



Operational Plan

April 2025-March 2026

Approved 28 January 2025

**Your Voice,
Our Journey**

www.pcc-ni.net

Strategic Goal 1 PCC Connect

<p>Objective 1 To connect and support the public via the PCC freephone service, email service, membership scheme and Make Change Together involvement methodology.</p>	
<p>Activity</p>	<p>Output</p>
<p>Provide a freephone call answering service/email contact service to ensure a greater number of individuals can access immediate help.</p> <p>To provide an advice and information service to the public on all aspects of health and social care.</p> <p>Provide access to the public via the “Positive Passporting” Initiative to meet the needs of service users engaging with PCC who may require additional services that PCC may not provide.</p> <p>Champion a “Network of Networks” approach to facilitate connectivity and engagement across networks at a local and regional level.</p> <p>To provide access to the public for the PCC Membership scheme for those interested in regular updates on developments in health and social care.</p>	<p>Freephone service available five days per week 9am-4pm as well as email and other correspondence dealing with 4000 requests per year.</p> <p>Provide advice and information to 800 individuals.</p> <p>Engage with voluntary, community and other relevant organisations to ensure public access to additional services based on the needs of those contacting the PCC for support and responding to referrals from these organisations seeking support for individuals from the PCC.</p> <p>Provide access to other professionals who may have a specialist or expert role in supporting individual cases or engagement of the public.</p> <p>Distribute weekly eNewsletter to members and other updates as required. Target for new members of 200.</p>
<p>Key Measurements</p> <p>Number of calls, new cases established, information and advice provided and consistently recorded.</p> <p>Use of digital feedback form specific to role of PCC with a target of 18-20% completion.</p> <p>Number of referrals to and from organisations (positive passporting), requests for presentations on role of PCC.</p>	
<p>Expected Impact</p> <p>Enhanced profile of PCC with networks and organisations leading to positive outcomes for individuals and enhanced access to the right services (survey to be issued). Increase in number of members.</p>	

Strategic Goal 2 PCC Support

<p>Objective 2 To provide individual and group advocacy support to the public including support for early resolution of issues, formal complaints, Serious Adverse Incidents (SAI's).</p>	
<p>Activity</p>	<p>Output/Target</p>
<p>To provide an individual advocacy service to the public through formal and informal processes in relation to issues they have with health and social care including making a complaint and how to contact the right person.</p> <p>To provide greater access to the public in accessing PCC services through the delivery of the Community Outreach Initiative..</p> <p>To provide a group advocacy service which brings together individuals experiencing similar issues they have with health and social care.</p> <p>Provide support to individuals and family members regarding Serious Adverse Incidents including an understanding of the processes undertaken and enable involvement as required.</p>	<p>Provide an advocacy service for 600 cases which is consistent and recorded. Continue to seek early resolution through the advocacy service. Ongoing review and analysis of advocacy data and dashboard.</p> <p>Deliver 40 community support outreach events per quarter.</p> <p>As issues arise.</p> <p>Provide support for 25 new SAI's. Ongoing support for existing SAI's.</p>
<p>Key Measurements</p> <p>Number of people provided with advice and information and number of advocacy cases. Assessment of how the public are referred to the PCC. Statistics gathered via the Community Outreach Initiative and survey information. Number of new SAI's and number of people supported. Use of digital feedback form specific to role of PCC. Consistent recording of information and target completion of 18-20%. Assess PCC involvement in SAI's as a % of total numbers of SAI's reported across the region.</p>	
<p>Expected Impact/Outcome</p> <p>Early resolution of issues raised (% measured). Resolution of formal complaints. Impact measured via surveys of Community Outreach Initiative. Public awareness/confidence in the role of PCC (Population survey Feb 2024, August 2024, May 2025).</p>	

