

Regional Health and Social Care Personal & Public Involvement Forum

Annual Report 2016/17



**Personal and Public Involvement (PPI)
Involving you, improving care**

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Foreword

Welcome to the seventh annual report of the Regional Health and Social Care Forum on Personal and Public Involvement (PPI). During this period, Donald Harley was appointed as the Co-chair from the service user and carer representatives. As Co-chairs, we are therefore delighted to jointly present this report on the work of the Forum which has been achieved during the period 2016/17.

The Forum has been instrumental in raising awareness of the importance of Involvement in creating a person-centred Health and Social Care (HSC) system. This year was significant in influencing policy to ensure that the service user and carer voice is core to HSC transformation. In May 2016, service user and carer representatives met the HSC Expert Panel (led by Professor Bengoa) to discuss the proposed reform of HSC and to hear the views of service users and carers. In October, Delivering Together was launched, which has partnership working with people who use and deliver services at its core. The Forum has a central role to play in the roll-out of Delivering Together and we have been working to put this into practice through the Transformation work streams.

As part of our leadership function for PPI in Northern Ireland, we were honoured to partner with Queen's University Belfast (QUB) to host the PPI Conference in June 2016. 'Involving you, improving care: our involvement story' brought together more than 200 representatives to progress thinking on Involvement and showcase best practice. The interest in



Donald Harley and Mary Hinds, Co-chairs of the Regional HSC PPI Forum.

the conference was overwhelming and it clearly showed the extent to which service users and carers are involved in HSC. The PPI awards presented at the event showcased best practice, which is something that must be celebrated. This report features the award winners and runners up on pages 12-17.

A core role of the Forum is to identify and promote the impact of Involvement. In February 2017, research that was conducted by a research team, led by Dr Joe Duffy, QUB, was launched. This research examined the current state of PPI in Northern Ireland and presents 10 recommendations to support HSC to overcome the identified barriers to Involvement.

We present this report to mark the work that has been achieved. Looking to the year ahead, we will continue our work to truly demonstrate how the involvement of everyone, improves care for all.

Co-chairs

Mary Hinds Executive Director of Nursing, Midwifery and Allied Health Professionals, Public Health Agency

Donald Harley, Service user and carer representative

Personal and Public Involvement (PPI)

Background

Personal and Public Involvement (PPI) is the active and effective involvement of service users, carers and the public in Health and Social Care (HSC). The Health and Social Care (Reform) Act (Northern Ireland) 2009 put in place a statutory duty for HSC organisations to involve people in the planning and delivery of HSC services.

We know that when people are meaningfully involved in decision making about their health and social wellbeing, or listened to when they complain or raise concerns, this leads to improved quality and safety.

Increased awareness is now placed on the importance of placing service users and carers at the core of health services, to develop and deliver services based on need. This presents many challenges and in Northern Ireland, we are working to embed PPI into our structures and processes. There is a strong and growing body of evidence for the benefits of co-design, co-production and partnership working between service users, carers and HSC. Examples include shared decision making and supporting self-management for people with long-term conditions etc. Where Involvement has been embraced, clear evidence is emerging of better outcomes for patients, of improved safety, quality and of more effective and efficient commissioning of services, tailored to need, achieving higher levels of satisfaction with services.

The Public Health Agency (PHA), in its strategic leadership role, oversees the implementation of PPI policy and compliance across HSC. The Regional HSC PPI Forum is the vehicle through which the PHA takes forward much of this work.

The work of the Forum highlights how we are raising awareness of PPI and also putting in place monitoring processes to really consider the difference the involvement of service users, carers and the public has made. We are continually learning from good practice in Northern Ireland and elsewhere, and we strive to build on this to enhance PPI practice to develop a patient-centred HSC system.

Progressing PPI regionally

A background to the Forum

The Regional HSC PPI Forum brings together HSC organisations to work collaboratively to progress PPI in Northern Ireland. The Forum was established in 2010 and works to provide leadership and support, to drive forward the promotion and advancement of PPI across HSC organisations in Northern Ireland.

The Forum undertakes this work by:

1. sharing best practice;
2. jointly working on areas of common interest;
3. the active participation of service users and carers.

