

# Patient and Client Council

**Your voice** in health and social care

## DRAFT MINUTES (Open Session)

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### The 92<sup>nd</sup> Council Meeting of the Patient and Client Council

Via Zoom <https://us02web.zoom.us/j/82454278879?pwd=UWxZcUF2NDk1OTUwbmlXVnkzY005Zz09>

15<sup>th</sup> March 2022

**Closed Session 09:45 – 10:00 am**

**Open Session 10:00 – 12:30pm**

#### Present

Ms Christine Collins (Chair)

Cllr Martin Reilly

Mr Alan Hanna

Mr Paul Douglas

Mr Bill Halliday

Mrs Liz Cuddy

Mrs Joan McEwan

#### Attendees

Ms Vivian McConvey, CEO PCC

Ms Meadhbha Monaghan, Head of Operations PCC

Miss Elaine McGready, Acting Executive Assistant, PCC

Ms Ruth Barry, Senior Policy & Impact Manager, PCC

Ms Jessica Murray, Coproduction and Collaboration Project Co-ordinator, PCC

#### Apologies

Mr Patrick Farry

Ms Anna O'Brien, Communications and Public Affairs Manager

### 1. Welcome

The Chair welcomed everyone to the meeting.

Apologies were received for Mr Paddy Farry, and Ms Anna O'Brien, Comms & Public Affairs Manager.

### 2. Minutes of last meeting held on 18<sup>th</sup> January 2022 and Matters Arising

The Chair asked for comments on the minutes. Mrs McEwan asked for a sentence to be reworded to more accurately reflect her comments, page 7, 2<sup>nd</sup> paragraph from the bottom is to be changed to 'particularly hard to reach groups/communities'

The remainder of the minutes were approved

ACTION: minutes to be reworded and sent to Mrs McEwan

### Minutes of Workshop held on 15<sup>th</sup> February 2022

Under AOB & close Mr Halliday raised a query on the number '121' this should be changed to 1:1 to reflect that it referred to a conversation.

ACTION: 121 to be changed to 1:1

### 3. Declarations of Interest

Ms C Collins declared an interest due to her position as Interim Chair of the RQIA. However, DoH have confirmed that as the position is time bound and that they are actively seeking to recruit a Chair therefore she should recuse herself from dealing with any matters

which she considers would constitute a conflict of interest in relation to her respective role as Interim Chair of the RQIA. There are arrangements in place to mitigate this conflict.

Mr Alan Hanna informed the Chair and Council that he was acting as Interim CEO of the Children's Heartbeat Trust, although he does not see any conflicts it is worth highlighting and shall update his declaration of interests form.

#### **4. Chairs update**

##### Council Self-Assessment Paper 629

The Chair noted thanks to Rosemary Taylor, Senior Governance Manager, for her work on the self-assessment. The Council approved the paper.

Mrs McEwan asked that a RAG was used to track performance against the plan. She raised the issue of succession and contingency planning for Council members and noted the increase in finance required when the membership increases and wondered if we had the resource to meet this. Ms McConvey confirmed this had been planned for.

Ms McConvey suggested this goes to Council or a Workshop at a later date. The Chair asked for progress to be monitored on a quarterly review cycle for EMT; if something is wrong, then it should escalate up to Council level.

**ACTION:** Council self-assessment actions to be added to EMT agenda on a quarterly basis when Chair attends to review and plan progress.

##### Appointment of new Chief Nursing Officer (CNO)

Ms Maria McIlgorm has been appointed Chief Nursing Officer. Ms McConvey has requested via Sponsor Branch that Ms McIlgorm is invited to a Council Meeting or Workshop in June or July 2022 as part of her induction to the PCC. Ms McConvey stated that it is critical to continue to ensure the Sponsor Branch, the new CNO and Deputy CNO are appraised of the ongoing organisational review and change process. The bi-monthly Sponsor Branch meetings provide the opportunity to address key strategic matters.

##### End of Year Governance ALBs

This will be covered by the CEO in her update

#### **5. Chief Executive's Update**

Ms McConvey presented her update

##### Statement of Strategic Intent/Media Messaging

The Statement of Strategic Intent has been undergoing a public consultation. Ms Ruth Barry will provide a presentation under item 7.

##### Staffing Stability

Ms McConvey and Ms Monaghan have continually reviewed the draft budget to assist in the decision making re: staffing stability. Chris Turkington, Business Support Manager, continues to provide support completing end of month monitoring and end of year tasks despite his move to another organisation. Throughout his time in PCC, Mr Turkington has made changes to the systems and processes. The aim was to ensure that the Leadership Team can more effectively make decisions relating to recruitment. Key to going forward has been the decision by the DoH to confirm posts that are to be “assumed recurrent posts”. This allows the PCC to recruit to these posts, and a recruitment process has commenced.