Strategic Goal 3 PCC Engage

<p>Objective 3 To provide the public with a range of opportunities to get involved and connected to representatives across Health and Social Care, the voluntary and community sectors and other appropriate bodies.</p>	
<p>Activity</p>	<p>Output</p>
<p>Continue to provide a forum for engagement on themed areas of work through the PCC Engagement Platforms.</p> <p>Identify and advise on the best methods and practices to engage the public about and involving them in matters relating to health and social care.</p> <p>Engage in a range of working groups to inform decision making and influence design, delivery and commissioning of services.</p> <p>Provide opportunities for the public to engage in other fora including HSC bodies, DOH, local government etc to inform decision making and ensure the public voice is taken into consideration.</p>	<p>Continue to support the engagement platforms by facilitating a minimum of one meeting per quarter under themed areas of work including: Mental Health; Learning Disability; Care of Older People; Adult Safeguarding; (subject to change based on demand) Publish report on the review of the Mental Health Engagement platform which will contribute to the review of and publication of PCC's engagement offer.</p> <p>Ongoing as issues arise and as requests are directly made linked to the engagement offering from the PCC.</p> <p>Consistent attendance at agreed groups and forums and strategically link participation to PCC strategic objectives.</p> <p>Promote opportunities via weekly eNewsletter. Assist in the recruitment of individuals and provide support as appropriate.</p>
<p>Key Measurements Number of engagement platforms, number of meetings, number of participants (Quarterly reports). Numbers of other opportunities for PCC and members of the public to engage (Quarterly reports).</p>	
<p>Expected Impact Increased opportunities to promote the involvement of the public, represent their interests and develop their skills. Review of Mental Health Engagement Platform.</p>	

Strategic Goal 4 PCC Impact

<p>Objective 4 To maximise the influence of PCC and demonstrate the impact of the work of PCC on an individual, collective and systems level and communicate this externally.</p>	
<p>Activity</p>	<p>Output</p>
<p>The PCC will seek to influence policy development across DoH and HSC to represent the interests of the public and ensure the public's voice is heard in relation to patient safety, policy development, commissioning and service delivery.</p> <p>Continue to promote the role of PCC through PCC's communication channels and seek opportunities to engage the public via these and other opportunities and events.</p> <p>Capture and promote the operational activities and impacts of PCC across all strategic objectives.</p> <p>Continue to engage in the Muckamore Abbey Hospital Inquiry and others as required. Refer to Project Plan for MAHI and others as required.</p>	<p>Develop and publish a PCC positional statement in association with the Council Impact and Influence Sub Group. Develop and implement Public Affairs Plan. Produce and circulate Horizon Scanning. Respond to public consultations as required.</p> <p>Develop and implement Raising Awareness and Communications plan including hosting an annual PCC event.</p> <p>Develop and publish quarterly impact and activity cards and an annual advocacy casebook and share with key stakeholders.</p> <p>Provide evidence and attend as a witness and core participant as requested. Submit evidence to Inquiries to influence change in practice as appropriate.</p>
<p>Key Measurements</p> <p>Website, social media and call analytics. Impact cards and feedback form. Population Survey as noted above. Analysis of participation in key working groups and levels of engagement in key strategic decision-making fora.</p>	
<p>Expected Impact</p> <p>Evidence of influence on decision makers. Increase awareness of PCC as noted above (population survey). PCC Impact reports.</p>	

Strategic Goal 5 PCC Governance

Objective 5 Support excellent governance arrangements and ensure compliance with all the appropriate regulatory requirements and best practice guidelines.	
Activity	Output
<p>Work with Sponsor Branch in delivery of the Partnership Agreement.</p> <p>Facilitate meetings of Council and sub committee.</p> <p>Develop Estates Plan for PCC.</p> <p>Ensure appropriate financial, governance and quality management systems in place to support the organisation including development of Information Management Systems.</p> <p>Support the delivery of the operational plan ensuring the required systems, policies and people are in place.</p> <p>Improve service quality by examining and analysing feedback.</p> <p>Arising from the liP survey, develop and implement a people plan and continuous organisational development initiatives.</p> <p>Participation in the NICHS Live Well Work Well programme.</p>	<p>Bi monthly meetings and compliance with statutory reporting.</p> <p>4 Council meetings, 6 workshops. 4 meetings of ARAC and Business Committee and submission of all reports.</p> <p>Review of PCC Estates and work with BSO in identifying alternative accommodation for the Belfast Office.</p> <p>Complete Annual Audit, annual budgets, monthly financial reports and Internal audits. Information Management Plan implemented.</p> <p>EMT/LMT meetings and reports. Access to BSO HR, ITS, policies and procedures update on a regular basis.</p> <p>Review and update Service Improvement Tracker quarterly.</p> <p>Training needs identified, training and development needs supported. Organisational development needs implemented.</p> <p>Develop and implement PCC Health and Wellbeing Plan.</p>
<p>Key Measurements</p> <p>All reports produced on time and Council members supported to carry out their fiduciary duties and decision-making.</p> <p>Staff participation in training and development opportunities and implementation of HR policies and practice.</p>	
<p>Expected Impact</p> <p>Achievement of annual financial and operational targets, compliance with corporate governance requirements.</p> <p>Application of liP and health and well being recommendations.</p>	

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