

Involving People 2018-19

How to *Really* Involve Service Users

New Programme Starts in June 2018

It Just Makes Sense

In today's world, can you seriously imagine any successful organisation, in any sector, not having the voice of its clients or service users at the heart of its planning? It just makes sense to do it that way.

Service Users are the people who are most directly affected by how our health service is delivered. In recognition of this, they are entitled to have a say in



how health and social care services are designed, planned, commissioned and delivered.

The challenge is to take the principle of service user involvement and apply it in practical ways across all our areas of work. This programme will help participants to do this.

'No Decision
About Me,
Without Me'

How Can the Programme Help You as a Manager?

The Involving People (IP) Programme workshops will cover:

- How you can become a better leader, capable of leading change in your area of work
- How to engage and involve service users in the process of service planning
- What co-production really means and how to co-produce plans for service delivery
- Making a meaningful link between involving people and achieving quality improvement
- Making Personal and Public Involvement (PPI) work for those with administrative and back-office roles. Remember, those who do not directly interface with service users can help those who do.



Making the Link to PPI

You will hear more and more about Personal and Public involvement (PPI) and Co-production. These are umbrella terms used to encourage engagement and active service user and carer participation in the planning, promotion and improvement of health and social care service delivery.

Walk Away with a PPI or Co-Production Plan

We will guide you through a set of practical learning exercises, use examples and share ideas to give you the means to build meaningful service user involvement into your service plans. You will walk away with a PPI Personal Action Plan.

Take the Initiative

This is about positive change. It is within your gift to initiate change but it takes courage and a willingness to challenge the status quo if anything is to change.

We'll explain how you can become a leader and a change agent. It starts with you and in that sense, it's all about you!

Who Are You?

You will be a manager or team leader currently employed in the Health and Social Care family. Wherever your future lies, in whatever role you play as a health and social care manager, you will be expected to involve service users. This is not going to go away – it's a key skill required of a modern HSC leader-manager.

Programme Dates

The IP Programme starts in June 2018 and runs through to March 2019. It is **fully funded** by the HSCB and is **accredited** with an ILM Level 5 Award in Leadership. A full schedule of dates will be announced in due course.

Interested?

We will open the programme for application in April 2018. In the meantime, please feel free to contact Jacqueline Magee, Health and Social Care Board, for further information.

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About the IP Programme

- **Understand the Fundamentals** – Join up the dots. See where Personal and Public Involvement (PPI) fits and pick up practical ideas to get service users involved in your area of work.
- **Be a Change Agent** – find the courage to lead and influence change and build the relationships you need to make it happen.
- **Start with Yourself** – develop a personal action plan to lead and manage a process of service user involvement and quality improvement.
- Walk away with an ILM Level 5 Award in Leadership.

