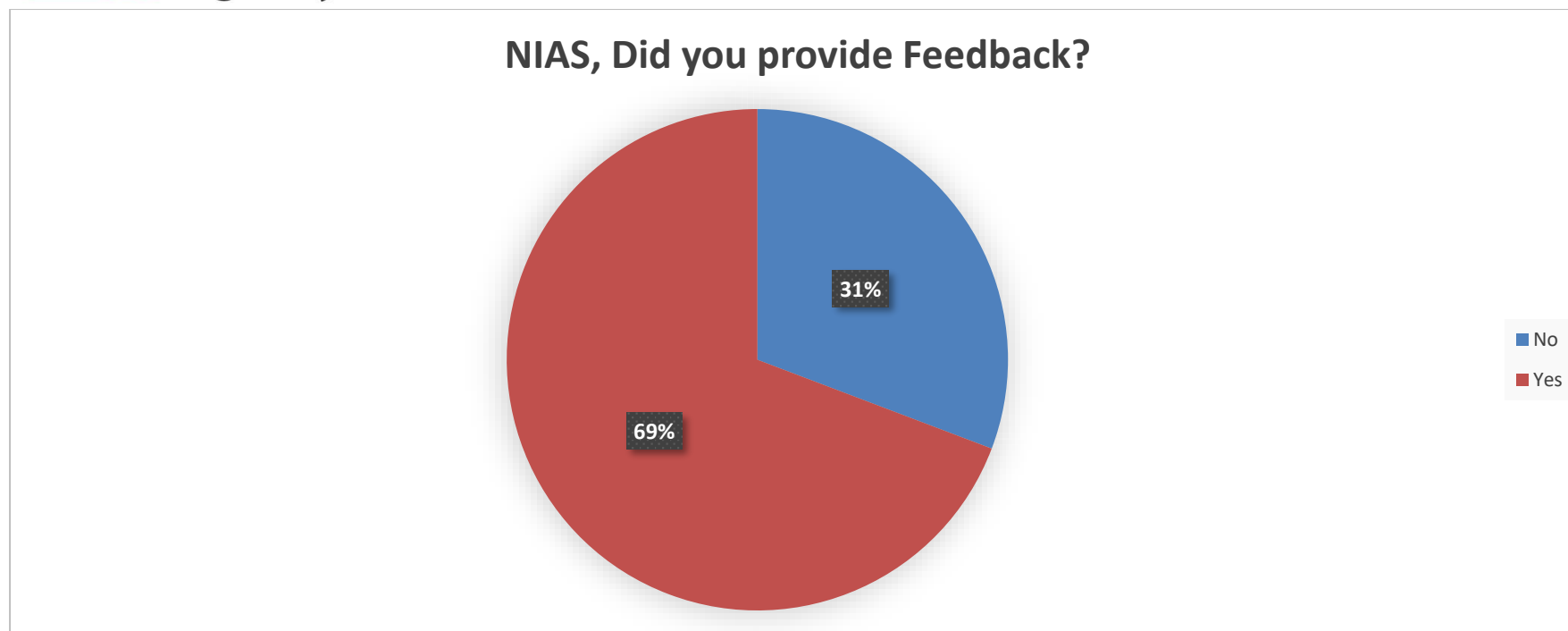
Co-Design	5	2	4	4
Co-Production	34	2	9	23
Engage & consult	25	1	34	15
Inform & educate	583	0	0	14
<b>Grand Total</b>	<b>647</b>	<b>5</b>	<b>47</b>	<b>56</b>

**Figure 10**, demonstrates the breakdown per Service Users, Carers, Staff and Public across the different levels of Involvement in NIAS. From the data supplied it is evident that the level of Involvement for Service Users and Carers is focused on Inform & Educate.

#### **Recommendation,**

It is recommended that the Trust reflects on the breakdown of Involvement participants, to help assure itself, that the appropriate numbers and levels of engagement are being facilitated across the various categories and Involvement projects.

**Figure 11, Did you provide feedback to Service Users and Carers from April 2023 – March 2024?**

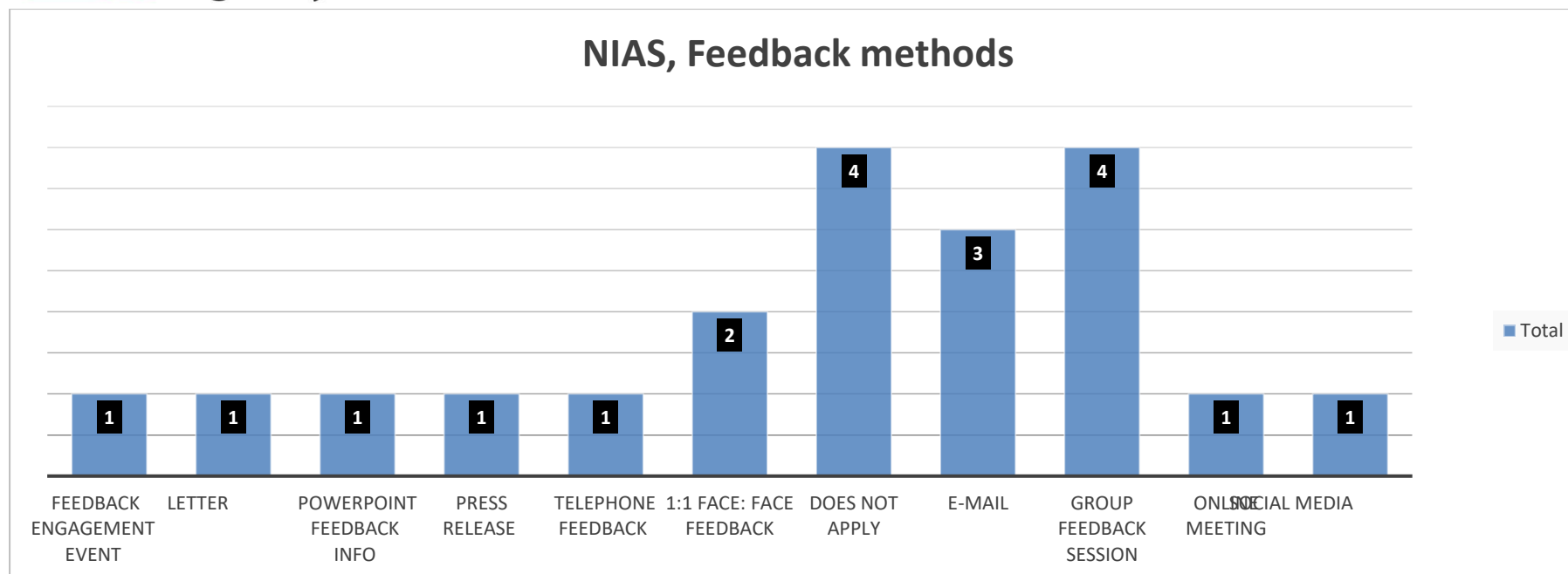


**Figure 11**, demonstrates the % breakdown in Involvement feedback to Service Users and Carers. 69% of NIAS Involvement projects (2023/2024) selected Yes and 31% of projects selected No. This is a positive change from the previous year (2022/2023) where 67% of NIAS Involvement projects selected Yes and 33% of projects selected No

