

# Performance and monitoring for impact: what do we need to know?

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PIER - Measuring the impact of patient and public involvement in research: where are we?

11 June 2019

# Background

## PHA responsibility:

- Ensuring that HSC Trusts meet their PPI statutory and policy responsibilities.
- The PHA will in turn provide assurances to the Department in this regard through established accountability arrangements

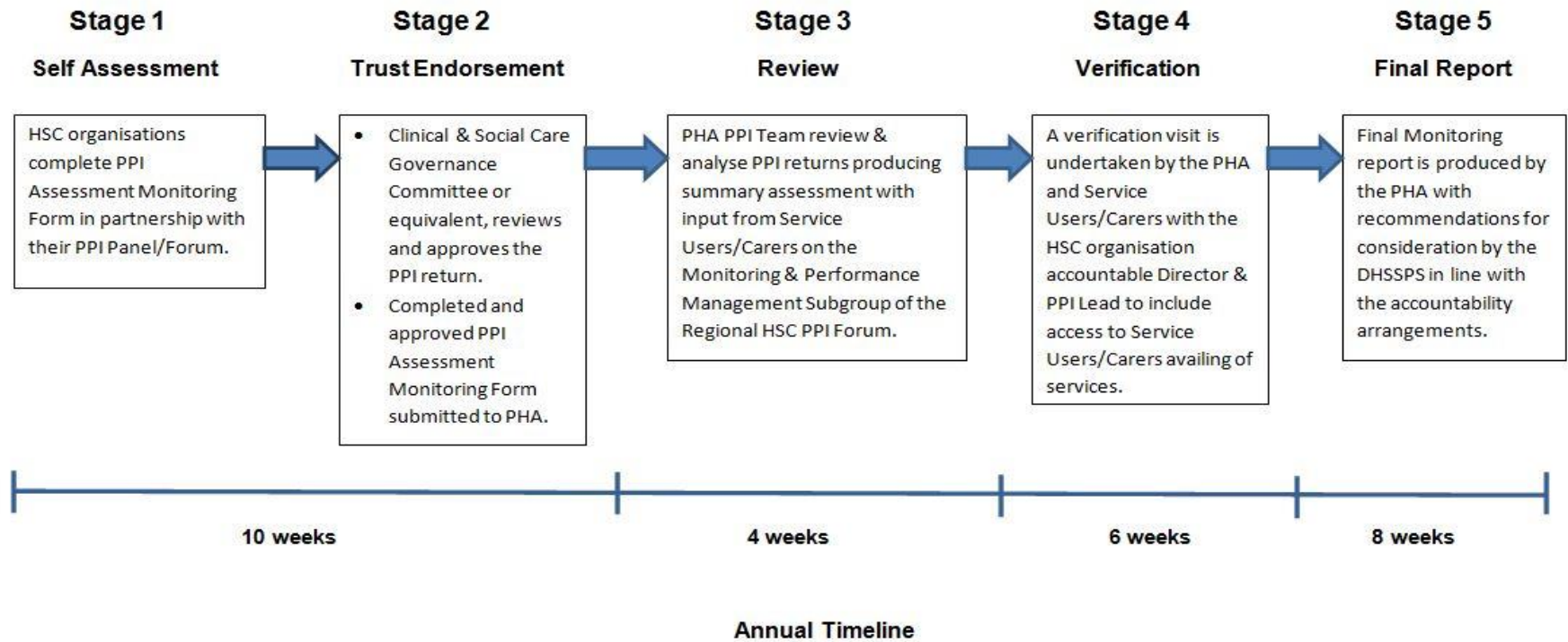
## Framework:

- Establish performance management arrangements.

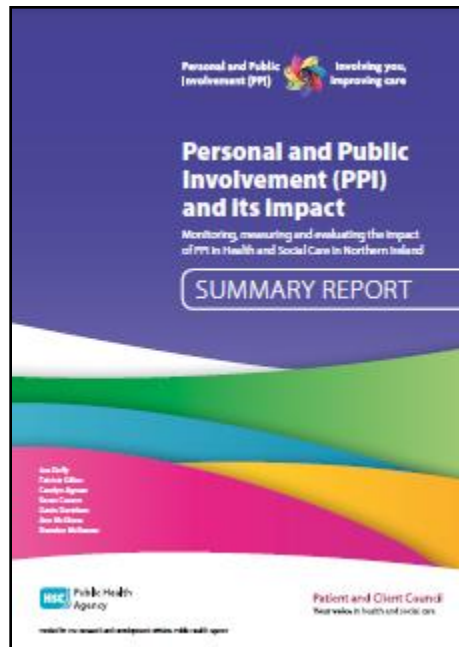


# Monitoring and performance framework

## PPI Monitoring Process with HSC Organisations



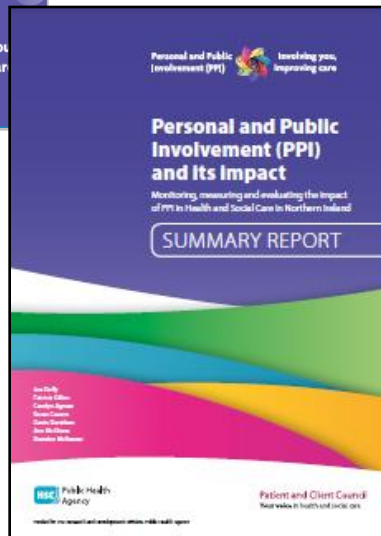
# Personal and Public Involvement and its impact



