

Patient and Client Council

Your voice in health and social care

MINUTES (Open Session)

The 90th Council Meeting of the Patient and Client Council

Zoom meeting

19th October 2021

Closed Session 09:30 – 10:00 am

Open Session 10:00 – 12:30pm

Present

Ms Christine Collins (Chair)

Cllr Martin Reilly

Mr Patrick Farry

Mr Alan Hanna

Mr Paul Douglas

Mr Bill Halliday

Liz Cuddy

Attendees

Vivian McConvey, CEO PCC

Meadhbha Monaghan, Head of Operations PCC

Elaine McGready, Acting PA PCC

Apologies

Joan McEwan

Michelle Tennyson PHA

1. Welcome

The Chair welcomed everyone to the meeting

2. Minutes of last meeting held on 22nd June 2021 and Matters Arising

The Minutes of the previous meeting held on 22nd June 2021 were approved.

Matters arising were reviewed:

- Mr Hanna gave an update on Standing Orders; he is meeting with Mrs Lesley Mitchell next week. The Standing Orders will be presented at G&A Committee in December and full council in January.
- Board Training and Board Effectiveness will take place in Spring 2022 when the new people are on board.
- The Chair stated that as a priority a session with David Nicholl will take place on 16th November.

The Chair concluded that by the next meeting all items on the action list should be actioned.

3. Declarations of Interest

Mrs 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 CC 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.

4. Chair's Update Further Pause Sponsorship and Governance Activities 2021/22 letter from DoH

The Chair provided an update. She referred to a letter received from the Department of Health and said to continue on as normal. Ms McConvey will look at the assurance framework with Mrs Lesley Mitchell, and Mrs McNeill.

Mr Farry said he had attended the Department of Health Governance and Audit Committee, they have a pragmatic approach to be frontline and our governance is highlevel and we should continue in this way. Mr Halliday asked if audit activity had been paused. Mr Farry replied that it was his understanding that internal audit had been paused.

Update on Appointments

PCC, PAU and Sponsor Branch recently held a meeting and the Chair provided an update. The advertisement will be launched shortly. Professor McArdle is currently seeking permission from her new organisation to remain as Chair of the Panel. The plan is to advertise in Mid-November and the new people will be in place by February.

Ms McConvey updated the Board on the gift that PCC had presented to Professor McArdle and a thank you message received.

Clinically Extremely Vulnerable

The Chair gave the Board a background into a meeting that she and the CEO attended with a client who was campaigning against the way CEV or shielders had been treated.

Ms McConvey conveyed the importance of meeting people and how the narrative had changed. It was an insightful meeting, the client and her family are shielding and they are aware of a shift in public attitude. Ms McConvey will facilitate a meeting with the Department of Health to look at sharing what they are hearing and ask for a meeting with Shielders and the Department and look at what their needs are.

Standing Orders

These are being reviewed and will go to G&A Committee in December and then be brought to January Council for ratification.

5. Chief Executive's Update

Ms McConvey presented her update.

Staff Recruitment

The capacity and complexity of the PCC work hubs and engagement platforms and staff capacity mean that PCC need to bring in more staff. A Senior Policy and Influence Impact Manager has been appointed and will be taking up the post on 1st November. A conditional offer has been made to the Comms Manager and the PA will take up the role on 1st November.

Inquiries

The Department has set up a group, PCC have a role as advocates. The PCC will develop a presentation on the input we have had and the model of practice. Funding has been secured for Muckamore. PCC will make the presentation to the Chair of the Inquiry. PCC have developed a relationship with governance leads in each of the Trusts. This coming Thursday there is a regional meeting regarding SAIs. PCC plan to develop a new model and new team to deal with Level 1 & Level 2 SAIs which is linked to the strategic plan.

Consultation Responses:

- Duty of Candour – a summary response has been sent to the Department
- NIPSO – sessions with the Health and Social care hubs
- Organ tissue donation – this was sent to the Health Committee
- Integrated Care System – a response has been submitted

The Chair thanked Ms McConvey for her presentation and said it was very helpful and demonstrated the amount of work which has been taking place and also shows it is important that the People's Priorities is up and running.

6. G&A Update, ToR and previous G&A minutes

Mr Farry provided an update. He is seeking approval for the minutes of the meeting held on 21st June.