**Recommendation,**

It is recommended that the NIAS continue to build upon this positive change and ensure that feedback mechanisms and opportunities for Service Users and Carers feedback is maximised. This should be incorporated into Trust staff PPI training as an essential component for Involvement.

**Figure 12, NIAS Feedback methods from April 2023 – March 2024.**



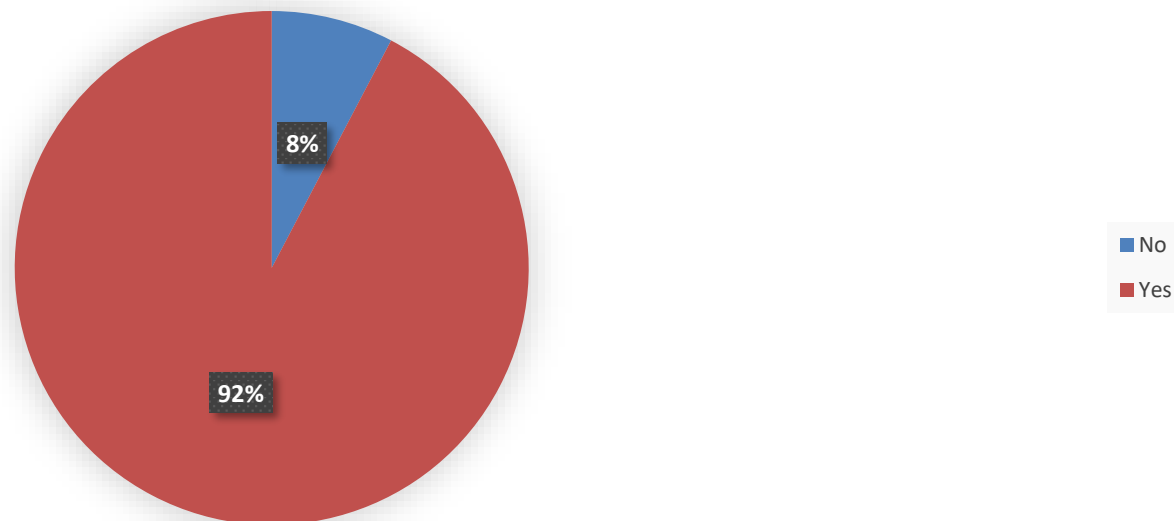
**Figure 12,** NIAS has evidenced that they utilise a diverse range of feedback mechanisms such as email and group feedback being the primary methods used.

**Recommendation,**

It is recommended that NIAS review the feedback mechanisms they currently use and ensure that they are most appropriate for the diverse population they are working with. NIAS should assure itself, that the current PPI training that it provides staff, clearly identifies feedback as an essential component within an Involvement project.

**Figure 13, Did you evaluate your Involvement project from April 2023 – March 2024?**

### NIAS, Did you evaluate your Involvement project?



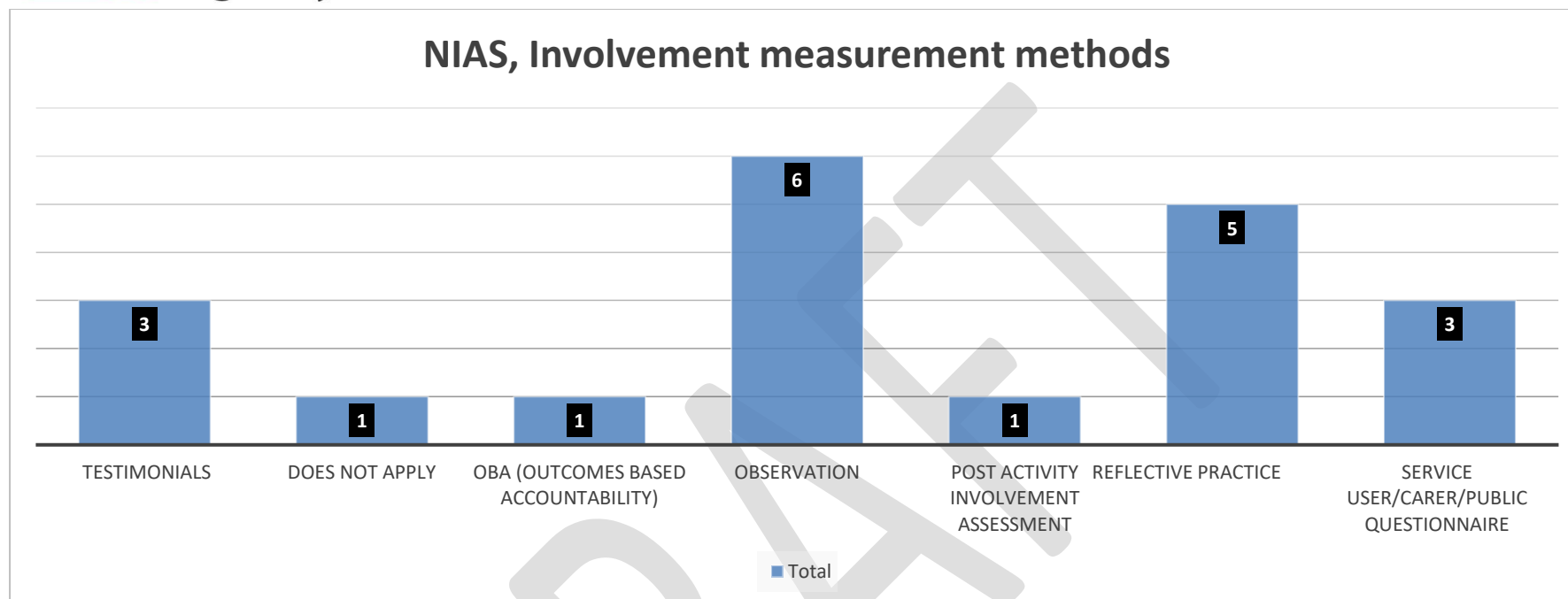
**Figure 13**, demonstrates the % breakdown in evaluated Involvement projects in 2023/2024. 92% of projects selected Yes and 8% of projects selected No.