### Training

The Leadership Team have been taking part in mediation training. The aim is to adopt this as a model of practice in supporting the public in engaging with Health and Social Services at times of conflict and dispute. Ms McConvey reported that it has had the added benefit for a newly formed leadership team to begin to build a good working relationship and organisational culture.

### Governance

Ms Rosemary Taylor, Senior Governance Manager will report to Council in May 2022 presenting the Governance Statement, which is at the first draft stage. Ms Lesley Mitchell will support the Business Support Team, leading the end of year annual report and accounts process. Mr Turkington has kindly agreed to offer support in the end of year financial accounts.

Ms Taylor is leading the review of Information Governance and will set in place new systems and processes to improve this area of work. In the absence of the Head of Development & Corp Services, the Executive Team and Ms Taylor have had to assume the duties. One area has included the Risk Register, new Alemba system, policies and procedure. Ms McConvey thanked Ms Monaghan who has extended her duties to incorporate those which normally falls under business support.

Other areas of work being prioritised by Ms Taylor include, overseeing the business case for new premises, the draft assurance framework, post controls framework, and the MSFM. As the work is completed, it will be presented to the relevant Council Committee and then through to Council.

Mrs McEwan said governance procedures and responsibilities are continually under review, and she is reassured that PCC are taking steps to ensure that we have the framework to manage and monitor performance.

### Inquiry Work

Ms McConvey reminded the Council that PCC have received a letter

from the Muckamore Inquiry team calling for papers: “*Section 21(2)(b) of the Inquiries Act 2005, you are hereby required to provide any documents in your custody or under your control that are relevant to the Muckamore Abbey Hospital Inquiry’s Terms of Reference, on or before a date or dates to be specified by the Inquiry panel in a request to produce documents to the Inquiry*”.

Ms McConvey provided an update and explained that she and Ms Monaghan had met with the Inquiry Team on 2<sup>nd</sup> March to review and update the MAHI on progress related to gathering evidence. Ms McConvey explained that she had asked for an extension to submit documents, and gave an update of access and control of records on Muckamore. Ms Monaghan has devised a systematic process and developed a matrix to record where all docs are held.

Ms Monaghan provided an update of the process, and had created a list of search terms, divided into 3 levels and searches were conducted across all sources. The next stage is that documents are to be uploaded to the Inquiry Team system. She also provided an update on records held at PRONI. It has transpired that PRONI had no resource to scan files for the PCC thus a PCC colleague went to the PRONI office and scanned the documents. We are currently awaiting them sending us the files.

There will be another meeting with the Inquiry Team on 6<sup>th</sup> April.

Both Ms McConvey and Ms Monaghan had met with David Bryce, Assistant Director BSO ITS regarding access to 5 legacy drives, and the Alemba system update.

The Chair said it is a huge amount of work and congratulations to the team on the progress. She noted that she was concerned at the cost benefit of focusing on the Inquiry, and not getting our other work done. Ms McConvey stated that she had addressed this with Sponsor Branch at their last bi-monthly meeting. PCC had to be diligent and she was confident at what was being provided to the Inquiry Team is so complex and subtle that use of experienced internal staff was really the only option.

### Neurology

Ms McConvey said the PCC have been working alongside the Neurology Inquiry Team provided support in all areas requested of the PCC. They wanted their information put on our website and this request has been supported. The PCC support people in this process through an engagement platform.

Ms Jessica Murray, Project Co-ordinator who had joined the meeting gave a brief update of how clients were supported by PCC through engagement with the Inquiry Team and the PCCs role.

### Urology Service Inquiry

Ms McConvey shared a letter and Terms of Reference, which will be sent out to all family members from the Chair of the Inquiry.

The Chair thanked Ms McConvey for her update.

## **6. Paid Associates Model Update**

Ms Jessica Murray made her presentation to the Council '*Project Overview, Co-Production Associates Recognition through Remuneration*'

This topic will also be an agenda item at a workshop in early May.

Mr Halliday said it was a really exciting scheme and thanked Ms Murray for her work. He asked when people worked with the PCC are they representatives or employees of the Council, and also said that in the past when the PCC had invited those with lived experience to sit on panels there had been issues with benefits / payments. Ms Murray responded that co production associates wouldn't be employees of the PCC; the aim was to compensate time given with a payment. There would be a role description, supervision, support and a code of conduct agreed, but they are independent. In relation to benefits and payments, she continued that from her research she discovered that there are "permitted work" rules, and this includes co-production. The Jobs and Benefits record needs to be clear, and the PNII form can be supported with a letter from PCC.

