



Health and  
Social Care

# Setting the standards



**Personal and Public  
Involvement (PPI)**



**Involving you,  
improving care**

Personal and Public Involvement (PPI) is the active and effective involvement of service users, carers and the public in Health and Social Care (HSC) services.

People have a right to be involved in and consulted on decisions that affect their health and social care. 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.

PPI is a statutory duty for HSC organisations. It is a two-way process and not solely to be used when we want to hear the views of service users and carers on something which we bring to them for their consideration.

Involvement can range from one-to-one clinical or social care interaction with service users and carers, through to larger engagements to assess needs, design services and influence commissioning priorities and policy development.

To help embed PPI into HSC culture and practice, a set of standards has been developed which set out what is expected of HSC organisations and staff. These will help standardise practice and support the drive towards a truly person-centred system.

## Standard One – Leadership

**Health and Social Care (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:
  1. named executive and non-executive PPI lead at board level; with clear role descriptions and objectives;
  2. PPI operational lead;
  3. PPI leadership structure throughout the organisation.





## Standard Two – 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:

- Governance and corporate reporting structures are in place for PPI.
- Action plan with defined outcomes developed to demonstrate the impact of PPI.
- Annual report produced, demonstrating evidence of compliance with PPI responsibilities and work undertaken to address challenges in this area.

## **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.**

### **Key Performance Indicators:**

- Maintain an up-to-date register of existing and future opportunities for involvement at all levels across the organisation, which is accessible by the public.
- Support the involvement of service users, carers and the public to include:
  1. provision of clarity on roles/responsibilities for those who are participating;
  2. provision of training, support and advocacy if required;

3. use of accessible communications, mechanisms and procedures, eg use of plain English, easy read, jargon-free etc.
  4. good meeting etiquette;
  5. application of interim service user, carer and stakeholder reimbursement guidelines and procedures for HSC organisations.
- Provide named HSC points of contact for each individual engagement exercise.
  - Provide feedback to those involved in each engagement as standard practice.
  - As part of your PPI action plan, identify barriers to involvement and develop actions to overcome these.







## **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.**

### **Key Performance Indicators:**

- Integrate basic PPI awareness raising into induction arrangements for all new staff.
- Evidence compliance with any annually agreed regional targets for the provision of and access to PPI training.
- Ensure a mechanism is in place to capture information on the uptake of PPI training.
- Demonstrate service user and carer involvement in the design, delivery or evaluation of PPI training.



## Standard Five – Measuring outcomes

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

### Key Performance Indicators:

- Evidence service user and carer involvement in the monitoring and evaluation of PPI activity.
- Demonstrate through the annual report:
  1. how the needs and values of individuals and their families have been taken into account in the development and delivery of care;
  2. the outcomes and impact (positive/neutral/negative) achieved by using PPI approaches in respect of policy, investments, decisions and service delivery across the organisation.



# Values underpinning PPI

## Dignity and respect

Each person is treated with dignity and respect.

## Inclusivity, equity and diversity

The PPI process should facilitate the inclusion of all those who need to be involved and who chose to do so. It must be sensitive to the needs and abilities of each individual.

## Collaboration and partnership

The PPI process is based on collaboration and partnership working. Each person has a responsibility to build constructive relationships with others involved in the process.

## Transparency and openness

The PPI process should be open and transparent and each person has a responsibility to be open and honest in their interactions and relationships with others.



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