

Patient and Client Council

Your voice in health and social care

**Minutes of the 85th meeting of the Patient and Client Council
held on 10th March 2020 at 10:30am, The Spires, 2-10 Fisherwick Place, Belfast,
BT1 6DW**

Present:

Ms Christine Collins (Chair)
 Cllr Martin Reilly
 Mrs Joan McEwan
 Mrs Liz Cuddy
 Mr Paddy Farry
 Mr Alan Hanna
 Mr Paul Douglas
 Mr William Halliday
 Ms Fiona McLaughlin (Board Apprentice)

In attendance:

Ms Vivian McConvey, Chief Executive
 Mrs Jackie McNeill, Interim Head of Corporate Services, PCC
 Miss Orlagh Devlin, Interim Board Secretary, PCC
 Mr Colm Burns. Research Manager, PCC
 Michelle Tennyson, Assistant Director, Allied Health Professions and Public Involvement,
 PHA

AGENDA ITEM	NOTE	ACTION
1. Closed Session	Noted separately	
2. Apologies	No apologies pronounced	
3. Conflicts Of Interest	<p>Councillor Reilly explained that he had recently been appointed to a post with the Cancer Strategy.</p> <p>Mr Hanna announced he had been on leave due to ill health and thanked Board members for their kindness and support.</p>	<p>Councillor Reilly was congratulated on his new position; it was agreed that this did not constitute a conflict of interest.</p> <p>Noted</p>

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4. Minutes of last meeting	The minutes of the meeting held on the 17 th December 2019 were agreed as an accurate record of the meeting and signed by the Chair and Chief Executive.	Minutes agreed
5. Matters Arising	<p><u>Community Planning Presentation</u> Ms Collins provided an update to Board members and confirmed she spoke with Ms Lauren Pennycook, Senior Policy and Development Officer from The Carnegie UK Trust. Ms Collins said as part of our Strategic Planning framework we aim to build our relationships again and engaging with the Carnegie Trust we are moving in the right direction.</p> <p>Mrs McNeill referred to the outstanding items on Matters Arising sheet:</p> <p><u>Operational Plan 2019/20</u> Mrs McNeill confirmed both amendments to finalise the report are now completed.</p> <p><u>Draft Operational Plan 2020/21</u> The Operational Plan was shared with the Leadership Team. The comments were acted on and this is noted as completed.</p> <p><u>Corporate Risk Register Strategy</u> Mrs McNeill said the strategy was taken to the G&A Committee for discussion and confirmation of changes; the only element that is outstanding is the section on "Risk Appetite".</p> <p>At the February workshop it was agreed that work on the risk register should be held until the Draft Operational Plan is approved.</p> <p>It was agreed for early May 2020 that Mr Philip Bashem from Amberwing will be returning to facilitate a risk session with Board members.</p> <p><u>Draft Schedule Meetings 2019/20</u> The draft Board schedule of Board meetings was shared with members.</p>	<p>Noted</p> <p>Complete</p> <p>Complete</p> <p>For noting</p> <p>Ongoing</p> <p>Complete</p>
6. Committee Chairs	<p>Ms Collins announced the new Chair to the Research Committee, Mr Paul Douglas and the Governance & Audit Committee new Chair was, Mr Patrick Farry.</p> <p>Mrs McEwan was thanked for her commitment as</p>	<p>This was agreed by Board members and Ms Collins Congratulated</p>

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	Chair over the past four years.	both Board members for stepping up and agreeing the Chair committee positions.
7. Board Paper No 570 Draft Operational Plan 2020/21	<p>Ms McConvey highlighted section 6.0 of the Operational Plan and confirmed she will be sharing a copy to sponsor branch at tomorrow's meeting regarding "<i>additional funds</i>" for PCC finances 2020-21 and beyond. This item was discussed previously in the closed session with members.</p> <p><u>Amendments to finalise report:</u></p> <ul style="list-style-type: none"> • Needs stripped down to be a team plan • Managers to add in key measures and outcomes to each objective • Add in a section for "Care Opinion" <ul style="list-style-type: none"> ▪ <i>Under People's Priorities</i> 	EMT/L'Ship Managers
8. Board Paper 571 Quarterly Performance Report	<p>Mrs McNeill updated Members on performance against Operational Plan objectives. It was reported that all items were on schedule.</p> <p>Mr Farry clarified there is no definition of what the lag is for each project.</p> <p>Ms McConvey confirmed she will share with leadership managers to amend the colour matrix as follows;</p> <ul style="list-style-type: none"> • Blue – Completed • Green – On target • Amber - Delayed • Red - Danger <p>Finance update Mrs McNeill outlined the finance position, noting an under-spend of £80k from January 2020.</p> <p>The year-end projection spending plan included:</p> <ul style="list-style-type: none"> • Annual Leave & 25 year service award; • Staff training programmes; • Great Victoria Street (furniture & fittings); • Printing and stationery; and; • Promotional Items. <p>The year end position is projected at £11k, within the break-even margins.</p>	<p>L'Ship Managers</p> <p>Noting</p>