Structured evaluation must be built into PPI as a way to measure its effectiveness



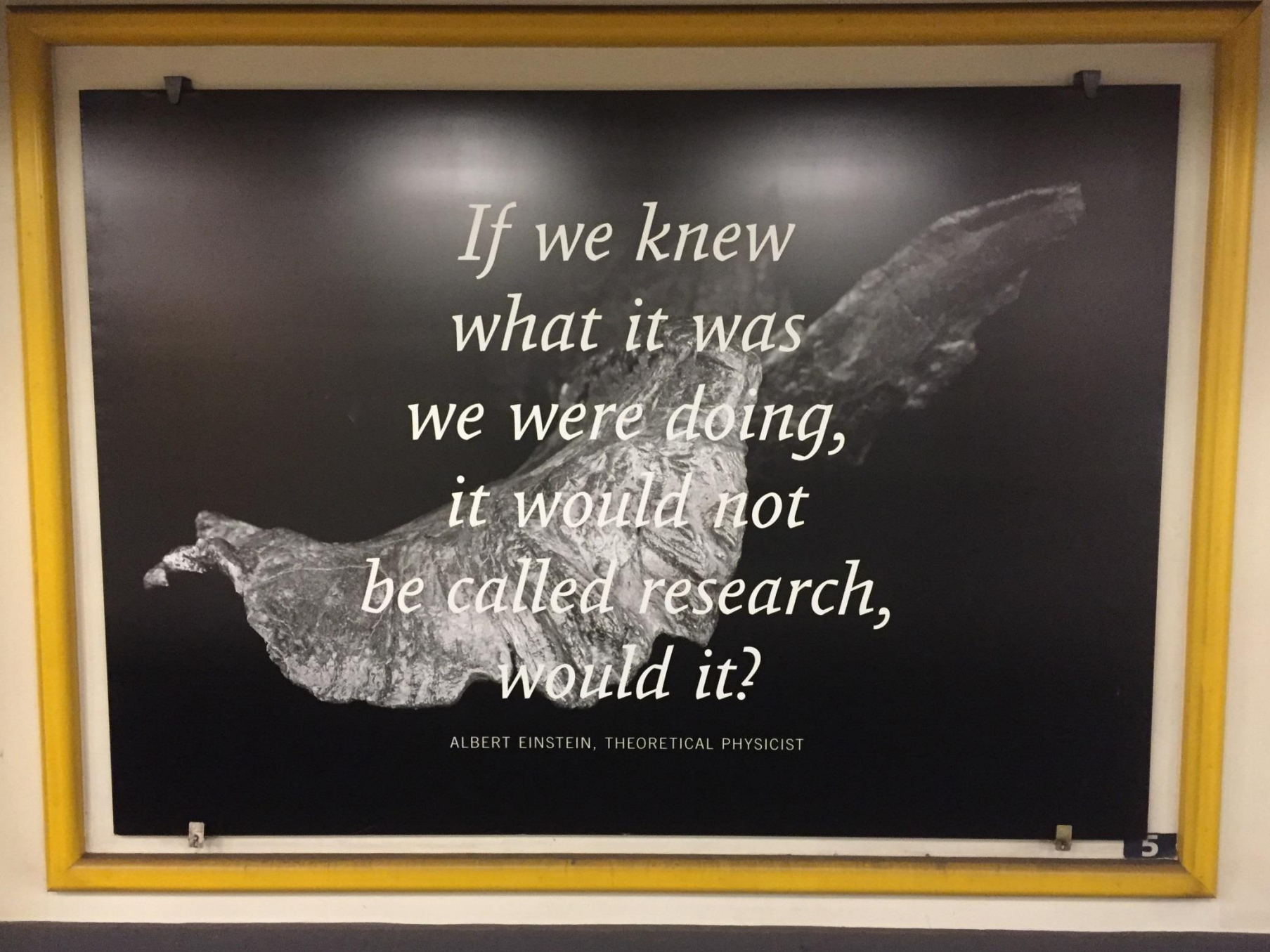
# What is the impact of involvement?



Is anybody better off?

How will we know?

