



PPI is the term used to describe the active and meaningful involvement of service users, carers, their advocates and the public in the planning, commissioning, delivery and evaluation of Health and Social Care (HSC) services, in ways that are relevant to them.

The Engage website <https://engage.hscni.net> provides resources and guidance on Personal and Public Involvement in Health and Social Care in Northern Ireland.

Legal and strategic context

HSC organisations have a statutory duty to involve and consult service users and carers (directly or indirectly through their representatives), and the Patient Client Council (PCC) in:

1. The planning of the provision of care
2. The development and consideration of proposals for changes in the way that care is provided
3. Decisions to be made by the body who has the responsibility for the provision of that care
4. The efficacy of that care

In 2018 the HSC was further directed to move towards a co-productive approach (where appropriate) under the direction set out in the Co-Production Guide.

Benefits of involvement, co-production and partnership working

Working collaboratively with service users, carers, their advocates and the public has demonstrated the following benefits:

- Improved quality and safety of services;
- Tailored services that better meet individual needs;
- Efficient use of service users and care expertise and knowledge;
- Better informed commissioning and priority setting
- Fewer complaints;
- Increased ownership and compliance with agreed treatment plans.

PHA's role in PPI and co-production

The PHA has a leadership role in the oversight of the implementation of PPI policy and works to advance the move towards the adoption of Co-Production. It drives this forward through:

- Encouraging collaboration and sharing of best practice;
- Through the commissioning and/or delivery of training;
- Provision of professional involvement advice and guidance, and
- Undertaking of monitoring on the provision of assurances to the Department of Health in regards to HSC compliance with their policy and statutory obligation in this field.

Resources and contact information

The PHA has centralised resources, guidance and information on PPI, co-production and partnership working on the [Engage website](#).

Key contacts

- Michelle Tennyson, Assistant Director for AHP, PPI & PCE, holds AD responsibility for PPI.
- Martin Quinn, Regional PPI Lead, provides professional leadership in PPI throughout the HSC.

If you have any questions, please contact ppi.secretary@hscni.net.

[Print](#)