



**PATIENT & CLIENT COUNCIL**

|   |          |                      |      |                        |             |  |               |
|---|----------|----------------------|------|------------------------|-------------|--|---------------|
| <b>Date:</b> 25 <sup>th</sup> February 2025   |          | <b>Paper No:</b> 851 |      | <b>Author:</b> L Toner |             |  |               |
| <b>Title:</b> Draft minutes of Council meeting 12 <sup>th</sup> November 2024   |          |                      |      |                        |             |  |               |
| <b>Category:</b>  | Approval | X                    | Note |                        | Discussion: |  | Other/Specify |
| <b>Objective/Issue:</b> Council to review and approve previous minutes  |          |                      |      |                        |             |  |               |
| <b>Key points/Summary:</b><br><br><br><br><br>  |          |                      |      |                        |             |  |               |
| <b>Recommendation(s):</b><br>It is recommended that Council members review and approve minutes of previous meeting.<br><br><br><br><br><br><br><br><br><br> |          |                      |      |                        |             |  |               |

## **Minutes of 105<sup>th</sup> Council meeting of the Patient and Client Council held on 12<sup>th</sup> November 2024 at 3pm on Microsoft Teams**

### **Present:**

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)

### **Apologies:**

Ms Rhoda Walker, Mr Cadogan Enright, Mr Martin Quinn (PHA Observer)

### **1. INTRODUCTION**

R Sutherland welcomed all to the meeting and thanked members for attending.

### **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 were happy to approve.

### **4. DECLARATIONS OF INTEREST**

None to report

### **5. CHAIRS UPDATE**

R Sutherland shared an update with Council via Decision Time and assumed that all members have reviewed ahead of meeting. R Sutherland discussed the completion of appraisals and advised of larger appraisals taking place next year due to the size

of our current Board. L Toner will distribute documentation for completion ahead of appraisals scheduled. R Sutherland discussed NICON conference with Board and acknowledged the wide representation of PCC at the conference. R Sutherland discussed Public engagement and cohesion with Board members and the ongoing work that Chair and M Monaghan continue to do in relation to raising awareness and understanding of the PCC's role and functions. R Sutherland discussed the workshop regarding Public engagement across the system, with other HSC organisations, concerning strategic discussion. R Sutherland shared that although progression is slow, awareness is spreading. R Sutherland discussed her presentation to HSC Chairs of Trusts Forum she is involved in and the positive feedback she received. R Sutherland discussed regulations regarding conflicts of interest and for this to be shared again with Council. R Sutherland discussed the best use of Decision Time with all and for all administrative queries to be directed to L Toner and questions or comments to be sent to everyone. Questions or comments will be clarified as best as possible ahead of meeting.

**Action – L Toner to recirculate regulations around conflicts of interest.**

## **6. CEO UPDATE**

M Monaghan shared a paper with Council ahead of meeting, assumed read. M. M Monaghan discussed with Council the visit from Minister Nesbitt to PCC in August and the positive opportunities that have come from it in relation to other areas of work within PCC. M Monaghan discussed key areas of work for PCC at present and how it connects to ongoing work within HSC system. M Monaghan opened the floor for discussion for Council regarding any highlights of work since last meeting in July 2024. Chair thanked M Monaghan for her update.

## **7. Connection to Purpose**

R Sutherland introduced Ursula Murray, Service Manager, to Council meeting who presented on PCC Health Inequalities Project and Support in the Community. U Murray shared presentation with Council and discussed the ongoing work PCC are doing in relation to the Health Inequalities Project. U Murray highlighted the role of

