

Paper 10c - DT1

Public Partnership Forum (PPF) Development Tool



Name of Public Partnership Forum: East Ayrshire

Date of completion of tool: August 2011

Please briefly outline who was involved in completing the tool: Joy Rollie, Iain Smith, Gerry and Olive Cassidy, Mary Ballantyne, Yvonne Templeton, Jessie Owens, Kenny Milne (Public Participation Officer, NHS Ayrshire and Arran), Tommy Burns (East Ayrshire Council)

Comments from Kenny Milne (Public Participation Officer, NHS Ayrshire and Arran)

Answering the questions in the Development Tool may help Public Partnership Forums to think about how they can demonstrate progress against each criteria. If Public Partnership Forums consider that they need to do more work to make progress under any of the criteria, then they can think about the timing of any action that needs to be taken to improve their effectiveness.

Paper 10c - DT1

Criteria	Prompt	Description
<p>1. Does the structure of our Public Partnership Forum represent an effective local network?</p> <p>For example:</p> <ul style="list-style-type: none"> - the structure of the Public Partnership Forum has been developed in partnership with local people - includes people and groups already involved in health and social care - includes people and groups not traditionally involved in health and social care (for example, from seldom heard groups) - there are ways to share information around the Public Partnership Forum so that everyone knows what is happening - Public Partnership Forum representatives are able to represent the views of the whole Public Partnership Forum at Community Health Partnership committee 	<p>We have progressed with.....</p>	<p>PPF Members who attended the focus groups feel:</p> <ul style="list-style-type: none"> • The flow of information from the PPF to Community Councils and other groups works well as members are able to feed information to their communities and groups, as well as bringing information from the groups to the PPF • The speakers who visit the group are good and informative and members can raise questions to the right people, at the time of the meeting • The group who attended the focus groups felt the PPF were well representative of the Community areas • The group who attended the focus groups, pass on information to elderly forums, carers forums, young peoples forums, community councils, disabled groups etc <p><i>The PPF publish their PPF News bulletin to share what the PPF are doing, what various speakers have said at Core Group meetings and to inform the wider network and members of public who have not joined the PPF in East Ayrshire, how they can contribute, share their views and take up involvement opportunities through the CHP and NHS Ayrshire and Arran Health Board</i></p> <p><i>People who join East Ayrshire PPF indicate their specific health interest and relevant information and involvement opportunities are sent to them. They are also made aware that we wish to hear from them should they wish to inform us of gaps in service</i></p> <p><i>Structures are in place to allow core group discussion on items raised by members of the public and the wider PPF membership and if required the PPF core group representatives take these items for discussion at the CHP Forum. This is a two way process that allows information to travel from the PPF to the CHP Forum and from the CHP Forum to the PPF</i></p>

Paper 10c - DT1

	<p>We need to do more to.....</p>	<p>PPF Members who attended the focus groups were unsure of what other groups in their area received information and felt they could interact more with younger people</p> <p><i>Encourage new people/groups to become involved</i></p>
	<p>We know this because</p>	<ul style="list-style-type: none"> • The group felt it would be useful to have a way of knowing who the groups are that are engaged with through the PPF and its wider network • There are no young people on the core group <p><i>A number of people tell us that they do not recognize a need to be involved with the PPF for a variety of reason i.e. they are not using health services currently, they do not want to receive regular information as they fear they will receive too many items</i></p>
	<p>We plan to take the following action</p>	<p>Find where the gaps are in our membership and address the gaps by:</p> <ul style="list-style-type: none"> • PPO will share the list of groups who are on the wider PPF network list • Core group members will share the list with their own groups to identify gaps and perhaps approach other groups who could join the PPF network • To build knowledge and confidence in this area, core group members can talk to the PPO/have training, prior to talking to potential members • Use the East Ayrshire Councils distribution network to promote the PPF <p><i>Core group to hold a Core group meeting once per year in one of the young people's drop in centres i.e. yipworld.com</i></p>

