

Minutes of 108th Council meeting of the Patient and Client Council held on 29th July 2025 at 10am on Microsoft Teams at 10am

Members:

Mr Alan Hanna
Mr Tom Irvine
Cllr Paula Bradley
Dr Julie Aiken
Ms Briege 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)

In Attendance

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)
Mr Chris Young (Internal Audit)
Mr Conor Bell (Innovation Consultancy Services, DoF)

Apologies: None

INTRODUCTION

S. Mathews opened the meeting in the absence of R. Sutherland, who was attending a meeting with the Minister and was due to join later. Thanks were extended to Chris Young (Internal Audit) for attending in relation to the Board Effectiveness Review, and to Martin Quinn (PHA) for attending as an observer. Also in attendance

1. Minutes & Declarations

Minutes from 27 May were approved. No conflicts of interest declared.

2. Chair's Update & Board Self-Assessment

R Sutherland joined the meeting and shared an update on decision-making processes and Council recruitment. Chair stated that Council member appraisals are complete and will be shared with PAU. Board Effectiveness Survey and Self-Assessment discussed and approved, along with the annual Action Plan.

3. CEO Update

CEO provided an update on stakeholder engagement, increased service demand, and upcoming events including a visit from the Permanent Secretary. Council acknowledged resource challenges and discussed funding allocation and sustainability. CEO provided members with an update on WHSCT discussions and strategic planning.

4. ICS Project Update

U McKernan welcomed Conor Bell from Innovation Consultancy Services to the meeting, who provided members with an update on the early resolution evaluation project. ICS presented initial findings and engaged in discussion on methodology, sample size, and potential impact. Council explored implications for staff training, consistency, and financial benefits. ICS to complete mapping exercise before final report.

5. Operations, Impact & Influence

P Hutchinson provided members with an update on PCC's performance and forward planning. P Hutchinson shared and discussed the new PCC Impact Card and video to accompany Annual Report. Council commended the work to date.

6. SSI Refresh 2025

U McKernan shared and discussed draft refresh with Council for input, reflecting strategic direction and resource constraints. Council approved the proposal and

discussed alignment with the Strategic Outline Case. Members to bring a value-representative object to the upcoming workshop.

7. Finance & Risk

Financial Plan 25/26 approved, noting an opening deficit and limited flexibility. Recruitment priorities were discussed with all members. PCC highlighted the positive working relationship with BSO Finance Team. U McKernan shared an updated risk summary report with all members.

Committee Updates & Approvals

ARAC Update

Council received an update on the ARAC meeting held on 1 July. Positive feedback was noted on internal and external audit reports, with no areas of concern. Chair of ARAC highlighted that cybersecurity remains a standing priority. Council approved ARAC minutes (1 July), Annual Report and Accounts 2024/25 and Report to Those Charged with Governance.

Business Committee Update

Council was briefed on the 22 July Business Committee meeting. Members were encouraged to review key reports, including the Q1 Advocacy Dashboard. No concerns were raised. Council approved Business Committee minutes (29 April), Information Governance Action Plan and Financial Plan 2025/26.

Closing

- Council acknowledged the revised meeting schedule.
- Next meeting confirmed for 18 November 2025.