

Minutes of 106th Council meeting of the Patient and Client Council held on 25th February 2025 at 10am on Microsoft Teams

Closed session:10-10.45am

Open session: 10.45-1.00pm

Present:

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
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 Ursula Murray (PCC Service Manager)
Ms Lauren Toner (PCC Executive Assistant)
Mr Martin Quinn (PHA, Observer)

Apologies: Cllr Cadogan Enright

1. INTRODUCTION

R Sutherland welcomed all to the meeting and thanked members for attending. R Sutherland welcomed observer, Martin Quinn from PHA to the meeting.

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 updated Council on her work to date since previous Council meeting. R Sutherland discussed her input into the HSC Chairs Forum and Public Sector Chairs Forum. R Sutherland discussed her aim is to have a wider scope of influence across the system and developing relationships. Chair shared that she was pleased with Council development. R Sutherland shared with all that there will be an upcoming recruitment opportunity for Council, with 4 vacant posts. Chair highlighted that she will share recruitment details with Council when they become available and asked for council members to promote the opportunity through their own networks. Chair discussed her and M Monaghan's involvement in Strategic Approach to Public Engagement Working group and their hope to drive public participation. R Sutherland discussed the work pressures of the PCC and her vigilance to the workload within the organisation. Chair discussed the Board Self-Assessment and advised it is a crucial way to ensure we are attending to all responsibilities and continue towards improvement.

6. CEO UPDATE

M Monaghan shared paper with Council ahead of meeting, which is taken as read. M Monaghan discussed her work to date since meeting held on 12th November, including the work of PCC representing the Public and inquiry related work. M Monaghan discussed Manual Complaints Handling Model and advised PCC are liaising with NIPSO directly, with implementation system wide to take place by January 2025. M Monaghan updated Council on ICS Evaluation work on Early Resolution in PCC and advised of Trusts and other Stakeholders who have been open to inputting into this piece of work. M Monaghan discussed invitation from Public Accounts Committee regarding Access to General Practice on 27th February.

Action – PCC's submission to PAC to be shared with Council

7. Connection to Purpose

Katherine McElroy, Principal Practitioner, presented to Council on SAI Policy Engagement and Practice. K McElroy shared presentation with Council regarding SAI cases currently open in PCC. K McElroy discussed themes of open, ongoing SAIs and the reasons why patients or families seek help from PCC. K McElroy outlined to Council how PCC support families or patients involved in SAIs. K McElroy handed over to P Hutchinson to discuss the SAI Engagement Platform and the Redesign process. P Hutchinson emphasised the relationship between PCC's advocacy work and engagement work. P Hutchinson discussed the current SAI Redesign process with DOH and PCC's input. P Hutchinson shared a paper with Council prior to the meeting, outlining the role the SAI Engagement Platform can play in the redesign process. P Hutchinson discussed with Council the next steps for the SAI Engagement Platform. Chair thanked K McElroy and P Hutchinson for their presentation and opened the floor for feedback and discussion.

8. OPERATIONS – IMPACT AND INFLUENCE

P Hutchinson presented to Council a Public Affairs update since previous meeting on 12th November. P Hutchinson discussed the initial meeting of the Policy Sub-Group which will benefit the Public Affairs work within the PCC. Chair thanked P Hutchinson for update and opened floor for discussion. P Hutchinson discussed the Hospital Reconfiguration Consultation response with Council. Draft response was shared with Council for review and feedback ahead of meeting. P Hutchinson highlighted response due on Friday 28th February and will share redraft with Council ahead of submission. Chair commented on much stronger ask for public engagement to be included in response to this consultation.

9. GOVERNANCE, FINANCE AND RISK

U McKernan updated Council in relation to Corporate Risk Register and asked all to review Risk Management paper and CRR updated report which is a brief summary in regards to achievements in areas of risk. U McKernan discussed the key areas of Risk for PCC. U McKernan discussed accommodation and the rejection of Business

Case by DOH. U McKernan shared that PCC are to vacate GVS by end of April 2025 but highlighted that she will be working closely with Estates to explore our options.

Action – L Toner to circulate information with Council

10. ARAC

P Farry updated all in regards to ARAC meeting on 11th February 2025. P Farry highlighted the positive comments made at ARAC re Governance structures within the PCC and no recommendations were made. All commended work of PCC. P Farry advised approval of Audit Strategy and Plan with the agreement of IA that could be pivoted if needed. P Farry recommended papers for approval.

Action – Council approved Audit Strategy and plan

Action – Committee approved External Audit Strategy

Action – Council approved Corporate Risk Register Update Report

Action – Council approved SODA (for noting)

11. BUSINESS COMMITTEE

A Hanna updated all members in relation to Business Committee meeting that took place on 28th January 2025. A Hanna acknowledged the new members to Business Committee and the departure of P Douglas. A Hanna recommended papers for approval.

Action – Council approved PCC Operational Plan

Action – Council approved Whistleblowing policy

Action – Council approved Social Media policy

Action – Council approved Complaints policy based on screening requiring no changes.

12. AOB

13. Next meeting

Next Council meeting will take place on Tuesday 27th May via MS Teams