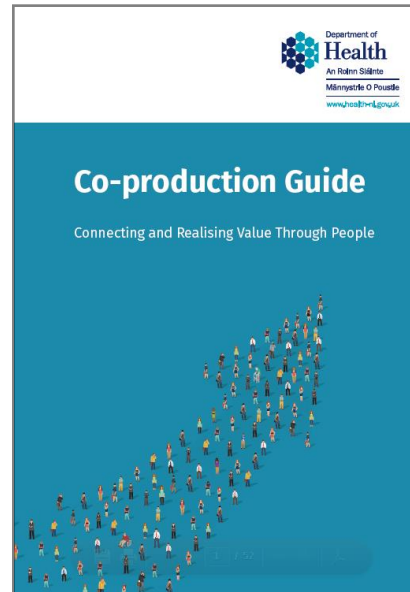
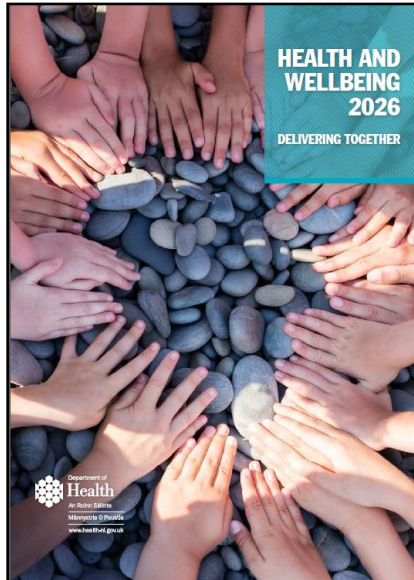




*If we knew  
what it was  
we were doing,  
it would not  
be called research,  
would it?*

ALBERT EINSTEIN, THEORETICAL PHYSICIST

# Delivering Together



‘Everyone who **uses and delivers** our health and social care services must be treated with respect, listened to and supported to work as real partners within the HSC system..’

# Co-production Guide

- Valuing people
- Building representative people networks
- Building people's capacity
- Reciprocal recognition
- Cross boundary working
- Enabling and facilitating





# What do we need to measure?

Indicators ie how much have we done

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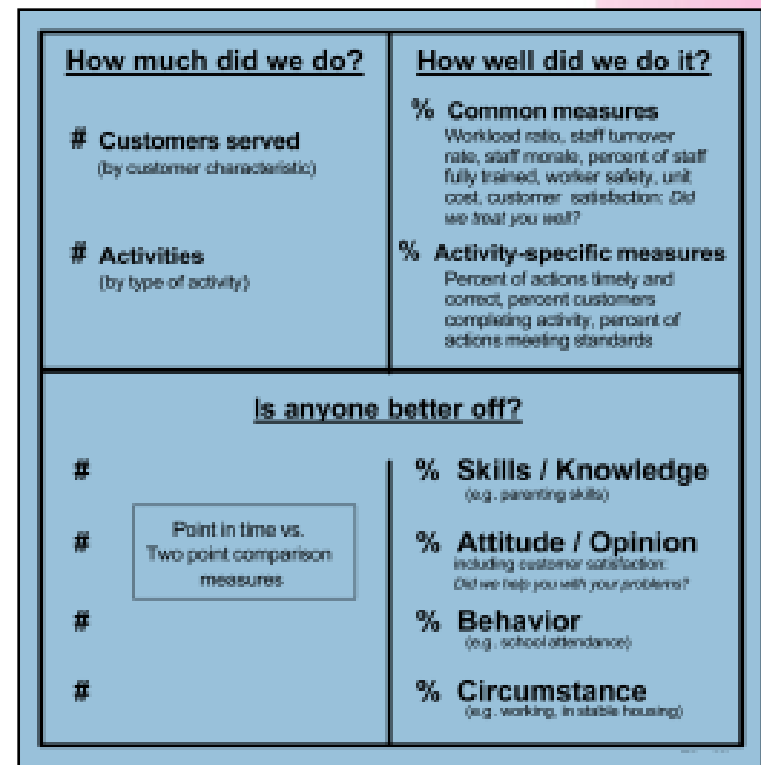
Performance measurements:

- How much did we do?
- How well did we do it?
- Is anyone better off?



# Delivering Together to make a difference

- Investment in capacity building for both HSC and service users and carers
- Opportunity to look at performance measures to determine 'Is anyone better off'



# Developing an outcomes based framework – Moving forward

- Regional HSC PPI Forum – co-produce a framework
- Undertake research to develop the framework utilising good practice

## Test:

- Regional level – Delivering Together project
- Project level – Department of Health, Hyponatraemia Implementation Programme
- Individual level – what difference has getting involved made?

# Further information

- Further information on Involvement – Engage, <http://engage.hscni.net>



The screenshot shows the homepage of the Engage website. At the top left is the Engage logo, a colorful swirl of people, with the text "Engage" and "A central resource for Involvement in Health and Social Care". To the right is a search bar. Below the logo is a navigation menu with links: Home, About us, What is PPI?, Involving you, Learning opportunities, and Contact us. The main content area is divided into several sections. On the left, there is a "Welcome to Engage" section with an illustration of diverse people. Next to it is a "How to undertake Personal and Public Involvement (PPI)" section with an illustration of books and a clock. On the right, there is a "Recently updated" section with a list of updates: "Engage & Involve training resources", "For staff", "Guides", "Future planning for older people caring for adult dependents with a learning disability", and "Homepage". Below these are three smaller sections: "Involvement in practice" (Case studies showing best practice), "Get involved" (Check out what you need to know to get involved in Health and Social Care), and "Learning opportunities" (Online and face-to-face programmes available). At the bottom, there is a footer with the HSC logo and "Health and Social Care", and a copyright notice: "Copyright © 2018 Personal & Public Involvement (PPI)".





# Contact details

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