Forum membership

The Forum membership is drawn from all HSC organisations working alongside service users and carers. All play a vital role in the Forum. The Forum consists of:

- one senior representative from each HSC organisation;
- service user, carer or voluntary/community sector representatives, two nominated via each HSC Trust PPI panel, with a further one nominee each from the Regulation and Quality Improvement Authority (RQIA), the Patient and Client Council (PCC) and the Northern Ireland Social Care Council (NISCC).



Members of the HSC Regional Forum with the Minister of Health, Michelle O'Neill at the Involving you, improving care: our involvement story conference, June 2016.

The work of the Forum

The Forum works to embed PPI into the culture and practice of HSC. This work is undertaken and progressed through the development of an annual Action Plan, which outlines the PPI priorities for the incoming year. Moving forward, all Forum work will be progressed in line with the five PPI Standards, which were agreed and launched in 2015.

The Standards for PPI are:

Standard one – Leadership

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

Standard two - Governance

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

Standard three - 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.

Standard four - 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.

Standard five - Measuring outcomes

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

The following sections outline the work of the Forum during 2016/17 to show progress against each Standard.



Leadership

As part of the Forum's leadership responsibilities, together we have:

- appointed a service user/carer Co-chair;
- hosted three meetings of the Forum;
- hosted the annual strategic meeting, which brings together directors responsible for PPI;
- initiated and facilitated a workshop with service users and carers, Professor Bengoa and the HSC Expert Panel on 11 May 2016. A range of service user and carer representatives were in attendance, comprising members of the Forum, Integrated Care Partnerships as well as individuals from the Northern Ireland Rare Disease Partnership and Age NI.

As a result of the workshop, three main areas were raised for consideration as part of any reform of HSC. These are:

1. visibility and sustainability of PPI in any new structures;
2. resourcing of PPI to implement PPI Standards across the HSC;
3. how PPI will be incorporated at all levels of decision making within HSC.

Professor Bengoa welcomed the contribution of the service users and carers, and was impressed with the level of knowledge and commitment of the representatives in attendance. The session was concluded with a recognition of the importance of working in partnership to achieve the best possible HSC results.



Professor Bengoa, left and Sean Holland from the HSC Expert Panel meeting service user and carer representatives Laura Collins and Anne-Marie Murray.

- Hosted the PPI Conference 2016, 'Involving you, improving care: our involvement story'. The conference was a joint event organised by the PHA and QUB and organised by a planning committee that included Forum members. The conference set out to progress thinking on PPI and showcase best practice. The Minister for Health, Michelle O'Neill attended and addressed the conference to clearly outline the importance of partnership working with service users and carers in transforming HSC.
- Co-produced 'Delivering together through Co-production' as a background thinking paper for the Department of Health to consider how co-production can be embedded into the roll-out of the Delivering Together report and the Transformation workstreams that were established in early 2017. This work was led by the PHA and Patient and Client Council (PCC).

Governance

The Forum has in place an Action Plan for the period 2016/17 and progress is outlined below.

Action	Performance Indicator/Outcome	Progress as of March 2017
Work with the PHA to support the roll out and implementation of PPI Standards across HSC.	<ul style="list-style-type: none"> PPI Standards recognised and adhered to across HSC. 	<ul style="list-style-type: none"> Standards are promoted and widely recognised across HSC. Standards embedded into Forum and HSC Trusts' work.
Regional Forum members to collaborate in the review and updating of HSC consultation schemes.	<ul style="list-style-type: none"> HSC consultation schemes reviewed and updated. 	<ul style="list-style-type: none"> Review of consultation scheme template is ongoing.
Implement communication plan with an emphasis on raising awareness of PPI.	<ul style="list-style-type: none"> PPI brand utilised across HSC. Annual Report produced. 	<ul style="list-style-type: none"> PPI brand disseminated and utilised by HSC partners as appropriate, in line with brand guidance. Annual Report produced.
Work with the PHA to obtain support for the Engage website as a central resource for Involvement, with an accompanying outreach development programme.	<ul style="list-style-type: none"> Continue to provide support for the development of the Engage website. 	<ul style="list-style-type: none"> Development of Engage website has commenced and Steering Group in place to progress work.
Host an annual showcase event for PPI.	<ul style="list-style-type: none"> Event planned and delivered. Range of PPI projects showcased. 	<ul style="list-style-type: none"> PPI conference held in June 2016. PPI research launched in February 2017.
Forum to work with the PHA to take forward plans for the PPI training and development programme, Engage & Involve.	<ul style="list-style-type: none"> Engage & Involve, the HSC PPI Training Programme, completed and available to HSC organisations. 	<ul style="list-style-type: none"> Engage & Involve PPI training complete and available to all HSC organisations. On-line e-learning is accessible to all staff. Development of e-learning programme for service users and carers has been initiated.
Work with the PHA to undertake monitoring for PPI and review mechanisms for the future.	<ul style="list-style-type: none"> PPI monitoring undertaken. 	<ul style="list-style-type: none"> PPI monitoring completed for 2015/16 period. PPI monitoring reports and recommendations sent to each HSC Trust.

