

# Patient & Client Council

Who we are and what we do

Your Voice,  
Our Journey

# Purpose

- The Patient and Client Council (PCC) is an independent, influential voice that connects people to Health and Social Care (HSC) services, so that they can effectively influence these services.
- The PCC was established in April 2009 as part of the reform of Health and Social Care (HSC) and provides support to a population of approximately 1.9million\* across Northern Ireland.

\*(NISRA 22 September 2022)



# The Role of the PCC

## 5 Statutory functions

with respect to Health and Social Care Services

Represent the interests  
of the public

Promote the involvement  
of the public

Assist people making or  
intending to make a  
complaint (through  
representation or  
otherwise)

Promote the advice and  
information by HSC  
bodies to the public  
about the design,  
commissioning and  
delivery of services

Undertake research into  
the best methods and  
practices for consulting  
and engaging the public

Our work is structured under four broad pillars:

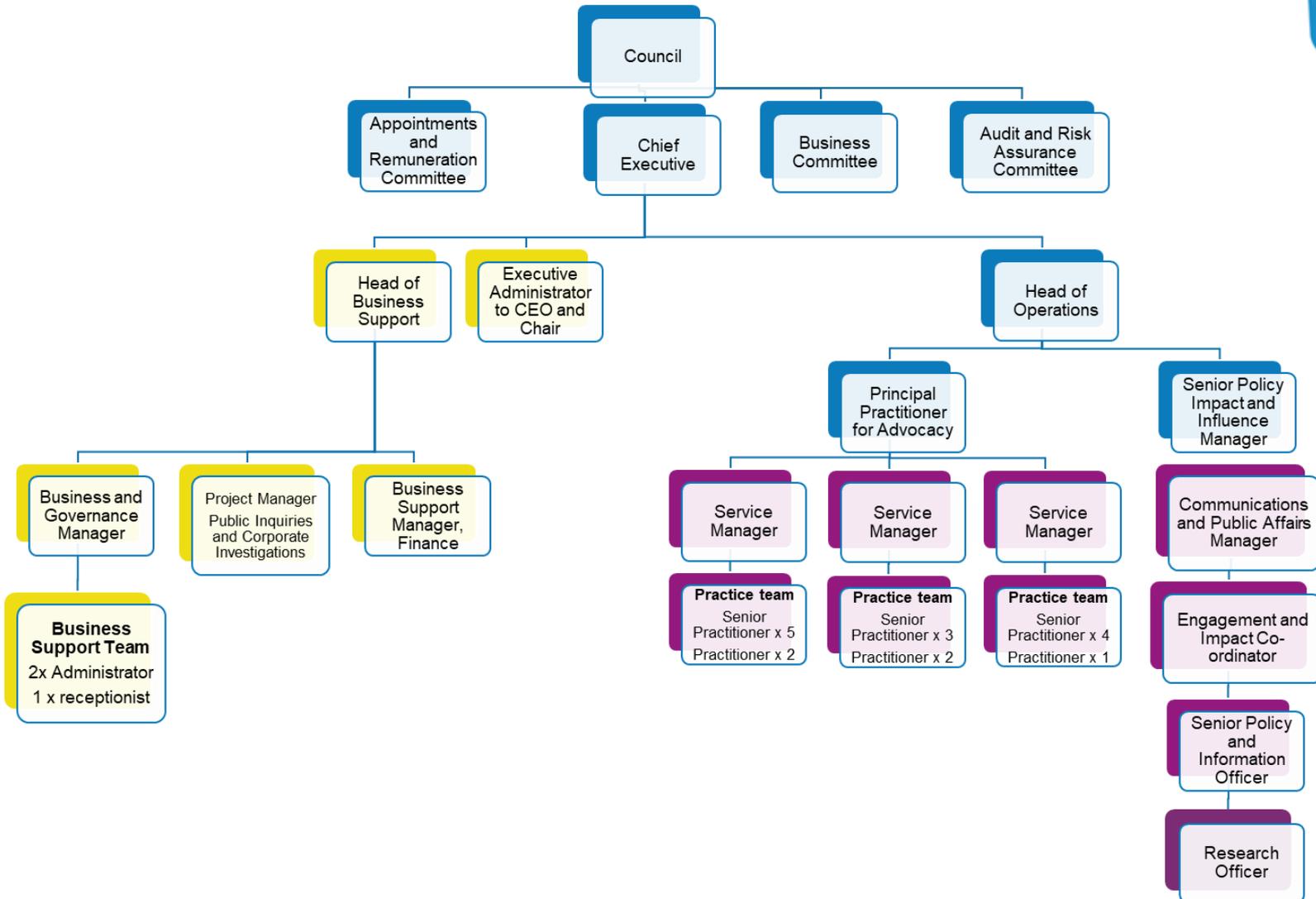
**PCC Connect, PCC Support, PCC Engage and PCC Impact**