#### **Recommendation,**

It is recommended that NIAS review and assures itself, that Involvement projects are being evaluated to help maximise and demonstrate how Service Users and Carer involvement can increase positive outcomes across the organisation. This should be incorporated into Trust staff PPI training as an essential component for Involvement.

**Figure 14, NIAS Involvement Measurement Methods April 2023 – March 2024.**



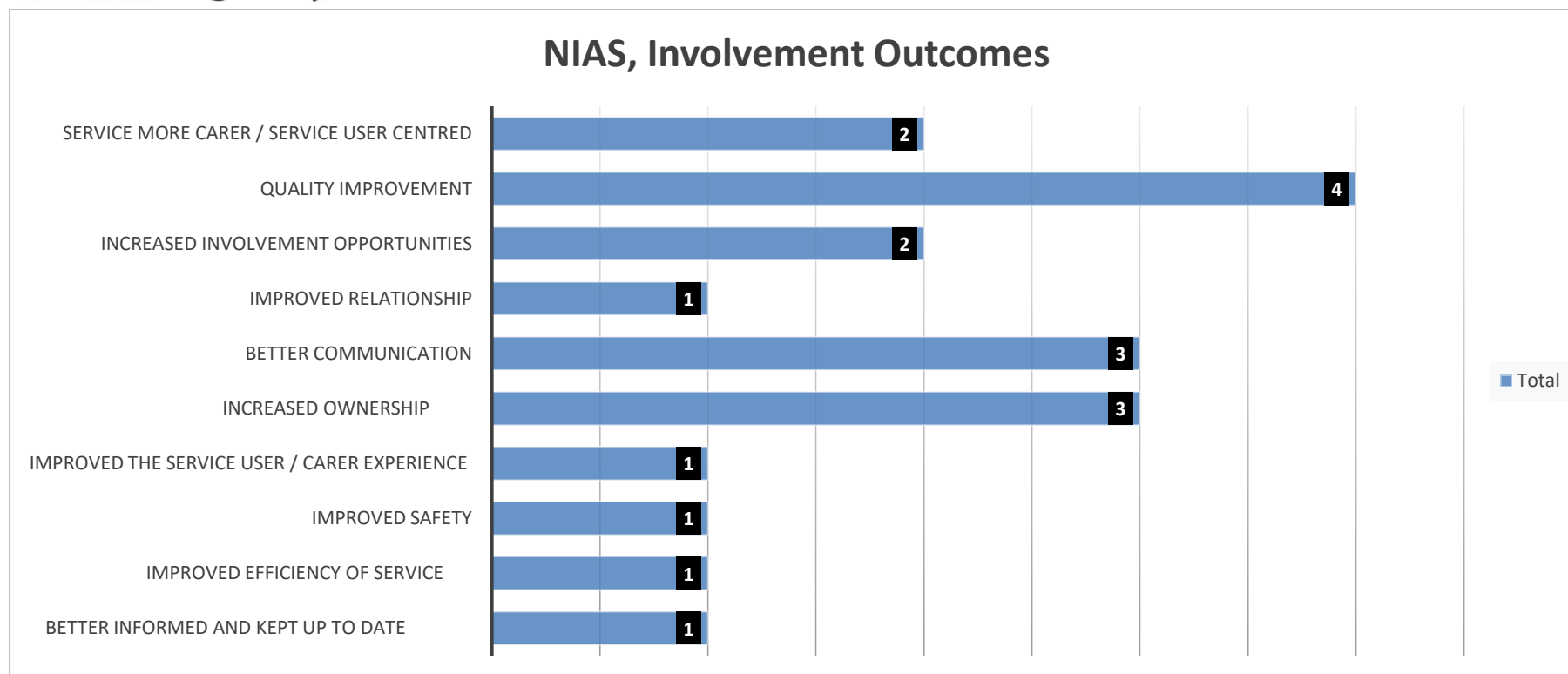


**Figure 14**, demonstrates the wide range of methods NIAS have utilised to help determine and measure the impact and outcomes for Involvement from April 2023 – March 2024.

**Recommendation,**

It is recommended that the Trust continue to incorporate Involvement measurement methodologies into their PPI training for staff across all its Directorates, to help ensure that the organisation can further evidence/measure the impact of Involvement.

**Figure 15, NIAS Involvement Outcomes April 2023 – March 2024.**



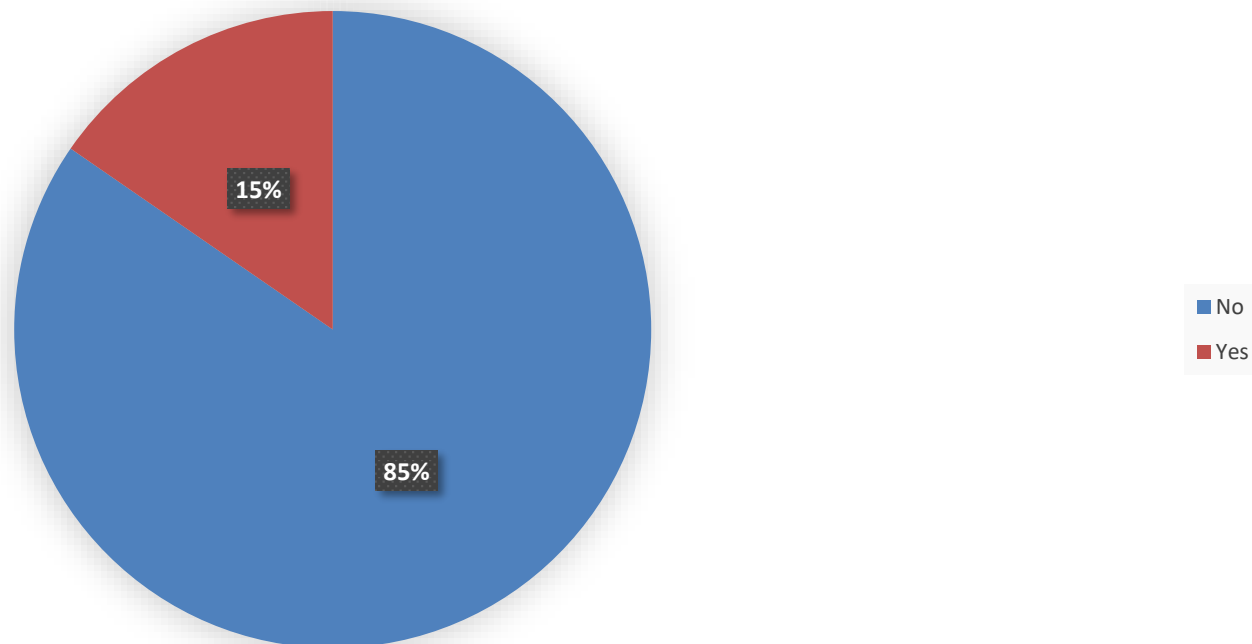
**Figure 15**, demonstrates the wide range of Involvement outcomes and impact that the Involvement activities has made across to NIAS from April 2023 to March 2024.

