



Patient and Client Council
5th Floor, 12 -22 Linenhall Street
Belfast
BT2 8BS

21st April 2026

By Email

[REDACTED]

Ref: FOI 2774

Dear [REDACTED]

I am writing to you in response to your Freedom of Information request received by the Patient and Client Council (PCC) on 13th March 2026 in which you requested information relating to the below:

Firstly, please accept my apologies for the delay in providing a response.

Please find the response below and attached.

1- I would like a copy of all the minutes of the Bamford Steering Group meetings.

PCC were not involved in the Bamford Steering Group, regardless of our involvement or not this Steering Group was facilitated by the DoH and they would hold these records. PCC were involved in a Bamford Monitoring Group in 2015 but this is separate to the Bamford Steering Group. (See attached).

2- Detail all work your organisation has done to support adults with a learning disability resettled from Muckamore Abbey Hospital who have experienced neglect in their social care provision?

PCC have not been directly involved in the resettlement of individuals from Muckamore Abbey Hospital. PCC are represented on the Mews Domiciliary Care Agency Group and all of these minutes are public and held by the DoH.

3- What actions have you taken or what discussions have you had in relation to the RQIA enforcement action (2025) at The Mews Domiciliary Care Agency? This is a service for patients resettled from Muckamore.

PCC have had no conversations with RQIA in relation to this service nor took any actions.

I hope that the information provided assists you. If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible or in any case within two months of the date of issue of this letter, as the PCC, along with all other public authorities are not obliged to accept internal review requests after this period has lapsed.

In the event that you require a review to be undertaken, you can do so by writing to The Business Services Organisation (BSO), which provides an Information Governance service on our behalf:

Post: Information Governance Manager,
2 Franklin Street,
Belfast,
BT2 8DQ

Email: foi.bso@hscni.net

If, following an internal review, carried out by an independent decision-making panel, you remain dissatisfied in any way with the handling of the request, you may make a complaint to the Information Commissioner's Office and ask that they investigate whether the PCC has complied with the terms of the Freedom of Information Act

You can contact Information Commissioner at:

The Information Commissioner's Office – Northern Ireland
10th Floor
Causeway Tower
9 James Street South
Belfast
BT2 8DN

Telephone: 0303 123 1114

Email: ni@ico.org.uk

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However the Commissioner has the option to investigate the matter at his discretion.

Yours Sincerely,



Fionnuala Murphy
Business and Governance Manager
Patient and Client Council