

Minutes of 107th Council meeting of the Patient and Client Council held on 27th May 2025 at 10am on Microsoft Teams at 10am

Attendees:

Mr Alan Hanna
Mr Tom Irvine
Cllr Paula Bradley
Dr Julie Aiken
Ms Briega Arthurs
Ms Rhoda Walker
Mr Stephen Mathews
Ms Emma O'Neill
Mr Tom Sullivan
Mr Gary McMichael
Cllr Cadogan Enright
Mr Paddy Farry
Mrs Ruth Sutherland (PCC Chair)
Ms Meadhbha Monaghan (PCC CEO)
Ms Una McKernan (PCC Head of Operations)
Ms Katherine McElroy (PCC Principle Practitioner)
Mr Peter Hutchinson (PCC Senior Policy Impact and Influence Manager)
Ms Lauren Toner (PCC Executive Assistant)
Mr Martin Quinn (PHA, Observer)

Apologies: Ms R Sutherland, Mr T Sullivan, Mr M Quinn (PHA Observer)

1. INTRODUCTION

A Hanna Chaired meeting and welcomed all Council members. A Hanna advised he is Chairing in R Sutherland's absence.

2. CONFLICTS OF INTEREST

No conflict of interest reported.

3. MINUTES OF THE LAST MEETING AND MATTERS ARISING

All attendees reviewed minutes of previous meeting and approved.

4. DECLARATIONS OF INTEREST

None to report

5. CHAIRS UPDATE

R Sutherland shared her apologies for meeting on 27th May. M Monaghan updated Council in regards to recruitment for new Council members as discussed in meeting on 25th February.

6. CEO UPDATE

M Monaghan discussed paper shared ahead of meeting with Council and highlighted areas of work for PCC since meeting in February 2025. M Monaghan discussed work undertaken by her and Chair. M Monaghan shared that this update has highlighted the work by PCC and their input across the HSC system. M Monaghan discussed the submission of Annual Report and breakeven position for PCC. M Monaghan discussed work undertaken by her and Chair in regards to strategic approach to public engagement. M Monaghan updated Council that whilst work regarding CNO-led strategic approach to public engagement has been paused, discussion has progressed with NICON and the Perm Sec's sub-group with briefing developed by PCC for Perm Sec. M Monaghan updated Council on 'Big Discussion' workshops with CMO/CNO regarding winter pressures within the Health Service and PCC's design of conversation with the public. M Monaghan discussed the next steps that both she and P Hutchinson are currently working on – demonstrates the growth in awareness of PCC and participation work of PCC. M Monaghan discussed the move of offices from PCC and thanked U McKernan for all of her work in achieving this. PCC staff highlighted the use of a room on ground floor level and all commended the accessibility for this resource for the public. M Monaghan advised Council of new location and the connections PCC have been able to make with SPPG and discussed the positive impact on the ability to build awareness of PCC as an organisation. M Monaghan updated Council in regards to Covid inquiry statement for Module 6 and submission of statement. M Monaghan stated that she will keep Council abreast of any changes and will share statement with Council when published. Chair thanked M Monaghan for update. All commended U McKernan on securing office space for PCC. Chair commended PCC on joint event in March 2025

and SAI consultation event which reflected the strong voices of individuals and carers. Council supported the comments made by Chair.. Council acknowledged the briefings from PCC ahead of events and the input regarding strategic approach to all documents. M Monaghan thanked Council members for support in these events and participation.

M Monaghan discussed letter to CNO and Interim Permanent Secretary from her and Chair seeking support regarding the work of PCC.

7. Connection to Purpose

P Hutchinson presented an update to Council on PCC Raising Awareness Campaign and initial Lucid Talks survey analysis. Chair thanked P Hutchinson for presentation and opened the floor for feedback from Council members. Council members commended P Hutchinson for work to date and stated that presentation demonstrated the input from PCC across the HSC system and approach to engagement. Council asked for clarity around Asset register and what this means in regards to PCC. P Hutchinson outlined the role of an Asset and developing relationships. M Monaghan highlighted that this will be discussed at our Agency Day with staff on 3rd June and work to be done on asset register – to create a ‘network of network’ systematic approach for PCC. Council thanked both for clarifying. Council discussed the increase in awareness of PCC despite a lack of marketing budget. Council commended PCC as a small organisation and how the awareness of PCC has risen compared to other years, despite small budget. Chair discussed seeking ways to review comparators. M Monaghan discussed the ICS project ongoing regarding quantifying work of PCC and other organisations in comparison to what they are providing. M Monaghan shared that this report will help boost evidence-base for work of PCC. Council discussed contacts/networks to consider. P Hutchinson thanked all for input. Chair asked for comments from Policy Sub-Group.