#### **Recommendation,**

The Trust should continue to utilise the PHA Involvement Good Practice Template to help evidence the impact that Involvement can make towards our collective endeavours to have a truly person-centred HSC system.

**Figure 16, Did you record Section 75 data for your Involvement project from April 2023 – March 2024?**

### NIAS, Did you record Section 75 Data for your Involvement project?



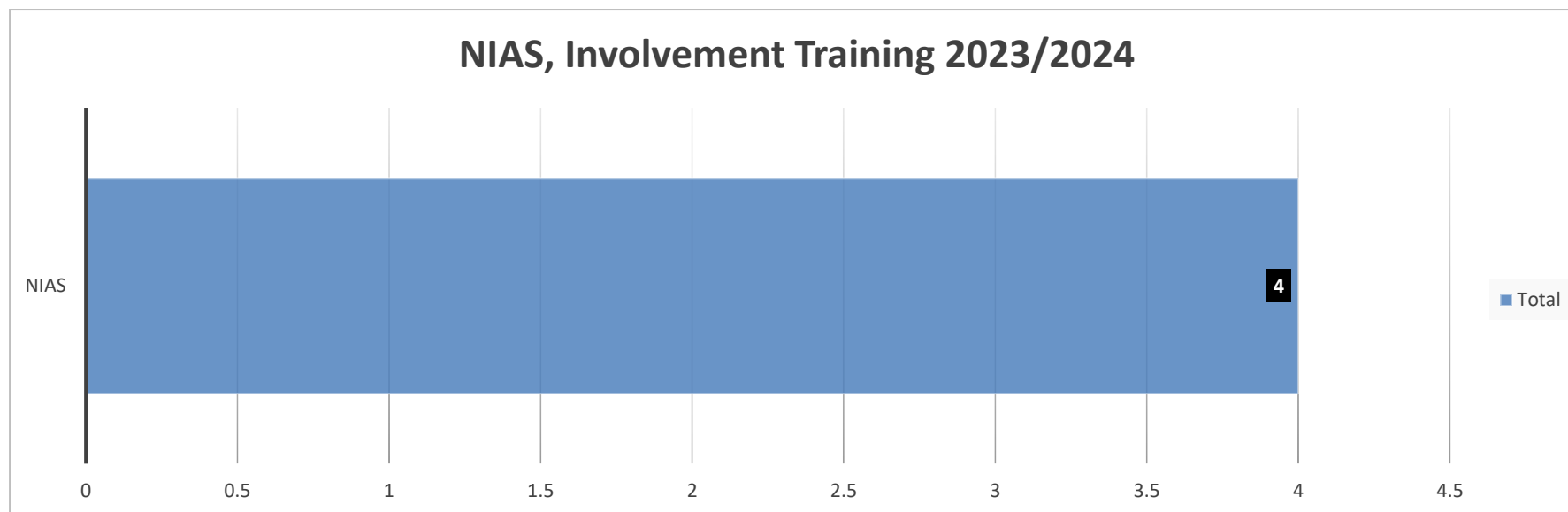
**Figure 16**, demonstrates the % breakdown in Involvement projects that did record Section 75 data, 15% of NIAS Involvement projects selected Yes and 85% of projects selected No.

**Recommendation,**

It is recommended that all Involvement projects should ensure that they are proactively trying to collect Section 75 Data for each Involvement activity where possible and appropriate. This could be incorporated into NIAS PPI training programme for staff.

