

Partnership and Engagement supports meaningful involvement of people in shaping Health and Social Care (HSC) services across Northern Ireland.

This work brings together **Personal and Public Involvement (PPI)** and **Patient Client Experience (PCE)**, promoting collaboration with service users, carers, staff, and the wider public to inform better decision making and service design. Together these approaches help improve safety, tailor service to people's needs, reduce complaints, and ensure more informed decisions.

What we do

[Image](#)



Personal and Public Involvement (PPI)

Personal and Public Involvement (PPI) involves people in planning, delivery and evaluation of care. It is a legal duty for HSC organisations and supports to actively involve people on decisions about their care and the services they use.



Patient Client Experience (PCE)

Patient Client Experience focuses on gathering real experiences from people who use and deliver health and social care through [Care Opinion](#).

Resources and key contacts for PPI and PCE

Resources:

- [Engage](#) - the PHA has centralised resources, guidance and information on PPI, co-production and partnership
- [Personal and Public Involvement \(PPI\) – Involvement and consultation scheme | HSC Public Health Agency](#)
- [Care Opinion](#) - an online user feedback service for Health and Social Care in Northern Ireland
- [Regional Patient Client Experience Programme](#)

Leadership and support:

- If you have any questions, please contact ppi.secretary@hscni.net.
- Heather Reid - Interim Director of Nursing, Midwifery and AHPs
- Martin Quinn - Assistant Director for Partnership and Engagement
- Linda Craig - Regional Lead for Experience and Involvement Programmes

Learn more about PPI and PCE:

[Personal and Public Involvement \(PPI\)](#)



PPI means actively involving service users, carers, their advocates and the public in the planning, commissioning, delivery and reviewing Health and Social Care (HSC) services, in ways that are meaningful to them.

The Engage website <https://engage.hscni.net> provides resources and guidance on Personal and Public Involvement in Health and Social Care in Northern Ireland.

HSC organisations have a statutory duty to involve people in:

- The planning and changing services;
- Making key care decisions;
- Evaluating the quality and impact of care.

Since 2018, HSC has also been encouraged to adopt co-production, working in partnership with people to design better services.

Why it matters

Involving service users, carers, their advocates and the public improves care by:

- Making services safer and more personalised;
- Using lived experience to inform decision;
- Reducing complaints;
- Increasing trust and understanding between staff and the public.

PHA's role

The Public Health Agency leads the implementation of PPI policy across Northern Ireland. We support HSC staff by:

- Promoting collaboration and best practice;
- Providing training and guidance;
- Monitoring compliance with legal requirements.

Find out more

- The Engage website <https://engage.hscni.net> - the PHA has centralised resources, guidance and information on PPI, co-production and partnership working.

- [Personal and Public Involvement \(PPI\) – Involvement and consultation scheme | HSC Public Health Agency](#)

Key contacts

- If you have any questions, please contact ppi.secretary@hscni.net.
- Heather Reid - Interim Director of Nursing, Midwifery and AHPs
- Martin Quinn - Assistant Director for Partnership & Engagement

Patient Client Experience (PCE)



PCE programme gathers and analyses feedback from patients, clients, carers, relatives (collectively referred to as service users) and staff to help improve HSC services across Northern Ireland.

How we do it

We use trusted methods to understand real experiences, including [Care Opinion](#) - an online platform where people can share their experiences and receive responses from staff. This two-way system connects service users and staff, supporting both local improvements and wider strategic planning.

Why it matters

PCE ensures real experiences lead to real change - making services safer, more effective, and more person-centred.

For more information, visit:

- [Care Opinion](#) website
- [Regional Patient Client Experience Programme - Engage](#),
- [Patient and Client Council \(PCC\)](#).

[Print](#)