The G&A Committee had also met on 2nd September. Internal audit had attended and presented recommendations from their report. PCC have now fulfilled a lot of the recommendations. Mr Farry noted that Mr Charles had commended PCC as this was how internal audit should be used, to identify and rectify issues.

Mr Douglas had raised an issue with the risk register and the Board, and had expressed his concerns. It was asked if this should be raised in the risk register. Mr Farry continued that the issue of quorum had been raised and the board had asked the internal and external auditors if they could foresee any issues, which they could not. The G&A committee asked for the reduced number of quorum to be discussed at council today.

The Chair noted that the minutes of the G&A committee minutes of 21st June were approved.

Ms McConvey presented paper 611 Quorum of Committees. The proposal from G&A was to alert the council of the terms of reference. Ms McConvey drew to the Board's attention that the Business Committee had a quorum of 2. The Chair noted that a question was raised regarding quorum for Council itself which will be discussed at January committee.

Councillor Reilly proposed the motion, Mr Halliday seconded and it was passed by acclamation.

7. Business Committee

Mr Hanna presented his update on the Business Committee, sought approval for the minutes of the meeting held on 24th August 2021, gave an update on the Terms of Reference and spoke of establishing the committee. The committee last met on 12th October and Mr Hanna gave an update that during this meeting the committee discussed staff workload, increased recruitment activity, volume of work, MHC office, day to day work, operational performance, estates strategy, H&S standards in PCC office buildings and HR exit interviews.

Mr Hanna concluded by thanking Ms Monaghan and Ms McConvey for the hard work that they had put into the Business Committee especially in preparation for the first meeting.

The Chair thanked Mr Hanna for his very useful update. The minutes of the 24th August were approved.

Councillor Reilly left the meeting at 11am, the Chair thanked him for attending

8. People's Priorities

Ms Monaghan gave an update on the People's Priorities Committee including the underpinning structure of the committee and a proposed timeline of development of the committee. Mr Douglas gave his initial thoughts on the committee with regard to membership and how often meetings would be held. He appreciates the Committee set up will be led by the Senior Policy and Influence Impact Manager and they are not yet in post. Ms McConvey said her vision for the Committee is different to the other committees and she sees more of a discussion type meeting.

The Chair made a suggestion that the People's Priorities Committee should be tied into feedback into Full Council. Ms Monaghan said that this was an important point and it is important for all committees. It is critical that the more detailed elements of what is being discussed at the other committees is discussed at People's Priorities Committee.

Mr Douglas added that it is important to get the Terms of

Reference correct and to keep the meetings on track, he asked to be kept in the loop about developments.

The Chair stated that as Chair of the People's Priorities Committee, Mr Douglas should be involved in developing the Terms of Reference. She continued that she thinks this is the most exciting piece of work of the PCC, it is groundbreaking.

It was agreed that a further update on the People's Priorities committee would be made once the post holder was in place.

ACTION: SENIOR POLICY AND INFLUENCE AND IMPACT MANAGER TO BRING A PRESENTATION UPDATE ON PEOPLE'S PRIORITIES COMMITTEE TO JANUARY COUNCIL

9. PCC Performance Report

Ms Monaghan presented the Performance Report, it was for 2 quarters until the end of September, and has been slightly reformatted with outputs and narrative following feedback.

Ms Monaghan referred to section 1, and the output for associates recruited. This item is red, and Ms Monaghan offered an explanation, there has been a lack of consistency for this project which has improved but it isn't showing in the outputs yet.

The output for marginalised communities is also red. This is due to PCC not having the facility to collect this data yet. However the new MIS system will have a facility for monitoring under Section 75.

The Equality Assessment output is red, however Ms Monaghan explained that there are currently at least 3 policies that are in this process so by January this target should have been met.

Ms Monaghan continued that items that are white are new additions to the practice model and PCC are not in a position to rate these yet.

Ms Monaghan gave an update on the PCC process, initial enquiries go to the Duty Team. If the issue can be resolved in 1-3 days it goes to the Early Resolutions Team. If the issue is longer term case work it will go to individual or group advocacy. Ms Monaghan explained that all staff are now trained in advocacy across the organisation. Alemba is being updated and Ms Monaghan thanked Dr Kate Lavery for her work on this project. The telephony system has been redeveloped and a receptionist has been recruited. There is also increased public awareness and brand awareness. Ms Monaghan concluded by informing the board that a bi-monthly meeting now takes place with RQIA.