Mr Douglas agreed with Mr Halliday that this is very exciting going forward, and asked for more information on the funding. Ms McConvey answered this question and confirmed that Ms Murray's post is now assumed recurrent and is part time, and finance is thus available to support the recruitment of paid associates to test the model. Ms Murray added that the model proposal is a home grown pilot and in the long term the plan would be to build it into a business case for longer term funding.

Mrs McEwan said that this was an exciting project that is evolving. She asked was there a plan for the PCC to recruit people for other organisations. Ms Murray said they are currently building on that role, and the recognition framework.

The Chair thanked Ms Murray for her presentation and said it is an excellent piece of work. She asked how this could be linked in with the Leadership Centre. Ms McConvey and Ms Murray explained that route to accreditation is through the OCN, which is a broader nationally recognised accrediting organisation and works across voluntary organisations, whereas the Leadership Centre is very much internal. The PCC will be established as an OCN learning centre. The OCN will help us to skill people up for training and endorsement.

Mrs Cuddy congratulated Ms Murray on a really good piece of work.

The Chair concluded by again congratulating Ms Murray and she stated that the key point is that coproduction enables those on benefits to take part.

## **7. Strategic**

Ms Ruth Barry joined the meeting and presented the initial findings

## **Statement of Intent**

from the SSI consultation. Mr Halliday said that there was no surprise that PCC independence was raised, and this should be a central issue. Mrs McEwan said in relation to the comment on jargon, the PCC still uses corporate language but is engaging with people and it is a strategy document but still need to be aware of the language used.

Ms McConvey said that Mr Halliday made a good point regarding independence and the relationship with Sponsor Branch. Sponsor Branch have responsibility for the finance and oversight of governance of the organisation. Ms McConvey continued stating that Sponsor Branch do not have any involvement in our policy advocacy work. She acknowledged that further thinking and communication is required to ensure that Council and the public understand that PCC is independent of the Department and that they do not have a direct influence in the policy work we undertake. Ms Monaghan stated that in relation to Care Homes, through our Engagement Platforms the PCC raised contentious items continually with the Department, supporting families to share their experience.

Mr Reilly agreed with Ms McConvey and Ms Monaghan and said that there was a platform for people who wanted to raise concerns and it was a good example of how PCC can facilitate conversations with the public, other organisations and the authorities. He continued that in terms of independence PCC have a capacity limitation on what we can do. We have to work with the system that we have, not the one we wish it was.

12:09 Mrs Cuddy left the meeting

Mrs McEwan said that the presentation was really valuable. This was her last meeting she want to say it has been fantastic to be part of the PCC and it has been such a journey, well done to the Board and staff.

The Chair thanked all departing members for their contribution over the years and their service is really deserving of recognition.

Action: The Chair asked for the Board Secretary to set up a Farewell Zoom in May 2022

12:21 Mrs McEwan left the meeting

The Chair discussed the next steps in the SSI, and the need for plain English. Ms McConvey suggested exploring in more detail the issues presented at the workshop in April 2022.

Action: Ms Barry to work with her team and look at making the language clearer..

Ms Barry explained that Ms O'Brien is unwell and she presented the Media Messaging/Dunmurry Care Home presentation on her behalf. Ms McConvey explained that before the media coverage she did contact a family and share the position of the PCC.

The Chair thanked Ms Barry for her presentation. She said that the

PCC needed to publically state the position and the GMU interviewer had given Ms McConvey a tough time, as is their job. Ms McConvey said that when you take responsibility for things not going right, you hope that people see this as genuine, and that action has been taken to improve.

Ms Barry said it is her intention to educate the media about who we are now, work with them to establish a relationship and be available to comment on matters when we have the information available.

12:44 Mr Halliday left the meeting

**8. Meeting  
Schedule**

Ms McConvey presented the meeting schedule for 2022-2023 and explained that this had been set in line with the Business Committee and ARAC schedules. The Council approved the schedule.

**9. AOB**

**10. Close**

There being no further business, the Chair closed the meeting at 12:46pm



Signed

Christine Collins  
Chair, PCC

Date \_\_5<sup>th</sup> November 2022

**ACTION LIST / MATTERS ARISING**

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<b>Reference</b>	<b>Action</b>	<b>Responsible</b>	<b>Deadline</b>	<b>Status</b>