We deliver against the organisation's two Strategic Objectives:

- **Strategic Objective One:** Through our engagement and impact work, the public voice is influential regionally and locally in the design, planning, commissioning and delivery of health and social care.
- **Strategic Objective Two:** Through our work in advocacy, engagement and impact, the health and social care system responds regularly to people with openness, honesty and compassion to address difficulties or failures in standards of care.



# #TeamPCC Structure



# Offices

- The Patient and Client Council has four regional offices

- Offices are located in;
  - Ballymena
  - Belfast
  - Lurgan
  - Omagh

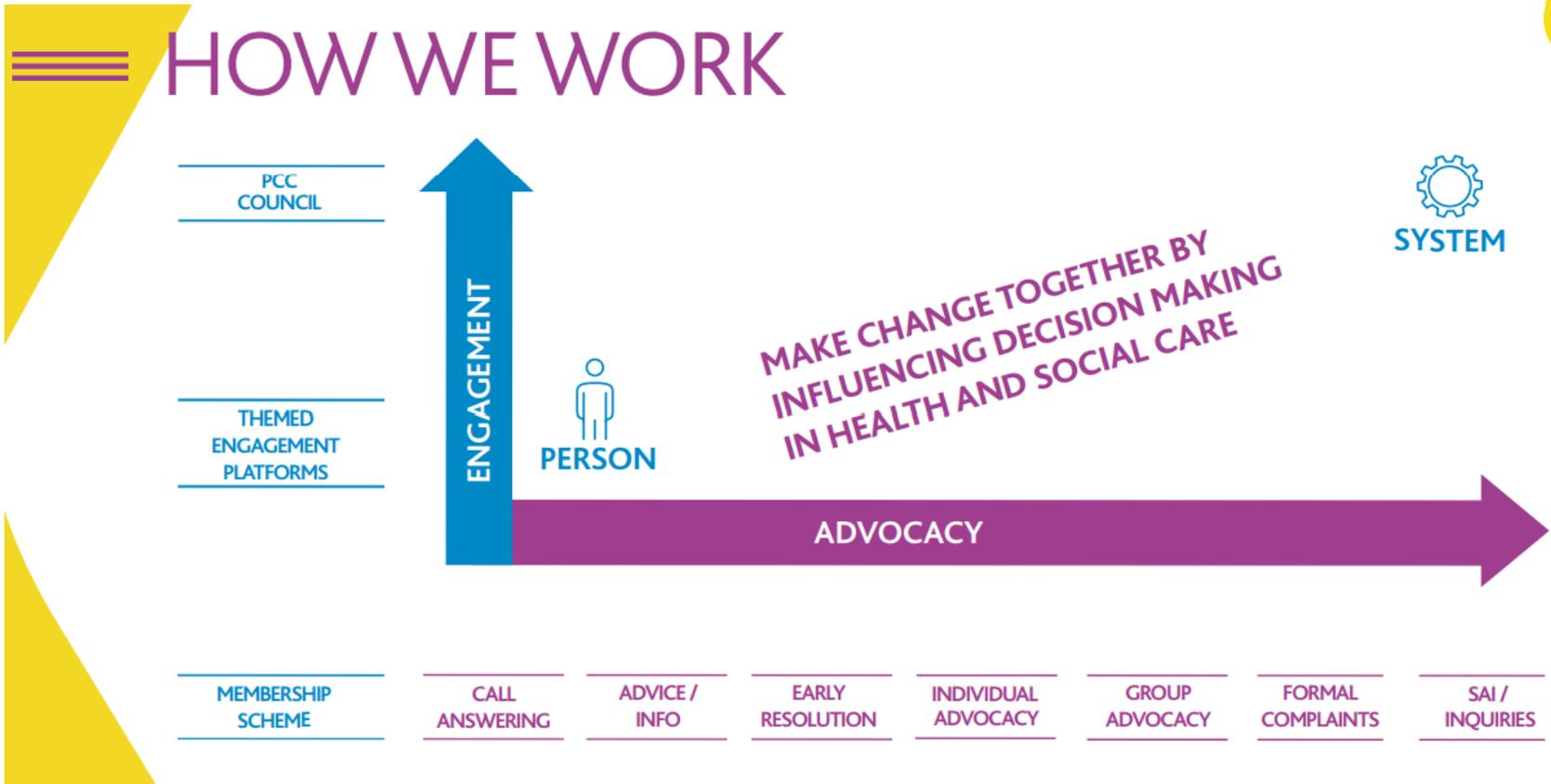


# About us animated video



YouTube link: <https://youtu.be/VRQZaDHRmj8>

# How we work



# PCC Connect

PCC Connect is about connecting the right person at the right time to the right information.

We have a team of trained practitioners, who after discussing the issue or concern, will do their best to assist in finding a solution or connect the client to those who can.



**Do you have a concern about the health, or social care, you or someone you care for has received?**

**The PCC can provide you with support and advice.**

**Freephone:**

**0800 917 0222**

Monday – Friday (excluding bank holidays)



# PCC Support

“Our Practitioner was kind and sincere throughout advocacy.

She offered good advice and frequently called to make follow ups un-prompted.”

Advocacy Service Client