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9. Governance	<p><u>Item 9a PCC Corporate Risk Register paper 572</u> Mrs McNeill confirmed the Risk Register is the old model and is under review with leadership team, in the first instance.</p> <p>Ms Collins and Mrs McEwan agreed that the risk register needs to show contingency for Covid-19. Referring to possible failure to deliver PCC objectives as a result of being inundated with patient complaints. It was agreed to update the register accordingly.</p> <p>Cllr Reilly queried if the PCC were receipt of any update from Sponsor Branch as he is coming to his two year served end of term; Ms Collins said she discussed a further one year extension for Cllr Reilly with public appointments unit and is awaiting their response.</p> <p>Ms Collins continued confirming she had a discussion with Julie Houston from Public Appointments unit; having had this discussion there were two items; it was confirmed they would speak to the commissioner from public appointments and take the commissioner's view on short of launching a recruitment competition to fill vacancies. It was discussed this would be known as a "conversation with purpose". Ms Collins stated the PCC needs two extra members one with a trade union background and one with elected representative background.</p> <p><u>Item 9b Standing Orders</u> Mrs McNeill gave members an update on Standing Orders and confirmed herself and Ms Collins are working together to make the necessary amendments.</p> <p><u>Item 9c Update from G&A Committee</u> The G&A meeting due on 12th March 2020 was postponed, as this would not have been quorate. This was agreed with committee members in advance of postponing the meeting.</p> <p>Future G&A meetings are to be scheduled for two weeks prior of PCC Board meetings.</p>	<p>For noting</p> <p>Mrs McNeill to amend</p> <p>For noting</p> <p>Ongoing item Ms Collins and Mrs McNeill</p> <p>For noting</p> <p>Mrs McNeill to arrange G&A meetings for the year.</p>

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	<p><u>Item 9d Accommodation Update</u> Ms McConvey confirmed that the PCC accommodation was under review and members would be kept informed of any developments..</p> <p><u>Item 9e Finance Update</u> Update confirmed on previous Board item Paper 571 Quarterly Performance Report</p>	Noted.
10. Operations	<p>Mr Colm Burns, Research Manager, PCC joined the meeting to provide an update to our Board. Mr Burns said the key focus for him was to work in partnership with the correct people in parts of the system that we are focusing on in each project.</p> <p>Mr Burns said the research team objectives for next year is to provide a follow up report, this will be checking who's read the report, and if the report has made impact changes in delivery.</p> <p><u>Item 10a Borderline Personality Disorder</u> Mr Halliday congratulated Mr Burns on behalf of the Board and said all reports, complimenting the quality of the reports.</p> <p>The Board approved the report</p> <p><u>Item 9c Health Literacy Report Board paper 575</u> Mrs McEwan complimented the report and particularly welcomed the comprehensive recommended actions.</p> <p>Mrs McEwan queried, will this report be launched and presented to the Department of Health to give the other key stakeholders responsibility involved in the work?</p> <p>Mr Burns explained this is a live document and Mr Burns and Mr Sean McKay, a volunteer, will be sharing the current version of the report with the BHC Health Literacy Working Group on 27th March. The plan is to present the findings and conclusions set out in the report. Mr Burns expected useful feedback from this group due to their HSC background.</p> <p><u>Item 9e Emergency Department Report paper 577</u> Mr Halliday made note on page 13 of the report suggesting that it outlines Primary Care is better in the Western and South-Eastern Trust areas;</p>	<p>Mr Burns to take report to BHC Health Literacy Working Group</p> <p>Mr Burns to take report to BHC Health Literacy Working Group</p>

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	<p>service users seem to be getting appointments with their family GPs much more easier and are happy with the outcome from their GP.</p> <p>Mr Halliday continued referring to NI, whilst small, had a big rural, urban split and the report highlights this; the PCC may wish to consider further work on this subject in the future.</p> <p>The Board approved the report.</p> <p><u>Item 9f Contenance Services paper Board paper 578</u> Report was shared with members prior to Board meeting. The report has been approved.</p>	<p>Mr Burns to make the necessary arrangements to publish the report.</p> <p>As above.</p>
AOB	<p>Ms Michelle Tennyson gave an informative update to our Board members on COVID-19 (Coronavirus). The Public Health Agency (PHA) website information is the official updated information and will be updated at 2pm each day.</p> <p>Ms Tennyson shared two documents of Frequently asked questions (FAQs) and answers for HSC staff and guides from UK Government website from health professionals to the general public. Ms Tennyson was thanked for sharing these resources and agreed it was a good resource to share with PCC staff.</p> <p>Ms Tennyson said in terms of the public wanting information if the PCC could direct them to the PHA website.</p> <p>Ms McConvey confirmed PCC website has been updated and asked Mrs McNeill to meet with Mrs Galloway (Communications Manager, PCC) to ensure the public were redirected and properly informed.</p> <p>Ms McConvey confirmed she will be meeting our HR Advisor from BSO to look at PCC's own internal plan.</p>	<p>Mrs McNeill to share resources with staff.</p> <p>Mrs McNeill to meet with Communication Manager to discuss PCC web site.</p>
16. Next Meeting	Board Workshop Thursday 7 th May 2020 at 10:30am – 12:30pm via Pexip, video Conference call	

Signed Christine Collins

Date 10 March 2020
Christine Collins
Chair of PCC

Signed Vivian McConvey

Date 10th March 2020
Vivian McConvey
Chief Executive of PCC