8. OPERATIONS – IMPACT AND INFLUENCE

P Hutchinson discussed with Council Impact and Influence work of PCC since February 2025. P Hutchinson shared with Council the ongoing developments and opportunities for PCC since meeting in February 2025. P Hutchinson highlighted the

ongoing input of PCC into the wider HSC system. P Hutchinson outlined and discussed consultation work in 24/25 with involvement from PCC with K McElroy sharing how PCC are seeking to build an ongoing relationship with those attending consultations or events. M Monaghan discussed best methods and engagement with the Public. Chair thanked P Hutchinson for overview of work and advised it may be of benefit to include update from Policy Sub Group as part of PCC Council agenda.

Action – R Sutherland to consider Policy Sub-Group update to be added to agenda.

9. Business Support and Governance

Finance

U McKernan updated Council in regards to Finance. Annual Report and Accounts have been submitted and audit by Cavanagh Kelly is currently underway. Final Accounts approval to be submitted at short Council meeting on 9th July. Year end position is a break-even of circa £10k surplus which is very positive. Council didn't raise any questions in regards to Finance.

10. Risk

U McKernan discussed Risk Summary management paper shared with Council ahead of meeting. U McKernan discussed the areas of risk for PCC and updated Council on risk management. U McKernan updated Council regarding Estates and accommodation for PCC and the context for BSO as a whole. U McKernan highlighted that our current accommodation in Linenhall Street is for one year, with the hope to stay within this vicinity on a more permanent basis. U McKernan indicated intention to produce an Estates plan for Business Committee in July. U McKernan discussed inquiry related funding and the intention to recruit for an inquiry related post focused on policy. U McKernan discussed risk and pressures associated with staff sickness and absence within the Leadership Team and the temporary Service Manager appointed. Council asked how changes in Estate and reduction of accommodation affects PCC Budget. U McKernan advised that the decision for PCC not to renew lease in Lurgan and the move to Linenhall Street would have a cost saving. Council discussed risk related to Cyber Security and relationship with ITS. Council raised the need to seek= assurance from BSO regarding Cyber Security. ARAC Chair reflected that these issues were discussed at meeting held on 20th May and raised with Internal Audit regarding delegation of authority and responsibility. Responsibility was confirmed as sitting with PCC, supported by BSO. Council approved Risk Management Summary paper

11. ARAC

P Farry updated all members in relation to ARAC meeting that took place on 20th May 2025. P Farry discussed the level of work the Senior Team in PCC are completing and governance commitments for the Team. P Hanna highlighted the compliments received from L Mitchell in regards to PCC's Internal Audit report and work ongoing by PCC. P Farry discussed the ARAC Self-Assessment with the intention to complete ahead of July meeting. P Farry advised papers were approved at ARAC and asked Council to consider and approve papers shared ahead of meeting. Council approved ARAC Terms of Reference, Corporate Risk Register and Assurance Framework 25/26. Council approved draft Governance Statement Council approved Draft Annual Report and Accounts 24/25 with final review and approval to take place on 9th July 2025.

12. BUSINESS COMMITTEE

A Hanna updated all members in relation to Business Committee meeting that took place on 29th April 2025. A Hanna discussed the Service Improvement Tracker as a working document and for all to consider. A Hanna advised papers were approved at Business Committee and asked Council to consider and approve papers shared ahead of meeting. Council approved PCC Equality Diversity Inclusion Policy, Business Continuity Plan and Service Improvement Tracker

13. AOB

No further business discussed.

14. Next meeting

A Hanna thanked all for attending. Short Council meeting to approve Annual Report and Accounts will take place on Wednesday 9th July 2025. Next Council meeting will take place on Tuesday 29th July 2025.