“Our Practitioner was great to work with against our complaint.

[We] could not have asked for a better person to work with our case towards our complaint we had. He done everything he could to help us and gave us really great advice.”

Advocacy Service Client

PCC Support is our independent advocacy and support model. Our model focuses on relationship building and a partnership approach, putting the voice of the patient and client at the centre of our work.

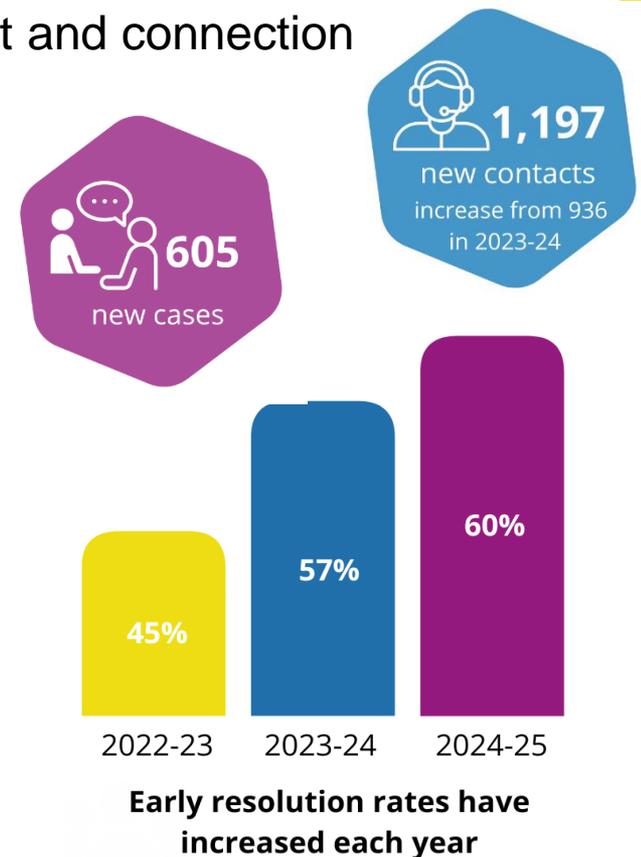
This approach uses advocacy and mediation skills on an individual and group basis, to enable us to provide assistance (by way of representation or otherwise) to individuals making or intending to make a complaint relating to health and social care in the most effective way.

Advocacy can be defined as taking action to support people to say what they want, secure their rights, pursue their interests and obtain the services they need

# PCC Support

Our advocacy and support begins with provision of advice and information to the public. Our focus is on finding **early resolution** of issues. We do this through conversation, engagement and connection to appropriate services to meet immediate need.

Where early resolution cannot be achieved, our advocacy and support carries through to individual and group advocacy casework. In some cases, this support and advocacy will progress to a formal complaint process. This can involve independent advocacy support in Serious Adverse Incidents (SAI) and Public Inquiries.