Opportunities and support for involvement

‘Involving you, improving care: our involvement story’ was the title of the PPI conference held on 22 June 2016. The Forum communication sub-group formed the core Planning Group for the conference and worked tirelessly to plan and co-ordinate a stimulating and energising conference to progress thinking on PPI and showcase best practice.

The conference was jointly organised by PHA, QUB and HSC partners, along with service users and carers. We were also delighted to receive funding from the HSC Research and Development Division, the British Psychological Society and the Division of Clinical Psychology.



A range of Involvement stories were shared at the event, with local, regional and national guest speakers including:

- Margaret Grayson, Chair of Northern Ireland Cancer Research Consumer Forum;
- Dr Andy Gibson and Jo Welsman, University of the West of England;
- Simon Denegri, National Director for Patients and the Public in Research, National Institute for Health Research (NIHR) and Chair of INVOLVE;
- Minister for Health, Michelle O'Neill.

At the event there were eight parallel workshops and more than 30 poster presentations showcasing best practice that were selected via the submission of abstracts. Conference PPI Awards were also presented to seven projects in the areas of quality/safety, innovation in involvement, service improvement and best poster.

Reporting on the conference was a PPI group, the Tell It Like It Is (TILII) 'roving reporters' who interviewed participants and produced a conference news sheet.



Conference guest speakers with conference Co-chairs – Jim Walsh, second from right, and Marv Hinds, far right.

Engage – a central resource for involvement in HSC

The Forum, working with the PHA, has successfully secured funding to re-establish the Engage website. A Steering Group has been established that brings together staff, service users, carers and the community and voluntary sector. Together they will co-produce the Engage resource for HSC. The resource will be launched in late 2017.

Knowledge and skills

Personal and Public Involvement and its impact – monitoring, measuring and evaluating the impact of PPI in Health and Social Care in Northern Ireland

The PHA and PCC jointly commissioned research to examine the current state of PPI in Northern Ireland. The research set out to assess in a systematic way, aspects of PPI that were working well and to highlight areas where improvements needed to be made. The research team was by Dr Joe Duffy, QUB included representatives from Ulster University, HSC Trusts, the community sector and a research user representative.



From left: Dr Maureen Edmondson (PCC Chair), Andrew Dougal (PHA Chair), Dr Joe Duffy, Mary Hinds (Forum Co-chair) and Dr Patricia Gillen (Research Chief Investigators).

The research involved three key stages:

1. **literature review** – to search the international, national, regional and local literature in relation to PPI;
2. **on-line survey with service providers;**
3. **focus groups** – two undertaken per Trust to establish the current experiences in PPI from ‘user’ and ‘provider’ perspectives.

Ten recommendations were developed to support HSC to overcome the identified barriers to involvement and help HSC move forward to fully realising the benefits of embedding PPI into its culture and practice at all levels. The research findings were launched on 27 February 2017. The research reports are available to view at <http://engage.hscni.net/what-is-ppi/research/>.



Dr Joe Duffy, left, with Ray Hamilton, Research Advisory Group member.

Engage & Involve

The regional HSC PPI training programme – Engage & Involve - continues to be rolled out to staff. The training matrix supports staff to identify the relevant module to support their training needs. The e-learning has been accessed by staff across the HSC system and the programme will be redesigned with service users and carers as a public resource to support increased understanding about HSC for people wanting to get involved.