Paper 10c - DT1

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<p>2. Does our Public Partnership Forum make it easy for everyone to be involved in ways that suit them?</p> <p>For example, the Community Health Partnership has:</p> <ul style="list-style-type: none"> - communicated about the formation of the Public Partnership Forum in ways that suit different people and groups - asked people and groups about the best ways to include them in Public Partnership Forum activities - planned activities around feedback from people and groups about the best ways to involve them - has effectively communicated its activities to the Public Partnership Forum? 	<p>We have progressed with.....</p>	<ul style="list-style-type: none"> • PPF Members who attended the focus groups feel members can be as involved at whatever level suits them • Everyone who wants to be involved can be, but people have to be interested to want to be involved • Surgeries are a good way of making it easier for people to get involved (<i>by offering information and all of the opportunities to all of our communities in East Ayrshire</i>) • PPF does make it easy to be involved but it does take some commitment from the individual as well
	<p>We need to do more to.....</p>	
	<p>We know this because</p>	<p>PPF Core group members attending events etc always feedback to the group</p> <p><i>Core group members who staff the PPF surgeries feedback to the core group</i></p>
<p>We plan to take the following action</p>	<p>We will continue to make it easy for members to be as involved as they choose by:</p> <ul style="list-style-type: none"> • Core group members will take PPF registration forms with them to other groups and events and ascertain how they wish to be involved <p><i>Offer information to encourage people to be more involved</i></p>	

Paper 10c - DT1

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<p>3. Does our Community Health Partnership understand local communities and their health and social care needs?</p> <p>For example, the Public Partnership Forum is aware of how the Community Health Partnership finds out about:</p> <ul style="list-style-type: none"> - geographic and demographic profiles - known health and social care challenges - the views of people and groups and their needs 	<p>We have progressed with.....</p>	<p>PPF Members who attended the focus groups feel able to ask questions and they do usually get answered, although sometimes it can take a while to get back to you with answers</p>
	<p>We need to do more to.....</p>	<ul style="list-style-type: none"> • PPF Members who attended the focus groups feel like it's the CHP Committee that makes all the decisions • Have to question if its worth having the forum as there is little influence • Don't think they take note of social needs • Would like more involvement at Committee level
	<p>We know this because</p>	<p>Members sit on the forum</p>
	<p>We plan to take the following action</p>	<p>Work closer with the CHP in helping them to understand the communities needs by:</p> <ul style="list-style-type: none"> • PPF core group to inform the CHP that they would like to be involved in deciding the 'model' for how the CHP engages with the communities eg. New Farm Loch - PPF could 'lead role' on this kind of work (community>CHP>PPF) • Use the Case for Change method • Work with the CHP to strengthen PPF's reps position on the CHP Forum - Clarify CHP procedures/processes - Take into account the time constraints of volunteer reps, compared to paid staff

Paper 10c - DT1

		<ul style="list-style-type: none"> Request papers could be shared by the OLG's, with the PPFs as early as possible, which should show the where public have been involved in reaching proposals
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Criteria	Prompt	Description
<p>4. Does our Community Health Partnership make decisions that are based on evidence of people's views? For example:</p> <ul style="list-style-type: none"> - the Public Partnership Forum gathers the views of the wider community on issues which affect the work of the Community Health Partnership - Public Partnership Forum's views are used to inform decisions about Community Health Partnership activities - the Public Partnership Forum has made a difference on the work of the Community Health Partnership and this has been fed back to people. 	We have progressed with.....	<p>PPF Members who attended the focus groups feel decisions are made before it reaches the PPF members and that they are just there to ratify decisions which have already been made</p> <p><i>PPF have taken a number of issues to the CHP Forum and satisfactory answers/changes were made as a result i.e. Continence Service</i></p>
	We need to do more to.....	The wish is to be more involved from the start of the decision making process
	We know this because	Members sit on the CHP Forum

Paper 10c - DT1

<p>- the Public Partnership Forum has been able to raise its own issues on the Community Health Partnership agenda</p>	<p>We plan to take the following action</p>	<p>Request the CHP to explain how and why they got to a decision and if PPF members could be involved earlier in the process by:</p> <ul style="list-style-type: none"> • Requesting to be more involved or 'kept in the loop' earlier with the OLGs <p>- Dissemination of the information from these OLGs to the PPF should be more frequent and earlier</p> <p>- If information is of large quantity, a nominated core group member will summarise for members who don't have internet access</p> <p>-PPF members do have access to a laptop which can be used on NHS premise which could be used for this</p> <p><i>PPF will be involved in the current New Farm Loch service suggestion</i></p>
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Criteria	Prompt	Description
<p>5. Does our Community Health Partnership develop the knowledge and skills of Public Partnership Forum participants?</p> <p>For example:</p> <p>- the Community Health Partnership has established the interests, skills and knowledge of Public Partnership Forum members</p> <p>- signposted people to relevant information and development opportunities</p>	<p>We have progressed with.....</p>	<p>PPF Members are offered appropriate training, depending on duties they carry out on behalf of the group</p>
	<p>We need to do more to.....</p>	<p>CHP could ask members what their knowledge and skills are and involve them in projects appropriate to their skills</p>
	<p>We know this because</p>	<p>Some members have had training</p>

