

1. Introduction

- 1.1 This report summarises the main outcomes from a stakeholder involvement conference held on 22 April 2008.

2. Stakeholder involvement conference

- 2.1 The aim of the stakeholder involvement Conference in the Dunadry Hotel, Templepatrick on 22 April 2008 was to share stakeholder involvement information and best practice.
- 2.2 Invitations were issued to all those who attended previous stakeholder events (29 June 2007 and 21 November 2007) and a range of other stakeholders from statutory, community and voluntary sectors. The conference was promoted through the websites of Chief Officers, Third Sector (CO3), Northern Ireland Community and Voluntary Association (NICVA) and Community Development and Health Network (CDHN).
- 2.3 Over 110 colleagues from a range of sectors attended the event.

3. Programme for the conference

Welcome

- 3.1. Dr Tom Frawley, Northern Ireland Ombudsman, kindly agreed to Chair the proceedings for the day. A biography for Tom is included at Appendix 1. Tom opened the conference with a brief overview of the importance of Personal and Public Involvement (PPI) and introduced the first speaker of the day, Dr Andrew McCormick, Permanent Secretary, DHSSPS.

Launch of website

- 3.2. Dr McCormick emphasised DHSSPS commitment to stakeholder involvement and outlined the vision for the future.
- 3.3 He launched a new website for stakeholder involvement which can be found at www.engage.hscni.net
- 3.4 The website provides useful resources such as:
 - evidence about what is working in Northern Ireland and more widely
 - case studies/models of practice

- a process to influence priorities for action – through an online discussion forum
- 3.5 Dr McCormick urged participants to register as a partner on the website and encouraged them to use the discussion forum which is an important channel for DHSSPS to hear views on what matters at local level in relation to health and social care.

Keynote speech

- 3.6 The keynote speech was delivered by Professor Jonathan Tritter, Special Advisor to the NHS Centre for Involvement. Jonathan’s biography is attached at Appendix 1.
- 3.7 Jonathan provided an overview of the work of the NHS Centre for Involvement and explained some of the benefits and pitfalls of PPI. He discussed the use of PPI in the commissioning process and discussed the involvement of the voluntary sector.

PPI – the way forward at regional level

- 3.8 Mr Sean Donaghy, DHSSPS, set stakeholder involvement in context. He outlined the work of the stakeholder involvement project to date and noted the need to adopt a collaborative approach to stakeholder involvement.
- 3.9 All of the presentations can be accessed by clicking [here](#).

Workshops

- 3.10 Conference participants had the opportunity to attend one of four workshops. The details of each of the workshops are summarised below.

<p><u>Workshop 1</u></p> <p><i>Experience of patients in public involvement – a user perspective</i></p> <p>Led by: Richard Dixon, EHSSC &</p>	<p><u>Workshop 2</u></p> <p><i>Developing a framework for community development and user involvement – Belfast Health and Social Care Trust</i></p> <p>Led by: Rowan Davison, Belfast</p>
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<p>Alex McGuigan, service user Chair: Christine Smyth, DHSSPS Scribe: Ann Marie Keown, DHSSPS</p>	<p>Trust Chair: Eamon O’Kane, West LCG Scribe: Claire McGinley, North West LCG</p>
<p><u>Workshop 3</u> <i>Patient and public involvement in developing a service framework</i> Led by: Janis McCulla, NICaN Chair: Tracy Power, DHSSPS Scribe: John McGrath, Belfast LCG</p>	<p><u>Workshop 4</u> <i>Service user involvement/person centred planning in the SHSSB</i> Led by: Marion Corrigan and Jacqueline Magee, SHSSB, and Ann McCormack, carer Chair: Iain Deboys, NHSSB Scribe: Rosemary Taylor, East LCG</p>

Plenary session

3.11 Tom Frawley outlined the key learning points from each of the workshops (section 4) and chaired a plenary session which enabled participants to put questions to the speakers.