PCC supporting pathways in line with our Statutory Functions. U Murray discussed the Lucid Talks poll completed in February which highlighted areas of limited connection. U Murray shared data with Council highlighting the areas of support and engagement that have been encouraged through the Health Inequalities Project. U Murray thanked Council for allowing her to attend and opened the floor for questions. Council asked U Murray how she will initiate process of measured outcomes with seldom-heard communities. U Murray shared that this is a new project but there has been positive feedback in communities and highlighted that daily monitoring is being undertaken when out in Community but statistics will be shared once the project is better established. U Murray shared that there is feedback from Public and Professionals that are being monitored to help strengthen the project and identify any areas of improvement. Council asked if there were any communities that U Murray is finding it difficult to approach. U Murray discussed that all communities are open to conversations with PCC but issues were in regards to logistically, building spaces. Council asked how PCC prioritise the Groups that are chosen. U Murray discussed that everyone has a right to Health and Social Care and prioritisation relates to staffing and capacity. U McKernan discussed the use of section 75 in this project which will help us capture information in PCC reporting and assist with evidencing any gaps in our Services. Council and staff mirrored the endless potential of the Health Inequalities Project and commended U Murray on the work to date. P Bradley discussed the importance of this project with all and asked if she could promote on Social Media and share with other parties/Counsellors. G McMichael discussed the network being developed in regards to addiction and the input PCC could have in engaging with these groups and the opportunities. PCC mirrored enthusiasm of all Council and agreed with this approach. Chair thanked U Murray for attending and asked that she keeps Board updated so they can promote through other networks.

## **8. OPERATIONS – IMPACT AND INFLUENCE**

P Hutchinson presented to Board re the Impact and Influence work to date and PCC monitoring and performance report for the Quarter. P Hutchinson discussed the ongoing work and the role of Council members and highlighted the 3 areas of focus for PCC through advocacy and engagement work. P Hutchinson shared data with all

members regarding top areas of concern for the Public which have been consistent throughout the Performance and monitoring reports in the previous financial year. P Hutchinson discussed embracing the Public as assets and strategic approach which has been implemented further since Minister Nesbitt came into office and has been discussed via interaction with Executive Committees of Trusts. P Hutchinson updated Council on input into the NICON conference and PCC pivotal blog. P Hutchinson discussed with Council the ongoing Policy work within the PCC and role of the Council Sub-Group. P Hutchinson discussed the development of a yearly Policy and Public Affairs plan which will be shared with Policy Sub-Group, which will include information shared to date through our Horizon Scanning. P Hutchinson stated that he hopes to get a measuring tool in place for this yearly plan, which will help evidence our work within PCC. P Hutchinson shared with Council the plan for a Health Economy Project. Council asked how this will be funded. U McKernan discussed with Council her and CEO meeting with Innovation Consultancy Service to help assist with our Health Economy Project and the opportunity to divert some of our Inquiry resource into this work. U McKernan shared with Council that this is currently in the scoping phase with plans to commence project in January. Council shared that this meeting has highlighted PCC growth as an organisation and the potential of the impact they can have in the HSC system. M Monaghan and B Arthurs discussed PCC involvement in Women's Health Survey. This has been tabled to be discussed at EMT and to be shared via some of our current networks. M Monaghan highlighted this could also be an area of consideration for our Policy Sub-Group.

Chair highlighted the time of meeting and asked all to discuss by exception, with attention on those papers requiring approval.

## **9. BUSINESS SUPPORT AND GOVERNANCE**

U McKernan discussed the PCC Equality Report with Council for noting and took the paper as read. U McKernan discussed the history behind the Equality Report and its current template. U McKernan advised this will be restructured going forward and she is working with the Equality Unit to review and discuss new structure. U McKernan shared and discussed PCC New Corporate Risk Register with Council members, that was discussed at ARAC on 15<sup>th</sup> October and recommended for

approval. All commended U McKernan on her work to date on the new template for PCC Risk Register and the work she has done to simplify the reporting. U McKernan advised of the areas of concern for PCC and discussed with Council.

## **10. ARAC**

P Farry updated all in regards to ARAC meeting on 15<sup>th</sup> October 2024 and provided annual Chair Report to Council. P Farry advised that PCC new Corporate Risk Register was shared at ARAC and recommended approval.

**Action – Council approved PCC CRR.**

**Action – Council approved Annual Chair report.**

## **11. BUSINESS COMMITTEE**

A Hanna updated all members in relation to Business Committee meeting that took place on 4<sup>th</sup> November 2024. A Hanna discussed the revised Terms of Reference for Business Committee that were shared for review and recommended approval of these by Council. A Hanna shared PCC PAMP which was discussed and reviewed at Business Committee on 4<sup>th</sup> November. A Hanna sought and recommended approval from Council.

**Action – PAMP approved by Council**

**Action – Revised Terms of Reference for Business Committee approved by Council**

## **12. AOB**

No additional business discussed.

## **13. Next meeting**

Next Council meeting will take place on 25<sup>th</sup> February 2025