Paper 10c - DT1

<p>- monitored the development of knowledge and skills to ensure that people and groups can contribute their views in relevant ways</p> <p>- Public Partnership Forum representatives on the Community Health Partnership contribute as equal partners</p>	<p>We plan to take the following action</p>	<p>Continue the uptake of appropriate training that is offered</p> <p>Work with the CHP to collate the knowledge, skills and interests of members by:</p> <ul style="list-style-type: none"> • The PPO will circulate available training guide to the group on a yearly basis • The PPO to conduct a skills audit of members
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Criteria	Prompt	Description
<p>6. Are good planning mechanisms and clear lines of accountability established?</p> <p>For example:</p> <p>- The Public Partnership Forum has developed a work plan</p> <p>- The Working Agreement / Code of Conduct makes lines of accountability between Public Partnership Forum reps and the wider membership clear</p>	<p>We have progressed with.....</p>	<p>PPF Members who attended the focus groups know the lines of responsibility</p>
	<p>We need to do more to.....</p>	<p>Would like to have more understanding of how budgets work</p> <p>Information shared with the PPF can be selective</p>
	<p>We know this because</p>	<p>Working agreement</p> <p>Members share information with other groups and feedback gathered if required</p>

Paper 10c - DT1

<p>- The Public Partnership Forum has clear information on budgets and how these work.</p>	<p>We plan to take the following action</p>	<p>When decisions are being made, request budget information by:</p> <ul style="list-style-type: none">• Inviting the CHP to come to the Core Group to talk about how finances work, where different avenues of fundings come from etc and impact on projects <p>- The CHP/PPO could produce a table-top 'Budget Structure' diagram/paper to show how funding is broken down</p>
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Paper 10c - DT1

Please list priority actions to improve the Public Partnership Forum in the next year in the space below (ideally there should be around 3 of these):

East Ayrshire PPF

Development	Action Required	Progress	Lead and Support	Deadline
<p>1. Find where the gaps are in our membership and address the gaps</p>	<ul style="list-style-type: none"> • PPO will share the list of groups who are on the wider PPF network list • Core group members will share the list with their own groups to identify gaps and perhaps approach other groups who could join the PPF network • To build knowledge and confidence in this area, core group members can talk to the PPO/have training, prior to talking to potential members • Use the East Ayrshire Councils distribution network to promote the PPF 			
<p>2. Continue to make it easy for members to be as</p>	<ul style="list-style-type: none"> • Core group members will take PPF registration forms with them to other groups 			

Paper 10c - DT1

involved as they chose	and events and ascertain how they wish to be involved			
3. Work closer with the CHP in helping them to understand the communities needs	<ul style="list-style-type: none"> • PPF core group to inform the CHP that they would like to be involved in deciding the 'model' for how the CHP engages with the communities eg. New Farm Loch <ul style="list-style-type: none"> - PPF could have a 'lead role' on this work eg event hosted in partnership with the Scottish Health Council - Work with the CHP in the Audit Scotland Review • Use the Case for Change method • PPF core group to assist with work being carried out through the LA /CHP on Alcohol and Drugs • PPF Core group to be involved with the work being carried out in Reshaping Care for Older People • PPF core group to offer assistance with the CHP 			

Paper 10c - DT1

	<p>working with younger people</p> <ul style="list-style-type: none"> • Work with the CHP to strengthen PPF's reps position on the CHP Forum - Clarify CHP procedures/processes - Take into account the time constraints of volunteer reps, compared to paid staff 			
<p>4. Request the CHP to explain how and why they got to a decision and if PPF members could be involved earlier in the process</p>	<ul style="list-style-type: none"> • Requesting to be more involved or 'kept in the loop' earlier with the OLGs - Dissemination of the information from these OLGs to the PPF should be more frequent and earlier - If information is of large quantity, a nominated core group member will summarise for members who don't have internet access - PPF members do have access to a laptop which can be used on NHS premise which could be used for this 			
<p>5. Continue the uptake of appropriate training that is offered</p>	<ul style="list-style-type: none"> • The PPO will circulate available training guide to the group on a yearly basis • The PPO to conduct a skills 			

Paper 10c - DT1

Work with the CHP to collate the knowledge, skills and interests of members	audit of members			
6. Request budget information when decisions are being made	<ul style="list-style-type: none">• Invite the CHP to come to the Core Group to talk about how finances work, where different avenues of fundings come from etc and impact on projects <p>- The CHP/PPO could produce a table-top 'Budget Structure' diagram/paper to show how funding is broken down</p>			