**NIAS Involvement Training Data Submission April 2023 – March 2024**

**Figure 1, NIAS Involvement training from April 2023 to March 2024.**

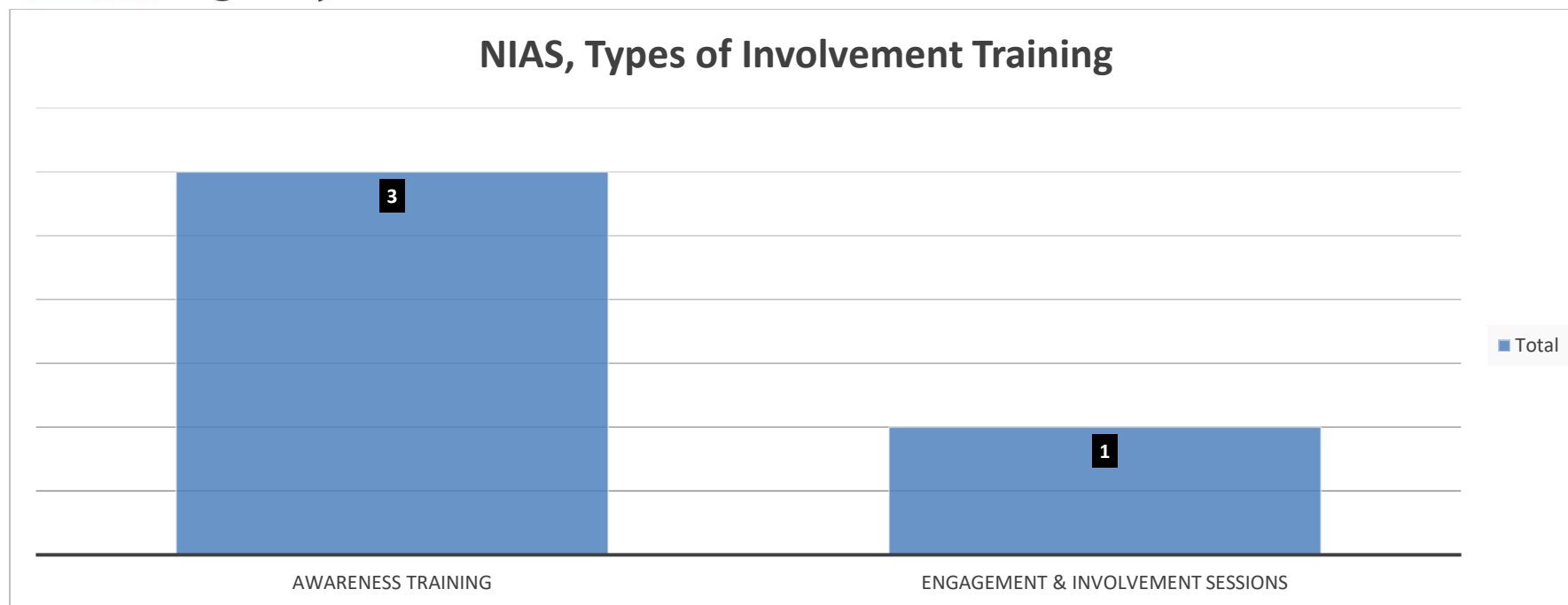


**Figure 1**, demonstrates the number of training sessions that the NIAS PPI Team has delivered from April 2023 to March 2024 (4). NIAS have increased the amount of training session from the previous reporting period 2022/2023 (3).

**Recommendation,**

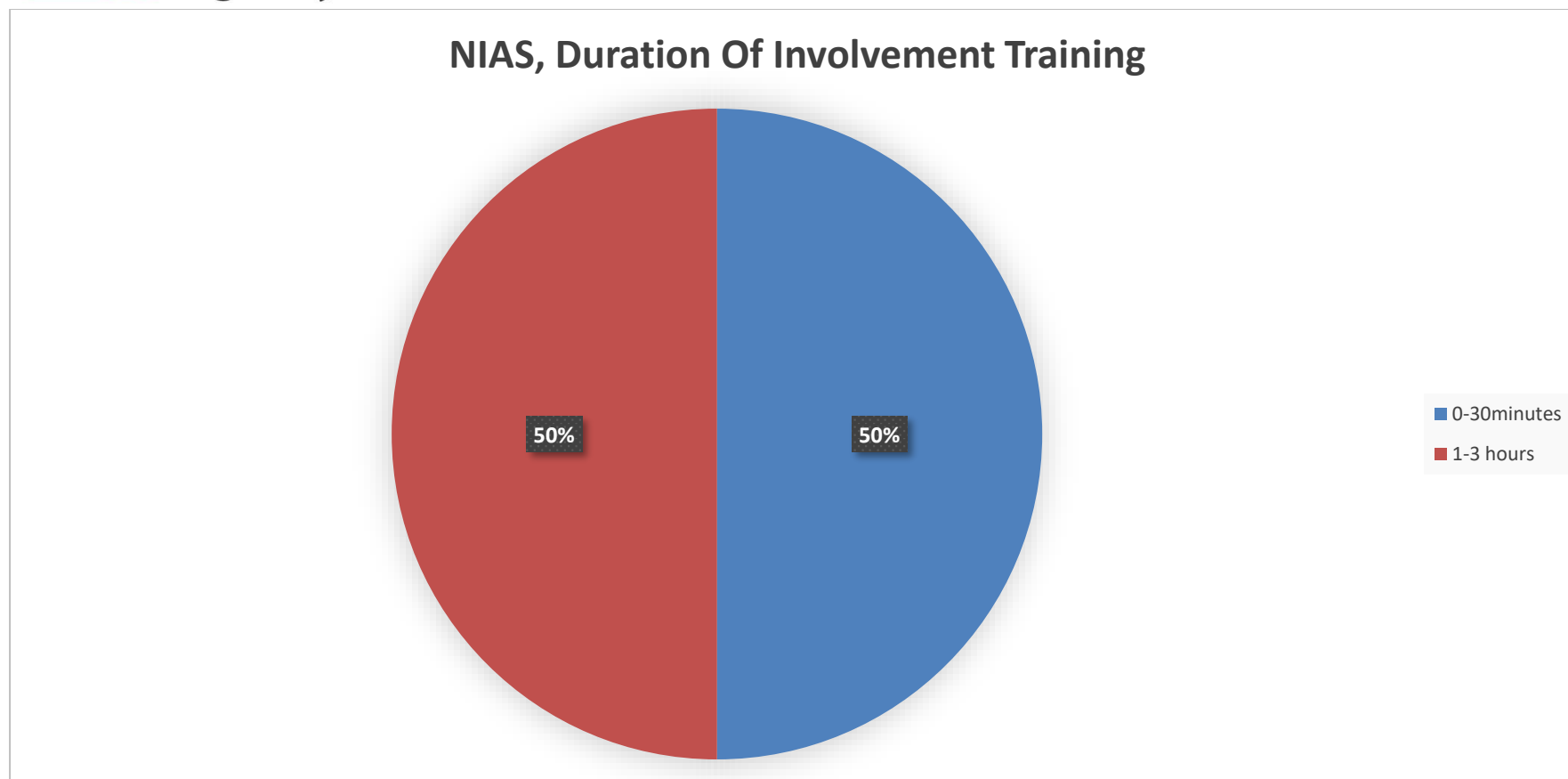
NIAS should continue to build on the amount of Involvement related training sessions it provides across the Trust Directorates and Divisions and develop as appropriate to need.