# PCC Support in the Community

A Poll commissioned to assess public awareness of PCC, revealed a lack of awareness of the PCC within key marginalised groups.

To address this, the PCC developed and implemented a model of **PCC Support in the Community** to extend the reach of the PCC into communities experiencing the highest levels of health inequality.

The approach is to link with established organisations, and other services to enable engagement within local communities.



# PCC Support in the Community



By building trust and relationships within these settings, the PCC has created regular and accessible touchpoints for advocacy and engagement via community-based outreach support services in locations such as local advice centres, migrant support hubs, community and wellbeing centres, men's sheds, primary care MDTs, and organisations within the voluntary and community sector.

PCC were awarded 'Team of the Year' at PENNA25 for this model.



# **PCC Engage**

PCC Engage reflects the stage at which our work, through engagement structures, becomes more focused.

Themed engagement platforms provide members of the public with a forum for engagement on specific areas of work and connects them with representatives across health and social care and voluntary and community sectors.

This is critical in fulfilling our statutory functions of promoting the involvement of the public and representing their interests.



# PCC Engagement Platforms

We currently facilitate five Engagement Platforms.

An Engagement Platform is a space to bring together a group of people with a common theme or interest and lived experience, to work together and make change in health and social care. They allow participants to communicate their experiences and thoughts with the PCC, as well as being able to share their views directly with decision-makers in health and social care.

- 01 ADULT PROTECTION
- 02 CARE OF OLDER PEOPLE
- 03 LEARNING DISABILITY
- 04 MENTAL HEALTH
- 05 SERIOUS ADVERSE INCIDENTS



2024-25

# PCC Impact

PCC Impact focuses on measuring and demonstrating the impact of our work, and communicating this externally.

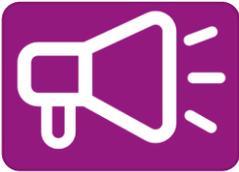
Through PCC Impact we seek to bring change on an individual, collective and systems level. Our role is to secure a 'seat at the table' for the public. Our goal is to connect the evidence gathered through our advocacy and engagement work under PCC Connect, Engage and Support to influence change.



# PCC Key Asks



**Strategic Approach to Public Participation**



**Patient voice in HSC Governance and Assurance**



**Triangulation of Data**



**Regional Advocacy Service**

# PCC Impact

We delivered the following activities in 2024-25 under PCC Impact:



Responded to six public consultations



Provided written and oral evidence, to the NI Assembly Public Accounts Committee



Submitted evidence to the Muckamore Abbey Hospital Inquiry and the UK Covid-19 Inquiry



Held a joint conference with the Professional Standards Authority



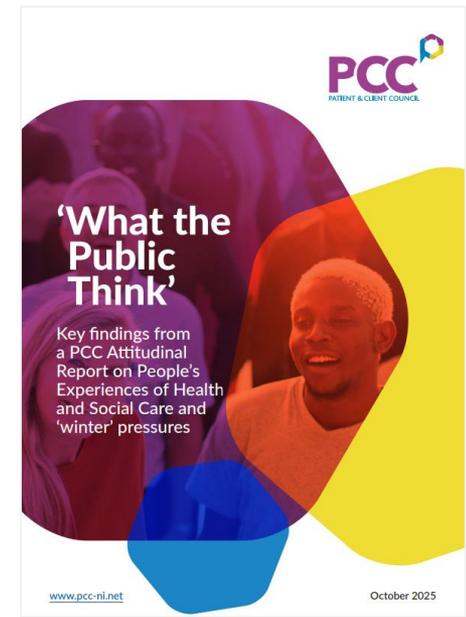
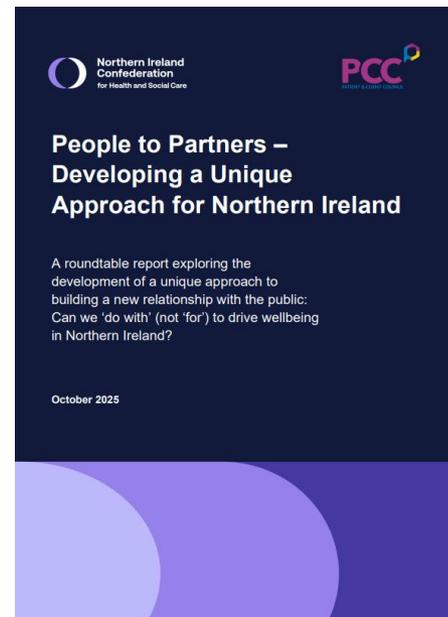
Facilitated a panel session at NICON's annual conference