Measuring outcomes

In line with the 2012 Department of Health (DoH) policy circular, the PHA has responsibility for ensuring that HSC Trusts meet their PPI statutory and policy responsibilities. The PHA, in turn, provides assurances to the Department in this regard through established accountability arrangements. Working through the Forum's monitoring and performance sub-group, the PHA established the monitoring process, which was piloted and then formally commenced in 2014/15.

During the 2016/17 period, the performance and monitoring sub-group reviewed and up-dated the monitoring process to take into account lessons learnt from the first monitoring round. The monitoring was then initiated for a second year. A key element of the monitoring is the verification visit that is conducted by PHA and Forum service user and carer representatives and undertaken in three stages:

1. HSC Trust PPI panel members meet Forum service user and carer representatives to discuss PPI within the organisation;
2. HSC Trust representatives (PPI Operational Lead, Director responsible for PPI and service user and carer representatives) meet the verification visit team to review the HSC Trust self-assessment and also have a generic discussion in relation to PPI and the practices within and across the organisation;
3. a PPI-in-practice session is held to examine the outworkings of PPI in practice. The focus for this session was about people with a learning disability in hospital settings. It was agreed to review this area due to the 2010 Guidelines and Audit Implementation Network (GAIN) report and also a recent Regulation and Quality Implementation Authority (RQIA) review in 2014 that focused on involvement in this service area. This session was designed to enable the HSC Trust to share how people with a learning disability, or their advocates, have been engaged/involved in areas of care.



Donald Harley, Forum Co-Chair with members of the monitoring and performance sub-group.

The PHA reports on HSC Trust compliance in line with their PPI responsibility, to the DoH in line with the accountability and reporting arrangements. The HSC Trust monitoring reports for 2015/16 are all available at:

<http://www.publichealth.hscni.net/directorate-nursing-and-allied-health-professions/allied-health-professions-and-personal-and-publi-5>.

PPI in practice across HSC

The following section provides an overview of the 2016 PPI Award winners to showcase best practice in Involvement

PPI Award for quality and/or safety - Winner

Title of project:

The Northern Ireland Cancer Research Consumer Forum

Organisation:

Northern Ireland Cancer Trials Network

Project overview

The Northern Ireland Cancer Trials Network (NICTN) established the NI Cancer Research Consumer Forum (NICRCF) in 2011. The NICRCF brings together a group of patients and carers affected by cancer to work in partnership with cancer researchers across Northern Ireland and beyond.

The aim of Involvement is to enable meaningful and genuine partnership-working between cancer researchers (doctors, scientists, nurses and allied healthcare professionals, etc) and people affected by cancer (patients and carers) in the processes and conduct of cancer clinical research (eg, clinical trials of novel drugs or new treatments/tissue sampling/surveys/supportive care research) in Northern Ireland and beyond to influence research to maximise patient benefit. Involvement utilises various methods, such as face-to-face discussion with researchers, review of patient clinical trial documents and membership of research project committees. NICTN coordinates and supports research delivery in hospitals across Northern Ireland, and PPI is embedded within its processes.

PPI representation influences the oversight of research conducted, including issues such as patient recruitment and safety. NICRCF members influence a range of research projects including new approaches in the treatment and care of patients across a range of cancers, and treatments. The implementation of research supports the high-quality care of patients in these settings.

All patient documentation is reviewed for transparency and understanding, and PPI perspectives highlight where changes are required, or where further explanation during patient discussion would be appropriate when the study opens for recruitment. Through partnership, the highest quality cancer research is undertaken, maximising patient benefit.



Margaret Grayson (NICRCF Chair), left, and Ruth Boyd (Cancer Research UK Senior Nurse/NICTN Deputy Director/PPI Professional Lead).

PPI Award for quality and/or safety – Runner-up

Title of project:

From concept to completion – how we engaged service users on our new Health and Care Centre in Ballymena

Organisation:

Northern HSCT

Project overview

In 2013, from the design and early build stage of the new Health and Care Centre in Ballymena, members of the Disability Consultation Panel and Older Peoples Panel were engaged with regularly. The members were first involved on the layout of the centre, where plans of the various areas of the building were shown and descriptions provided on how the area would be furnished.

