



Fionnuala Murphy
**Business and Governance
Manager, PCC**
Patient and Client Council
5th Floor, 14-16 Great Victoria Street
Belfast
BT2 7BA

19th April 2024

By Email

[REDACTED]

Ref: FOI 2167

Dear [REDACTED]

I am writing to you in response to your Freedom of Information request received by the Patient and Client Council (PCC) on 21st March 2024 in which you requested information relating to communications with clients.

Please find the response below.

1. PCC's internal monitoring of client cases

How does PCC internally monitor and review progress on cases where it is assisting members of the public on complaints etc about other HSC organisations?

Service Managers monitor and review progress on cases via regular supervision with Practitioners.

For example:

- Are cases reviewed at regular all-staff meetings - if so, how often?

No this would not be possible and would breach confidentiality.

Additionally, there are 'regular' complex case meetings where staff and service managers discuss case themes in a practice team context.

- do individual case managers provide updates on their cases? If so, in what format, how often and to whom?

As noted above, updates on cases is discussed between Service Managers and Practitioners via regular supervision.

- is a senior staff member allocated to oversee and collate information on progress across all cases?

No

- Are statistics generated on numbers of cases ongoing, duration, cases closed, outcomes etc? Are figures published, internally and/or externally? If so, how often? Please provide copies of any such reports since January 2020.

PCC monitor the total number of cases held overall. Discussion on details of cases is held between Service Managers and Practitioners as noted. Statistics are published externally via PCC Annual Report – please see table below for statistics from 2019 to date.

Year	New Contacts	New Cases	No of Closed Cases	Percentage of cases resolved prior to formal complaint	
				stage	Advocacy Support
2019-2020	1614	865	Not available	Not available	860
2020-2021	6196	436	Not available	Not available	438
2021-2022	2372	794	512	41%	614
2022-2023	2674	569	633	45%	529
2023-2024	Not finalised	Not finalised	Not finalised	Not finalised	Not finalised

- does the CEO have direct involvement in this monitoring? If not, how is the CEO kept informed?

No, CEO is aware of the overall total number of cases and will be made aware of specific issues as appropriate within cases.

Please provide the above information for the period period prior to June 2023 and any changes since.

N/A

Please provide any record-keeping and reporting templates.

2. PCC’s internal records on communication with clients

1. What systems does PCC have in place for logging all communication with clients in one place, so that information on all cases can be shared across all staff?

All cases are not recorded on Alemba. There is a two-tier system were staff record their caseload on Alemba. Cases held by executive team members are recorded on a secure shared drive.

Case information is not shared across the staff team. case information is only shared with the case workers manager. If cases are closed and if the client comes back to the PCC other staff will of course search Alemba to get updated on the previous case.

2. When was the Alemba (?) system introduced and what is its specific purpose?

Alemba was introduced in 2014. The purpose is to act as a storage system for all case records and allow the PCC to collate statistical information

3. Is all email communication with clients logged on Alemba and/or any other shared system?

Yes, and IMS

4. Are records of all calls with clients logged on Alemba and/or any other shared system?

All case records are held on the internal Alemba database system.

Please provide the above information for the period period prior to June 2023 and any changes since.

N/A

Please provide any record-keeping and reporting templates.

All case records are held on the internal Alemba database system.

3. PCC's internal records on communication with clients.

1. What data sharing systems does PCC have in place for logging all communication with external organisations in relation to clients cases, so that information on all cases can be shared across all staff?

It is not 'shared', but can be accessed to progress the case appropriately

3. Is all email and telephone communication with other organisations logged on any such systems? Please provide details.

Practice staff will log such on the IMS. Business Support and Policy/Impact staff can speak to their own practice

Please provide the above information for the period period prior to June 2023 and any changes since.

Please see below

Please provide any record-keeping and reporting templates.

It is correct that Alemba is the only IMS; Alemba is the only record keeping system.

I hope that the information provided assists you. If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible or in any case within two months of the date of issue of this letter, as the PCC, along with all other public authorities are not obliged to accept internal review requests after this period has lapsed.

In the event that you require a review to be undertaken, you can do so by writing to The Business Services Organisation (BSO), which provides an Information Governance service on our behalf:

Post: Information Governance Manager,
2 Franklin Street,
Belfast,
BT2 8DQ

Email: foi.bso@hscni.net

If, following an internal review, carried out by an independent decision making panel, you remain dissatisfied in any way with the handling of the request, you may make a complaint to the Information Commissioner's Office and ask that they investigate whether the PCC has complied with the terms of the Freedom of Information Act

You can contact Information Commissioner at:

Website: www.ico.org.uk
Phone: 0303 123 1113
Email: icocasework@ico.org.uk
Post: Information Commissioner's Office
3rd Floor, 14 Cromac Place
Belfast
BT7 2JB

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However the Commissioner has the option to investigate the matter at his discretion.

Yours Sincerely,



Fionnuala Murphy
Business and Governance Manager, PCC