4.0 Key learning from workshops

4.1 Each workshop was asked to provide four key learning points arising from the discussion. These are listed below.

Workshop 1 - Experience of patients in public involvement – a user perspective

- Patient expert on own condition – recognise patients uniqueness
- Advocacy system does not facilitate the patient being heard – adverse culture
- Patients contribution to training courses and professional CPD

- Build capacity to support patients and to participate and contribute

Workshop 2 - Developing a framework for community development and user involvement – Belfast Health and Social Care Trust

- PPI is a continual process
- Marrying of high level targets to service delivery
- Setting targets that underline service commitment
- Explicit and regular reporting
- Safeguarding against deferral of responsibility

Workshop 3 - PPI in developing a service framework

- The added value brought by having the NICAN network
- Openness of the process in developing the service framework
- Information sharing and communication is key
- Need for formal evaluation of process of developing service frameworks

Workshop 4 - Service user involvement/person centred planning in the SHSSB

- Focus on the individual
- Go to where the people are – not expect them to come to us
- Not cheap – needs resources – money and time
- Use creative tools – person centred planning and microboards

5. Summary of evaluation of event

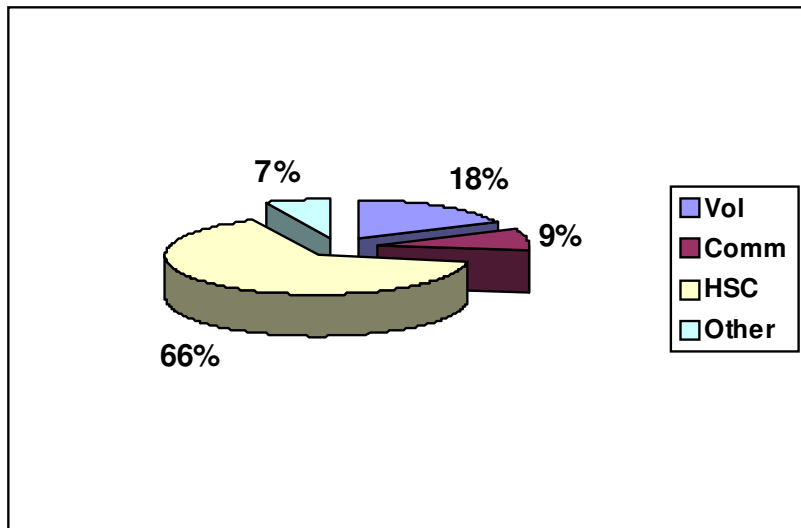
Completed forms

- 5.1 All participants attending the conference received an evaluation form with their delegate pack. Of the 103 participants (excluding speakers and organisers) who attended the event, 44 individuals completed and returned an evaluation form giving a response rate of 43 percent.

Sector

- 5.2 Completed evaluation forms were received from participants across the sectors.

Figure 1: Percentage of evaluation forms completed by sector



Aim

5.3 Participants were asked to indicate if they understood the aim of the conference on a scale of 1-6 (6 =completely 1= not at all). The majority of participants (73%) rated their understanding as 5 or 6.

Speakers

5.4 Participants were asked to rate the speakers at the conference on a scale of 1-6 (6 =excellent 1=poor). The majority of participants (77%) rated the speakers as 5 or 6.

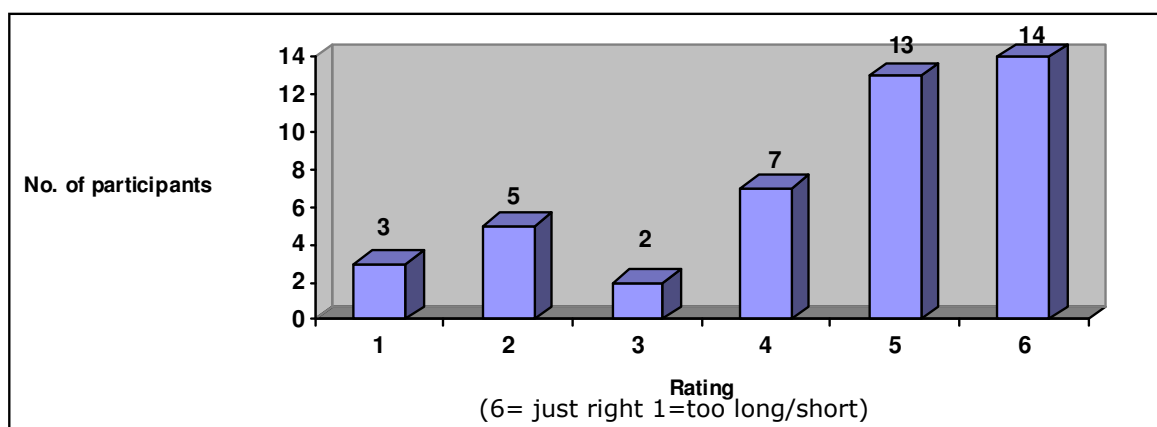
Workshops

5.5 Participants were asked to rate their workshop presenter on a scale of 1-6 (6 =excellent 1=poor). The majority of participants (82%) rated their workshop lead as excellent or very good.