As the build progressed throughout 2014, members were asked for advice on interior design and the proposal to use an electronic self check-in kiosk. Members provided valuable and detailed feedback on the layout of waiting areas, to include space for wheelchairs and guides/assistants, the colours/contrasts that should be used in public areas and advice on the staircase and tactile markings around this area.

Members felt strongly that a receptionist should also be present as well as the self check-in kiosk. In early 2015, members attended a furniture exhibition and members were also advised that, as a result of their involvement, a receptionist post had been secured for the centre.



Torie Tennant, NHSCT Disability Consultation Panel, left, and Alison Irwin, NHSCT PPI Lead, receiving their PPI award from Dr Eddie Rooney, PHA Chief Executive.

As result of engagement from the earliest stage of this project the following has been achieved:

- Trust commitment to funding a receptionist post;
- appropriate signage produced, including colour scheme and Braille;
- range of accessibility issues addressed prior to the opening of the building;
- co-production and co-delivery of Disability Awareness Training for all HSC centre staff.

PPI Award for service improvement - Winner

Title of project:

Introduction of a co-produced course- “Being me again – Life after Brain Injury”

Organisation:

South Eastern Health and Social Care Trust, Community Brain Injury Team.

Project overview

This project looked at designing a new innovation for the Community Brain Injury Team, where individuals who were further on the recovery journey would co-produce and co-deliver a course on this topic – “Being me again – life after Brain Injury”.

Service users were involved in the development, implementation and evaluation of the work. Service users were involved in focus groups that were held to explore issues and themes that were common following brain injury.

A course programme was then designed to incorporate the identified issues and delivered through the Recovery College. Evaluation showed positive feedback from co-producers, service users and staff.



Service user Gillian Wilson, left, and Romayne Orr, South Eastern HSCT receiving their PPI Award from Dr Eddie Rooney, PHA Chief Executive.

The project evaluation demonstrated:

1. that individuals attending the course had an improved ability to cope and manage their own wellbeing and feel more confident about life after brain injury;
2. staff attending the course reported to be more aware of the issues that an individual may experience and how this may be of use in their professional role;
3. service users who co-produced the course highlighted individual benefits by presenting their stories and recognising how far they had come.

The course has been included regularly into the Recovery College prospectus using other service users in the co-production of it.

PPI Award for service improvement – Runner-up

Title of project:

Dementia Together NI

Organisation:

Health and Social Care Board

Project overview

The NI Regional Strategy 'Improving Dementia Services in Northern Ireland' (the Dementia Strategy) contains an Action Plan with 44 recommendations and sets out a holistic model for supporting people with dementia. Within this model the individual with dementia is a valued member of society. Community, family, carers and services, including HSC services are developed around the person so that support and care is person centred.

The project has engaged extensively with people with dementia and their carers across all work streams and they have been involved from the initial stages of all developmental work. All of the work has been underpinned by a co-production approach.



Lorna Conn, HSCB, left, receiving her PPI Award from Dr Eddie Rooney, PHA Chief Executive.

Examples of involvement to raise awareness, provide information and support include:

- people with a dementia and their carers participated in a series of regional focus groups to identify gaps in information and to assist with the development of new booklets and the website content;
- engagement also occurred with 'hard to reach' groups such as the Traveller community and the Chinese community;
- people with a dementia and organisations representing people with dementia and carers attended the monthly task and finish group, which guided the dementia public information campaign.

Examples of involvement in Training and development work include:

- a person with delirium assisted with the development of the regional delirium training and online e-learning training pack for staff;
- people with a dementia and their carer, as well as organisations representing people with dementia and carers attended focus groups over a six-month period to design a Learning and Development Framework for staff working in dementia care;
- carers and people with a dementia participated in focus groups held to develop new training programmes for staff and carers.

All of this work demonstrated how Involvement should lead to improvements both in the quality of care provided and in the quality of service provision. The project represented an innovation in involvement due to the range of involvement, which included information production, training and service provision and also because of the totality and embedded nature of the co-production approach used throughout the whole project.