**Figure 2, NIAS Types of Involvement training provided from April 2023 to March 2024.**



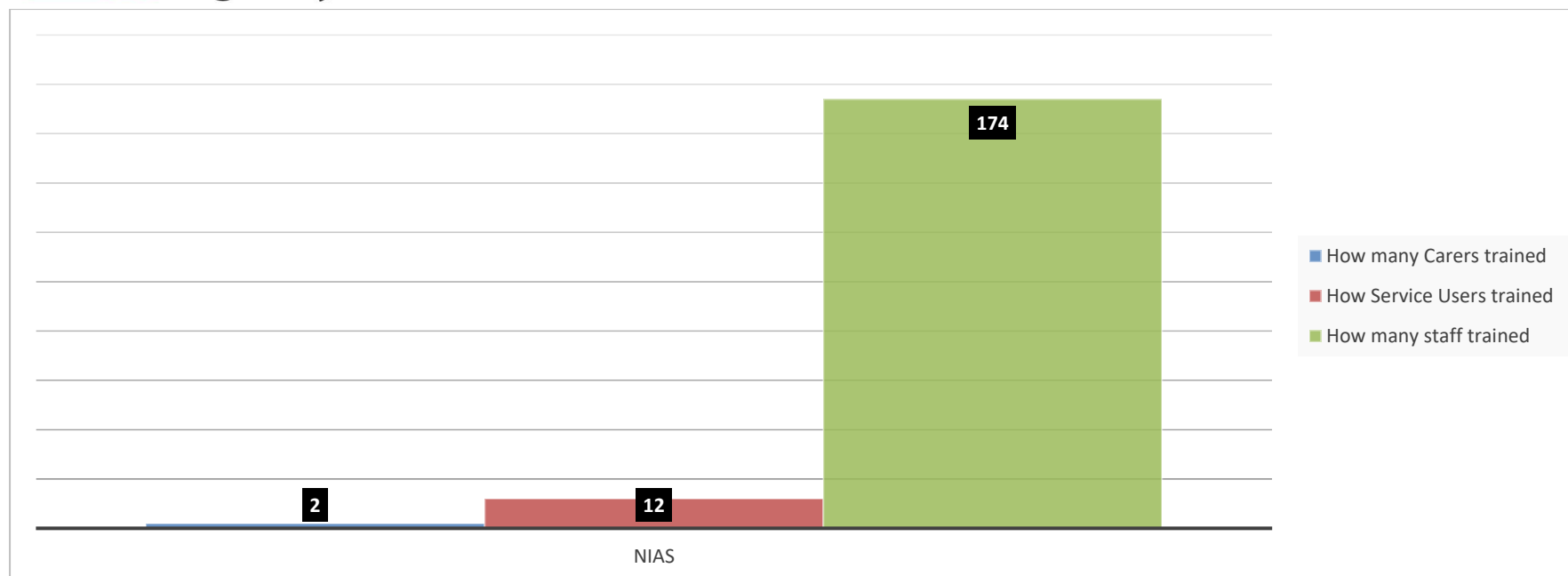
**Figure 2,** demonstrates the types of training NIAS PPI Team provides.

**Figure 3,** NIAS Duration of Involvement training from April 2023 – March 2024.



**Figure 3**, demonstrates the average amount of time per each Involvement training session from April 2023 – March 2024.

**Figure 4**, NIAS number of Staff, Services Users, Carers and Total trained in Involvement from April 2023 – March 2024.



**Figure 4,** Demonstrates the total number of people trained in 2023/2024 reporting period. The Trust trained 174 staff during 2023/2024. 14 Service Users and Carers accessed Involvement training via the Trust in the same reporting period.

**Recommendation,**

The Trust should continue to develop and implement its Involvement Training Plan across its Directorates and proactively ensure that it is providing training to Service Users and Carers to utilise and maximise their voice/ influence. The Trust should continue to work with PHA and other partners on the development of a standardised Involvement training programme for the HSC.

## **NIAS Involvement Human Library June 2024**

### **Background:**

A regional Task and Finish group was established in October 2023 to examine how qualitative components of Involvement initiatives might be captured, examined and fed into the monitoring and learning process. This group consisted of the PHA Involvement team who lead on this group, HSC Trust PPI teams, DoH colleagues and Service Users & Carers. The aim/ purpose of this group was to Co-Produce a pilot Involvement monitoring assurance process that would be implemented in June 2024. The group met online 8 times with 5 feedback opportunities and created a unique Involvement Human Library process, that was originally proposed by the WHSCT. This process is taken from a Danish Human Library model that is used at local community level across Scandinavia to allow people to lend their stories, chapters of their lives, to help improve relations and learning. From an Involvement monitoring assurance perspective, the Task & Finish Group felt it could utilise a similar model, but through an Involvement lense to create a learning space, where Service Users and Carers are invited to tell their Involvement story using structured discussion areas.

### **The Involvement Human Library:**

The Involvement Human Library Process now forms part of the PHA Involvement monitoring, accountability and leadership responsibility. This is a new pilot Co-Produced process that commenced in June 2024 across the 6 HSC Trusts. Partnership working with Service Users, Carers and the HSC system will play a crucial role in the development and evolution of this model going forward.

Every Service User and Carer who is involved in Involvement with the HSC Trusts has a unique story to tell, the Involvement Human Library approach provides the space for non-judgmental dialogue and reflection. A select number of Involvement projects that have started and completed within each specific HSC Trust, were invited to attend an Involvement Monitoring Human Library process. Each HSC Trust PPI is responsible for the selection and organising of their Involvement Human Library process. Each invited Involvement project is allocated a specific time and space to share their knowledge, experience and learning.

The Involvement Human Library utilised a hybrid approach of in-person, written responses, or online options to help enable as wide inclusive a process as possible. The pilot model also offered day time and evening time sessions, to maximise participation. The



Involvement Human Library process utilised 3 consistent open questions/ discussion areas to help steer the conversation during sessions.

The Involvement Human Library process has a number of functions, these include;

- Recognition of the work of staff and the contributions of Service Users and Carers,
- An opportunity to share Involvement learning and best practice across the region,
- Support the embedding of Involvement, Co-Production and Partnership Working,
- Provide a space for openness and transparency to enable the PHA & HSC Trust PPI Team(s) to create a positive and meaningful experience for staff, Service Users and Carers in line with our HSC values,
- A level of assurance and accountability that Involvement, policy and legislative responsibilities are being met.

#### **Involvement Human Library Service User and Carer Panel members:**

Placing the voice and experience of Service Users and Carers at the heart of the Involvement Human Library facilitated the demonstration of the valuable insights and contributions of people with lived experience. It creates a more holistic and person-centred approach to the Involvement Monitoring and assurance processes. The Involvement Human Library model is a learning/sense checking process that centres around openness and recognition.

