

A report about having a say about health and care services in Northern Ireland

This is called Personal and Public Involvement



January 2017



Who we are

We are called the Public Health Agency and the Patient Client Council.



What is this report about?

We wanted to know what was happening with **Personal and Public Involvement** in Northern Ireland.



We asked a group of people to look at this for us.

This report tells you what they found out and what we want to happen next.

What is Personal and Public Involvement?

It is when people can have a say about health and care services.

It is called PPI for short.





Health and care services can be things like:

- doctors, hospitals and dentists



- support to live at home or go out and do things

Personal and Public Involvement is about having a real say in health and care services.



For example, people might say:

- what the services should be like
- how well the services work for them



This can help make services better.



Health and care staff should work with people to find out what they think.

The law says they should do this.



What did we want to find out?

We wanted to know what was happening with Personal and Public Involvement in Northern Ireland.



For example:

- what is working well
- what could be better



In 2015 a group of people worked together to find this out.

They looked at information about Personal and Public Involvement.

They also talked to:

- staff from different health and care groups
- people who use health and care services and carers



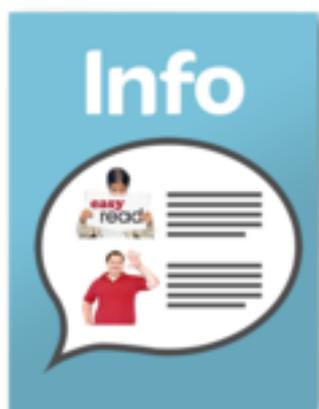
People who use health and care services and carers helped with everything in this project.

What did they find out?



Things that help Personal and Public Involvement work well

This means things that help people have a real say in health and care services.



Some things can really help, like:

- good information and easy words



- asking lots of different people what they think



- making sure people can have a real say and make a real difference

Other things can really help, like:



- staff who really listen to people and work with them to make things better



- staff who have the right skills and training to work with people in a helpful way

This will help people feel happy about speaking up

- training for people who want to have a say



- planning things to make sure they go well



- support from big bosses and people in charge

They must think this work is important

Other things can really help, like:



- enough staff, money and time to make sure people can have a real say



- staff who work just on Personal and Public Involvement and nothing else



- good ways to check how Personal and Public Involvement is working and how it has changed things



What can stop Personal and Public Involvement working well?



We found some very good work with Personal and Public involvement.

But there can be problems with Personal and Public Involvement if:



- there is not enough money, time or staff to do the work



- staff do not have the right skills or training
- big bosses do not support the work

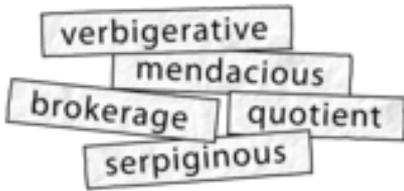


- people do not know what Personal and Public Involvement is or what they are being asked to do

There can be problems with
Personal and Public Involvement if:



- things are not planned well



- staff use hard words or do not explain things clearly



- people feel they are not listened to
- people are not told what will happen next or what has changed after they have their say



- there are problems getting money back for travel and other costs

What we want to happen next

There are 10 things we want to happen.



They should be done by these people:

- The government of Northern Ireland

Patient and Client Council

Your voice in health and social care



- Us (The Public Health Agency and The Patient Client Council)



- Health and Social Care Trusts.
They run health and care services

The 10 main things we want them to work on



1. Make sure there is enough money, time and staff to do Personal and Public Involvement work



People who use services and carers could be paid for this work as well.

2. Tell more people about Personal and Public Involvement and how it can help



This will help more people:

- know what it is and why it is good
- have a say in health and care services

3. Make it clear what Personal and Public Involvement is



People need an easy way to understand what Personal and Public Involvement is.

There may be an easier name to call it.

4. Have staff who work just on Personal and Public Involvement

Health and Social Care Trusts run health and care services.

They should have people who work just on Personal and Public Involvement.

They can help staff do things in the right way.





5. Use the internet, Twitter and Facebook to tell people about Personal and Public Involvement

There should also be a website with lots of information about Personal and Public Involvement.



6. Make sure there are checks to see how Personal and Public Involvement is working

People who use services and carers should have a say in how this is done.



7. Health and care groups should always tell people what will happen next and what has changed

This will help people:

- feel good about having a say
- understand why some things can't be done
- get ready for change



8. Health and care staff should get training in Personal and Public Involvement

This will help them do this work in the best way.

People who want to have their say may need training too.

9. Make sure Personal and Public Involvement is part of everyone's work

This means making sure:

- new health and care staff know about it
- health and care staff have to show their managers what they have done



10. Big health and care bosses should make Personal and Public Involvement happen

They must show other people that it is important and make it a big part of their work.