PPI Award for innovation in involvement - Winner

Title of project:

Come walk in my shoes, the lived experiences of Lesbian, Gay, Bisexual and Transgender young people in Northern Ireland

Organisation

PHA

Project overview

The Children and Young Persons Strategic Partnership (CYPSP) LGB&T sub-group was established in 2012. In March 2016 the 'Come walk in my shoes' event was organised in response to the feedback received from young people about their lived experiences and the issues they faced in a range of settings. Young people who identify as Lesbian, Gay, Bisexual and Transgender were involved in the design of the event and the facilitation of the interactive workshop event. The young people designed their own presentations and also led or co-led on all of the discussions during the workshop. These young people were supported by partners on the CYPSP LGB&T sub-group. This information was presented in the 2015/16 PPI Annual report.



Deirdre McNamee, PHA, second from left, with representatives from the LGBT sub-group receiving their award from Dr Eddie Rooney, PHA Chief Executive.

PPI Award for innovation in involvement – Runner up

Title of project:

Introduction of a co-produced course:- “Being me again –Life after Brain Injury”

Organisation:

South Eastern Health and Social Care Trust, Community Brain Injury Team

Project overview

Information presented under PPI Award for Service Improvement (project detailed on Page 14).

PPI Award for best involvement story – Winner of best poster at the PPI conference 2016

Title of project:

Working Better Together: Improving the Podiatric Care of Homeless People in Belfast.

Organisation

Belfast Health and Social Care Trust

Project overview

Service users from the homeless outreach service in two hostels, Rosemount House and Stella Maris, participated in the Belfast HSC Trust project. Focus groups with both residents and staff were set up, which provided a variety of experiences and information on how to develop podiatry services for people on the homeless spectrum.

The impact of the project included:

- 1 a more efficient and effective delivery of outreach services;
- 2 a health promotion programme supporting self-care;
- 3 an information sheet for staff describing how to access the podiatry mainstream services in a timely and supported way.



Michelle O'Neill, Minister of Health, left, with Eileen Tiffney, BHSC and Dr Eddie Rooney, PHA Chief Executive

Conclusion and Way Forward

Conclusion

This Annual Report set out to raise awareness and share the work of the Forum and also to share learning from PPI approaches undertaken within HSC. This work has been outlined under the five PPI Standards that now provide the basis of all our work. Much has been achieved through the hard work of all the members of the Forum.

Together we have:

- influenced policy to ensure that partnership working with service users and carers is at the forefront of the transformation of HSC;
- shared good practice by hosting a PPI conference;
- undertaken and launched research to determine the impact of PPI;
- commenced work to re-establish the Engage website as a central resource for Involvement in HSC;
- developed an initial paper to influence thinking on embedding co-production into HSC.

The way forward

In its strategic leadership role, the PHA will continue to oversee the implementation of PPI policy and compliance across HSC. The Forum will be the vehicle through which the PHA will take forward much of this work.

Plans for 2017/18 include:

- developing an e-learning programme for service users and carers;
- finalising and launching Engage;
- establishing a PPI leadership programme;
- participating in the development of UK-wide standards for Involvement in research;
- involvement in the development of a co-production paper for HSC transformation.

Appendix 1: PPI Regional Forum Members

The Forum has representation from all aspects of HSC. This includes the Department of Health, PHA, the Health and Social Care Board (HSCB), the HSC Trusts and the Special Agencies. In addition, membership includes a number of individual service users and carers from other HSC PPI panels/forums who give us their perspective on our work and help guide the way forward in this important area.

Public Health Agency (PHA)		Health and Social Care Partners	
Mary Hinds – Co-chair		David Best	Department of Health (DoH)
Michelle Tennyson			
Martin Quinn			
Claire Fordyce			
Service User/Carer Representatives (SU/CR)			
Anne Marie Murray		Fionnuala McAndrew	Health and Social Care Board (HSCB)
Brian O’Hagan			
Caroline Kelly		Jacqueline Magee	HSCB
Donald Harley – Co-chair			
Gerard McWilliams		Jackie McNeill	Patient and Client Council (PCC)
Peter Donnelly			
Sharon Doherty		Charles Kinney	Northern Ireland Blood Transfusion Service (NIBTS)
Rae Patience			
Thelma Dillon			
Trusts			
Carolyn Agnew	Southern Health and Social Care Trust (SHSCT)	Christine Goan	Regulation and Quality Improvement Authority (RQIA)
Elaine Campbell	South Eastern Health and Social Care Trust (SEHSCT)	Angela Drury	Northern Ireland Practice And Educational Council (NIPEC)
Sandra McCarry	Belfast Health and Social Care Trust (BHSCT)	Brenda Horgan	Northern Ireland Social Care Council (NISCC)
Martine McNally /Alison Irwin	Northern Health and Social Care Trust (NHSCT)	Mark McCarey	Northern Ireland Medical and Dental Training Agency (NIMDTA)
Siobhan O’Donnell	Western Health and Social Care Trust (WHSCT)	Teresa Fallon	Northern Ireland Guardian Ad Litem Agency (NIGALA)
Jarlath Kearney	Northern Ireland Ambulance Service (NIAS)		