# PCC Impact

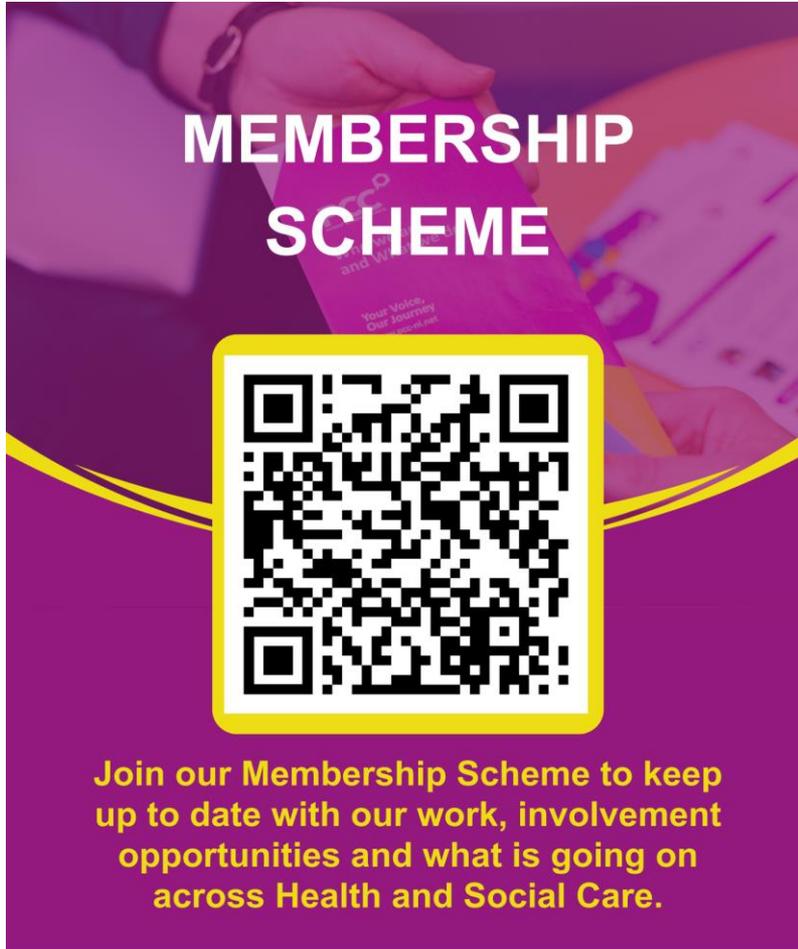
More recently, PCC has published **‘People to Partners’** a roundtable report exploring the development of a unique approach to building a new relationship with the public: Can we ‘do with’ (not ‘for’) to drive wellbeing in Northern Ireland, and **‘What the Public Think’** a key findings from a PCC Attitudinal Report on People’s Experiences of Health and Social Care and ‘winter’ pressures.

**These reports can be accessed via our website:**

[www.pcc-ni.net](http://www.pcc-ni.net)



# Membership Scheme



**MEMBERSHIP  
SCHEME**

Join our Membership Scheme to keep up to date with our work, involvement opportunities and what is going on across Health and Social Care.

We offer a free Membership scheme, which keeps you up-to-date with; our work, health and social care information and involvement opportunities.

You can sign-up via the QR code on the left, our website or by calling our freephone number:  
0800 917 0222



Find out more

**0800 917 0222**



Visit our Website

**www.pcc-ni.net**



# Social Media

Connect with us via:



@PatientAndClientCouncil



Patient & Client Council



@patientclientcouncil4508



@PatientClient



# PCC Vision

“Our vision is for a Health and Social Care Service, actively shaped by the needs and experience of patients, clients, carers and communities.”

*Meadhbha Monaghan, PCC Chief Executive*



# Thank you | Questions

Your Voice,  
Our Journey