Service Users and Carers were invited, recruited and trained to become panel associates of the Involvement Human Library process. They undertook a supportive role to the PHA, in discharging their strategic leadership responsibilities in regards to the assessment of PPI progress. The Service User and Carer panel associates role in this process includes;

- Supporting the Involvement Human Library process in different HSC Trust areas.
- Service User and Carer panel associates make no personal judgements before, during or after the Involvement Human Library process. This is a supportive learning process for all.

- Act in a supportive role and encourage other Service Users and Carers to share their Involvement story and experience.
- Understanding confidentiality and monitoring in respect of the discussions and information shared.
- Proactively listen, ask questions and help to facilitate open discussion areas.

### **Involvement Human Library Discussion areas/questions:**

Each Involvement project is asked the same consistent set of questions; with Service User/Carer and HSC staff questions being slightly different, to reflect the various roles they played during the Involvement project. Every Involvement project is provided these questions in advance of the Involvement Human Library process. The Co-Produced thematic themes, questions and descriptions for these discussion areas are outlined below;

### **Service Users and Carers who participated in the Involvement project:**

<b>Reference:</b>	<b>Thematic theme(s):</b>	<b>Description(s):</b>	<b>Question(s):</b>
<b>1</b>	<b>Transparency</b>	<i>An open and honest Involvement project, with clear objectives, outcomes and parameters. Where everyone feels included and part of a transparent Involvement process.</i>	How were you made aware of the Involvement opportunity that you supported and participated in?
<b>2</b>	<b>Respect</b>	<i>Everyone involved treats each other with respect and courtesy regardless of roles or titles. Placing value on everyone contributions, opinions and observations.</i>	Did you feel respected during your Involvement project?
<b>3</b>	<b>Equity &amp; Inclusion</b>	<i>The Involvement project is forward looking and inclusive. It is a welcoming environment and embeds a supportive, fair and value-based Involvement process for everyone involved.</i>	What efforts were made to help ensure that your voice was heard and represented?

HSC Staff member who lead on the Involvement project:

Reference:	Thematic theme(s):	Description(s):	Question(s):
1	<b>Transparency</b>	<i>An open and honest Involvement project, with clear objectives, outcomes and parameters. Where everyone feels included and part of a transparent Involvement process.</i>	Can you please describe what was it like to lead on an Involvement project?
2	<b>Respect</b>	<i>Everyone involved treats each other with respect and courtesy regardless of roles or titles. Placing value on everyone contributions, opinions and observations.</i>	How did you ensure that all partners involved felt respected during the Involvement project?
3	<b>Equity &amp; Inclusion</b>	<i>The Involvement project is forward looking and inclusive. It is a welcoming environment and embeds a supportive, fair and value-based Involvement process for everyone involved.</i>	Which barriers did you identify and remove, to help ensure that Service User and Carer voices were highlighted and fairly heard?

**NIAS Involvement Human Library 18<sup>th</sup> June 2024**

NIAS Involvement Human Library has taken place on the 18<sup>th</sup> June 2024, online using MS Teams. The below information is an outline of the PHA PPI Panel, NIAS PPI Team and the Involvement projects (Service Users, Carers & Staff) who participated in this pilot process.

**PHA PPI Panel**

- Emmett Lynch, PHA Senior PPI Officer,
- Bronagh Donnelly, PHA Senior PPI Officer,
- James Mc Laughlin, PHA Involvement Support & Administrative Officer,
- Michelle Morton, SEHSCT Service User & Carer,
- Jennifer Mc Keown, BHSCT Service User & Carer.

**NIAS PPI Team**

- Maggie Hamilton, NIAS Partnership Working Officer,
- Neil Gillen, NIAS Involvement Lead.

**Involvement Project 1: Partner Voice Forum**

- NIAS Service User & Supporting Worker,
- Neil Gillen, NIAS Staff,
- Maggie Hamilton, NIAS Staff.

The below report reflects the conversation and learning from NIAS Involvement Human Library Session on the 18<sup>th</sup> June 2024.

**Question 1 (Transparency): Service User and Carer Questions:**

How were you made aware of the Involvement opportunity that you supported and participated in?

The NIAS utilise a number of methodologies and platforms (in-person, personal connections/ relationships, phone calls, emails, updates at meetings and Trust homepage/ Social media) to make Service Users and Carers aware of the different Involvement opportunities that they could support the Trust with. The below narrative is derived from conversations with Service Users and Carers which in turn helps to capture and demonstrates this,

- “I received email from NIAS 5 months ago, asking and inviting Service User, Carer and anyone who has used NIAS services to get involved in how to shape, design and improves services. When I saw this, I was interested as I know of the great work they (NIAS) do. I also felt with my long experience in Involvement I might be able to add something different. I love getting involved, so I said yes straight away”.

**Question 2 (Respect): Service User and Carer Questions:**

Did you feel respected during your Involvement project?

Each Service User and Carer that participated in the Involvement Human Library was asked “Did they feel respected during their Involvement project”. Every Service Users and Carer we spoke with stated that they did feel respected and valued during their Involvement journey. The below narrative is derived from conversations with Service Users and Carers which in turn helps to capture and demonstrates this,

- “Everyone I have come into contact with at NIAS has shown and treated me with respect. They (NIAS) have taken into consideration my needs and have made great efforts to help sure my voice is heard and factored into the conversation. Maggie (Staff) would contact me and my Support Worker in advance of the meetings and give me time and space to contribute in a way that I can. They (NIAS) have been patient with me. NIAS PPI staff are doing a great job”.

**Question 3 (Equality and Inclusion): Service User and Carer Questions:**

What efforts were made to help ensure that your voice was heard and represented?

Ensuring that every reasonable effort is made to help facilitate and ensure that the voices of Service Users and Carers are heard and represented is a key component to Involvement, Partnership working and Co-Production. All Service Users and Carers that participated in the NIAS Involvement Human Library highlighted their positive experiences. The below narrative is derived from conversations with Service Users and Carers which in turn helps to capture and demonstrates this,

- “I feel that the NIAS PPI Team are always checking in with me, asking how I am keeping and how they could help me to be more involved in conversations. They ask me what they can do better or keep doing to help ensure that my thoughts and feelings are been heard during the Involvement sessions and Partnership Forum. I like the way they ask me questions about my experience and I think they appreciate the previous experience I have. After the meeting, the NIAS PPI Team link in with me again and ask how I felt the meeting went”.

**Question 1 (Transparency): NIAS Staff Questions**

Can you please describe what was it like to lead on an Involvement project?