Appendix 2: Forum Partner Organisations

The following section provides a brief outline of the partner organisations in the Forum.

Public Health Agency (PHA)

www.publichealth.hscni.net

The PHA has the key functions of improving health and wellbeing, and health protection. It also provides professional input to the commissioning process. The PHA is jointly responsible (with the HSCB) for the development of a fully integrated commissioning plan for HSC in Northern Ireland.

The PHA works in partnership with local government, key organisations and other sectors to improve health and wellbeing and the reduction of health inequalities. The PHA also provides the Regional Lead for PPI.

Health and Social Care Board (HSCB)

www.hscb.hscni.net

The HSCB is responsible for commissioning services, resource management, performance management and service improvement. It works to identify and meet the needs of the Northern Ireland population through its five Local Commissioning Groups, which cover the same geographical areas as the HSC Trusts.

Health and Social Care Trusts (HSC Trusts)

There are six Trusts in Northern Ireland. Five of these HSC Trusts provide integrated HSC across Northern Ireland: Belfast HSCT, South Eastern HSCT, Western HSCT, Southern HSCT and Northern HSCT. HSC Trusts manage and administer hospitals, health centres, residential homes, day centres and other HSC facilities, and they provide a wide range of HSC services to the community.

The sixth Trust is the Northern Ireland Ambulance Service (NIAS), which operates a single Northern Ireland-wide service to people in need and aims to improve the health and wellbeing of the community through the delivery of high quality ambulance services.

- www.belfasttrust.hscni.net
- www.southerntrust.hscni.net
- www.setrust.hscni.net
- www.westerntrust.hscni.net
- www.northerntrust.hscni.net
- www.niamb.co.uk

Patient and Client Council (PCC)

www.patientclientcouncil.hscni.net

This is a regional body with local offices covering the geographical areas of the five integrated HSC Trusts.

The overarching objective of the PCC is to provide a powerful, independent voice for patients, clients, carers and communities on HSC issues.

Northern Ireland Blood Transfusion Service (NIBTS)

www.nibts.org

The NIBTS exists to supply the needs of all hospitals and clinical units in the province with safe and effective blood, blood products and other related services. The discharge of this function includes a commitment to the care and welfare of voluntary donors.

Northern Ireland Medical and Dental Training Agency (NIMDTA)

www.nimdtta.gov.uk

The NIMDTA is responsible for funding, managing and supporting postgraduate medical and dental education within the Northern Ireland Deanery. It provides a wide range of functions in the organisation, development and quality assurance of postgraduate medical and dental education and in the delivery and quality assurance of continuing professional development for general, medical and dental practitioners.

Northern Ireland Guardian Ad Litem Agency (NIGALA)

www.nigala.hscni.net

The functions of the NIGALA are:

- to safeguard and promote the interests of children by providing independent social work investigation and advice in specified proceedings under the Children (Northern Ireland) Order 1995 and in the Adoption (Northern Ireland) Order 1987;
 - to provide effective representation of children's views and interests.
-

Regulation and Quality Improvement Authority (RQIA)

www.rqia.org.uk

The RQIA is the independent HSC regulatory body for Northern Ireland. In its work, the RQIA encourages continuous improvement in the quality of these services through a programme of inspections and reviews.



Northern Ireland Practice and Education Council for Nursing and Midwifery (NIPEC)

www.nipec.hscni.net

NIPEC aims to improve the standards of practice, education and professional development of nurses and midwives to facilitate the delivery of safe, effective and person-centred care.

Northern Ireland Social Care Council (NISCC)

www.niscc.info

NISCC is the regulatory body for the social care workforce in Northern Ireland. Its aim is to increase the protection of those using social care services, their carers and the public.