5.6 The majority of participants (82%) considered the workshop subjects to be relevant or very relevant.

5.7 Participants were asked to rate the length of the workshops on a scale of 1-6 (6= just right 1=too long/short). A range of views were expressed.

Figure 2: Length of workshop



Overall assessment of the conference

5.8 Participants were asked to rate their overall assessment of the conference on a scale of 1-6 (6 =excellent 1=poor). The majority of participants (80%) rated the conference as 5 or 6.

General comments

Many positive comments were received about the conference. Some useful suggestions were also received and these are detailed below:

- On the right path but more work to be done to involve patients and carers in planning
- Event still seems to be dominated by statutory sector
- Greater involvement of housing and education
- Follow-up learning from conference in a meaningful way, ie continual development
- It would be useful to have an update on the work of the LCGs
- Need to see involvement of children and young people in the process
- Consideration should be given to rural areas where there is inequity of health care
- More interactive/audience participation

- There needs to be an awareness of other networks
- Be aware of timings for event and acoustics of venue

Appendix 1



Dr Tom Frawley became the Assembly Ombudsman and Northern Ireland Commissioner for Complaints in September 2000.

Born in 1949, he moved to Belfast as an 11-year-old from his native Limerick. He studied at St Mary's Grammar School in Belfast and at Trinity College, Dublin.

Following graduation in 1971, he joined the NHS as a graduate trainee. In 1973 he was appointed Unit Administrator at the Ulster Hospital, Dundonald, and his career in the health service later took him to North and West Belfast and to Lisburn.

In 1981 at the age of 31, he became Chief Administrative Officer in the Western HSS Board, the youngest person in the UK to be appointed to such a post. In 1985, following the implementation of the Griffiths Report, he was appointed as the Board's General Manager.

A series of fellowships led to health care study visits to the USA, Australia and New Zealand. In 1994 he headed a Northern Ireland project team that won a competitive tender to advise on the development of the health service system in Zimbabwe. Nearer home he helped to establish a North-South organisation of neighbouring health boards with the aim of mutual help, understanding and shared service development - CAWT.

In June 2002, at the invitation of the Office of the First Minister and Deputy First Minister, he became the chair of the Panel of Experts that was appointed to support the Review of Public Administration.

In 2003, Tom received an honorary doctorate from the University of Ulster. The award acknowledged his impressive track record of public service.

In 2004 he was elected by his fellow Ombudsmen in Europe to represent them as a Director of the European Region of the International Ombudsman Institute and a member of World Board that oversees the work worldwide of the Institute. He was also appointed to the Alumni Advisory Council of the Eisenhower Fellowships of Philadelphia to represent the island of Ireland in that forum.

In 2006 he accepted the honorary award by the University of Ulster of the status and title of Visiting Professor of Leadership attached to the Faculty of Business and Management School of Accounting. He was also elected as the Vice-President of the World Board of the International Ombudsman Institute.

In January 2008, Tom was awarded the CBE by Her Majesty the Queen in her New Year's Honours List in recognition of his contribution to public service in Northern Ireland.

Tom has a keen interest in public and current affairs and in outdoor activities generally but especially rugby and Gaelic football, both of which he has played in the past. He lives in Derry, is married to Marie and has three children.

Appendix 2



Professor Jonathan Tritter is Special Advisor to the NHS Centre for Involvement and Research Professor in Patient and Public Involvement

He founded the NHS Centre for Involvement and successfully led its initial establishment. He now leads the international and national support and development work of the Centre and the enlargement of an evidence base on the impact of patient and public involvement.

After completing degrees at the University of Chicago and a doctorate at Oxford University, he spent three years as a postdoctoral research fellow at the Social Sciences Research Centre at South Bank University before joining the University of Warwick in 1995.

The author of more than 50 publications, his main research interests relate to public participation and lay experience in health and policy making particularly in relation to cancer, mental health and environmental policy.

He is a Docent at the Department of Sociology, University of Helsinki, Visiting Senior Research Fellow at the Finnish National Research and Development Centre for Welfare and Health, and Visiting Professor at the Finnish Environment Institute, Research Policy Program.

As Associate Director of the University of Warwick, Institute of Health, he co-ordinates the User/University Teaching and Research Action Partnership in Health and Social Care which supports user involvement in research and teaching across the university.