Mr Halliday left the meeting at 11:58

The Chair thanked Ms Monaghan for her presentation. She said it was an exposition of the mountain of work that is being undertaken within PCC. The Chair noted that the Citizen Hubs aren't getting quite the traction. Ms Monaghan explained that this is linked to the permanent media manager post, and promotion of the hubs is tied to consistent communications and social media.

The Chair asked if there were any questions. Mr Hanna stated that this presentation had been looked at the previous week in Business Committee. He is pleased that the IT system is moving forward and had a chance to ask questions in last week's meeting. The Chair replied that it is good that the committee structure is now in place and questions have already been asked. She continued, that congratulations should be passed to the staff on the amount of work that has taken place, the presentation is clear and full of detail. The Chair approved the paper.

10. Business Support

Financial Performance Report

Ms McConvey presented the financial performance report up until 31st August 2021. She informed the Board that she had good news and had secured £93k from October Monitoring, which has been ringfenced for Band 6 and 7 posts, and funding has also been secured for mediation.

Ms McConvey continued that there had been an underspend as there had been some difficulty getting people in post. There is a spend plan in place using a template from BSO. The position today is that there is an underspend of around £40,000. Ms McConvey gave an update on the PCC web domain. The web address is currently hscni.net but from the end of the month it will be pcc-ni.net which gives more independence.

Ms McConvey is content with the financial position and reported that Mr Turkington is back from leave and is working closely with BSO. She informed the Board that PCC, BSO and Lesley Mitchell had had a meeting the previous day and had completed a review of the annual report, they looked at improvements and learning.

The Chair thanked Ms McConvey for her presentation.

Mr Farry asked if the posts were temporary or permanent. Ms Monaghan explained that the plan is to move agency staff to temporary contracts through an internal trawl. Mr Farry then stated that if the posts are not filled or take time to be filled and the money is not spent this is a risk. Ms McConvey stated that PCC isn't the only ALB who is experiencing this with recruitment. She said PCC will try its best to get people in post and get the money spent but if this doesn't happen in December monitoring we will have the money back.

Mr Hanna said it is a nice position to be in when not having to

worry about a deficit. He explained that during the Business Committee meeting held in the previous week Mr Turkington had given an outline of the processes he will be using to keep on top of this.

The Chair said well done to all involved and well done for securing extra monies.

Ms McConvey stated that the PCC have a very supportive Sponsor Branch, especially Danielle Mallon, and they have been fantastic at taking this through the Department of Health.

The Chair approved the finance report.

Corporate Risk Register

Ms Monaghan presented the Corporate Risk Register and gave an update. Mr Farry stated that Ms Monaghan's document is very live and this should be noted. The Chair agreed and stated that this is exactly how a risk register should be.

Mental Health Champion update

Ms McConvey provided an update on the office of the Mental Health Champion. She explained that Minister Swann had asked PCC to host the MHC office in the interim. The Department will now take the initiative back into the Department. Ms McConvey will meet with the Department and MHC on 20th October to discuss the transition plan. Mr Carton who was Band 4 Admin Assistant with MHC has secured a new permanent post and it has been decided that his replacement will be employed by the MHC office. Ms McConvey concluded that the plans to move the MHC office back into the Department should take place by 31st March 2022.

The Chair noted and approved this report.

Any other business There was no other business.

The Chair thanked everyone for attending the meeting. She note that the meetings were running smoother with the committees all in place, and were also running to schedule. She closed the meeting at 12:27pm

Signed Christine Collins Date 22nd January 2022
Christine Collins
Chair, PCC

Signed Meadhbha Monaghan Date 22nd January 2022
M Monaghan
Head of Operations, PCC

ACTION LIST / MATTERS ARISING

Reference	Action	Responsible	Deadline	Status
Item 8 People's Priorities	ACTION: SENIOR POLICY AND INFLUENCE AND IMPACT MANAGER/CEO/HEA D OF OPS TO BRING A PRESENTATION UPDATE ON PEOPLE'S PRIORITIES COMMITTEE TO JANUARY COUNCIL	Senior Policy and Influence and Impact Manager/CEO /Head of Ops/ to bring an update to January council	18 th January 2022	pending