During the Involvement Human Library, NIAS staff that lead on the Involvement project, were provided space to reflect back on their Involvement journey. The below narrative is derived from conversations with Staff which in turn helps to capture and demonstrates what it was like to lead on an Involvement project.

- “For me this has been an exciting process, the development of a NIAS Service User and Carer Partnership Forum is relatively new to NIAS, and the organisation has been very supportive of this. This work has been very rewarding to be involved in from a professional and personal point of view. I think it's great that we have members of the public giving up their time and sharing their experience to help NIAS improve how we can deliver our services at local community level. In many ways it is a positive and person-centred example to our organisation on how to involve people in our community”.
- “I liked the way we can meet new people, understand their point of view and then learning from them. The Service Users and Carers asked us to be honest with them, from the start and I think we have done that, we are building very positive relationships in the group and I can really see this Forum achieve great things in the future. NIAS are a unique HSC organisation, we try to benchmark ourselves alongside Trusts, however we are still at ground level in terms of Involvement and need to be realistic, it also gives us the opportunity to build a positive Involvement legacy in NIAS”.

- “Due to the nature of NIAS and been an emergency service, our staff can sometimes feel that Involvement may not be a direct responsibility for them, but in fairness to staff when we explain and train them in how Involvement can support NIAS they do tend to come onboard, it also helps that we have Senior management buy in and support”.
- “We also ensure Forum meetings are productive and meaningful experiences, we always work with our Service Users and Carers to make this happen via telephone check-ins. We believe in what we do as the NIAS Involvement Team”.

### **Question 2 (Respect): NIAS Staff Questions**

How did you ensure that all partners involved felt respected during the Involvement project?

Ensuring that every that all partners involved felt respected during an Involvement project is key to a successful outcome in trying to improve services. The staff that lead on the Involvement projects where provide some time to reflect back and share how they were able to achieve this. The below narrative is derived from conversations with Staff which in turn helps to capture and demonstrates this,

- “I think welcoming everyone to the meeting and acknowledging people giving up their time plays a key role in showing respect. We would always ensure we are well prepared for our meeting and it is meaningful and productive. To show respect, all our meeting papers and invitations are shared well in advance. We know the needs of of Service Users and Carers. From taking this approach the feedback from Service Users and Carers has been very positive. To help ensure a transparent and inclusive environment we never assumed anything, so we provided background information on everything we do to inform our members. The more informed our people are, they more they can support us”.
- “I think another way we have shown respect is all NIAS staff involved in the Forum are humble, we have a mindset where we are learning from each other. We developed a Terms of Reference (ToR) to help set the direction of travel as a group. We have spent considerable time at our meetings to walk the group through the (ToR) as we wanted everyone to understand what the group was about and how we would work together”.
- “We show respect in other ways, as we have taken on board suggestions to improve meetings by opening the online meeting early to give members an opportunity to build their own trust and relationships with other members”.



**Question 3 (Equality and Inclusion): NIAS Staff Questions**

Which barriers did you identify and remove, to help ensure that Service User and Carer voices were highlighted and fairly heard?

Identify barriers and making efforts to mitigate against them can be a challenge when delivering an Involvement project. The NIAS Involvement project that participated in the Involvement Human Library, demonstrated positive efforts to overcome these obstacles. The below narrative is derived from conversations with Staff which in turn helps to capture and demonstrates this,

- “From the start we wanted to recruit a diverse group for the NIAS Partnership Forum, that would be a fair representation of the communities that we serve in Northern Ireland. Our process was open, transparent and inclusive because we promoted this Involvement opportunity through Patient Client Council, Community & Voluntary organisations, regional Service User and Carer Networks and Social media channels”.
- “As a NIAS PPI Team we sat down and identified any and all potential barriers. We addressed and overcame them during the planning stage. We also sense checked some of our approaches with some Service Users and Carers. I think we have a positive mindset and attitude in the NIAS PPI Team, we don’t assume we know everything and we would, always ask our members and regional PPI colleagues for their thoughts and opinions. We would always make sure that during the sessions each member has time and space to be heard and their input is highlighted and valued”.



## **Recognition and acknowledgements**

The PHA would like to recognise and acknowledge the NIAS Involvement projects that participated in the Involvement Human Library on the 18<sup>th</sup> June 2024, in particular the Staff, Service Users and Carers that fully engaged in this process. Their efforts and contributions during the Involvement Human Library added significant value, provided unique insights and pragmatic learning opportunities. It is evident that all projects demonstrated positive examples of Involvement, Co-Production and Partnership working and how maximising the contributions of Service Users and Carers into HSC work-related areas, will help support the collective drive towards a more efficient, effective and person-centred HSC system. The Involvement projects were able to deliver such positive outcomes despite the huge challenges they face in delivering services at local level.

## **Next Steps in the Involvement Human Library**

NIAS is encouraged to utilise the Involvement Impact Stories template for all projects that participated in the Involvement Human Library and offer this opportunity out across all its recorded Involvement projects, so we can up-scale, replicate and motivate others in this field to engage more with Service Users and Carers for associated benefits including improving Public Health.

In the first instance and introduction of the Involvement Human Library, it was agreed at the regional Task & Finish Group, that Trusts would self-select, identify and bring forth Involvement projects to participated in the pilot model. Moving Forward and subject to a review of the pilot process with all partners, further consideration will be given to how this mechanism will operate in the future.

## **Conclusion**

The Trust have been an active partner in the HSC wide collaborative monitoring arrangements and the development of the Involvement Human Library model. The quantitative and qualitative data gathered through this process in 2023/2024 provides an indicative insight into key aspects of progress in terms of embedding Personal & Public Involvement into the culture and practice of the Trusts. It is evident that there is a wide and diverse range of Involvement work going on in the Trust and an organisational commitment to grow and develop this further.

The Trust are encouraged to actively consider the recommendations and comments contained in this report, which aims to support them to make additional progress and further integrate Involvement within their organisation to the benefit of the Trust, staff and most importantly Services Users and Carers.

As alluded to earlier in the report, we invite the Trust to continue to work in partnership with the PHA and to utilise the Involvement Impact Story Template, so that together we can more comprehensively reflect the range, depth and benefits that are accrued from the Involvement activity that is happening across the HSC. The aim being to help the Trust and the wider HSC system to identify, replicate and upscale best Involvement practice, bringing about improvements in quality, safety, efficiency and public health.

DRAFT

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