



Patient and Client Council
5th Floor, 14-16 Great Victoria Street
Belfast
BT2 7BA

24th December, 2024

By Email

[REDACTED]

Ref: FOI 2359

Dear [REDACTED]

I am writing to you in response to your Freedom of Information request received by the Patient and Client Council (PCC) on 3rd December 2024 in which you requested information relating to regarding patient and client surveys undertaken by PCC since Jan 2020.

Please find the information enclosed.

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:

The Information Commissioner's Office – Northern Ireland
10th Floor
Causeway Tower
9 James Street South
Belfast
BT2 8DN

Telephone: 0303 123 1114

Email: ni@ico.org.uk

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,

A handwritten signature in blue ink that reads "Fionnuala Murphy".

Fionnuala Murphy
Business and Governance Manager
Patient and Client Council

FOI Response data

Request

- a list of dates on which PCC conducted surveys since Jan 2020
- what the surveys were about
- to whom PCC sent information about surveys (not individual names but, for example, current PCC clients, former clients, organisations etc)
- how information was sent by PCC (e.g. by email, post etc).

Survey date	Survey	How and where survey was shared / promoted	Findings sent to	By
1 Jun 2020	Northern Ireland Emergency Department (ED), Service User Survey To understand how and for what reasons we use our urgent and emergency services	Engaged with public attending ED, who filled out the survey on site.	<i>Department of Health</i>	<i>Email</i>
28 Jul 2020	Shielding Symbol Survey To explore public interest in developing a self-identifying symbol to alert the public that a person is shielding and the need to maintain social distancing.	Shared via PCC membership e-newsletter and an invitation to participate extended to the general public via PCC social media.	<i>Department of Health</i>	<i>Email</i>
Oct 2020	Brand Regeneration Project PCC wanted to hear what the Public thought about new branding options, any and all feedback was welcomed.	Shared at Citizen Hubs in Dec 2020. An invitation to participate extended to the general public via PCC social media and PCC website. Brand options surveyed with Membership Scheme via e-newsletter and postal newsletter.	<i>PCC lead</i>	<i>n/a</i>

Survey date	Survey	How and where survey was shared / promoted	Findings sent to	By
3 Nov 2020	Shielding Survey To explore the experiences and perspectives of clinically extremely vulnerable people during COVID 19.	Promoted by PCC and Department of Health who published a news article on their website encouraging people to respond to survey. Shared via PCC membership e-newsletter, PCC social media and DoH website..	<i>Department of Health and respondents to survey</i>	<i>Email</i>
1 Mar 2021	Key Learning and Next Steps Survey on Remote Sign Language Interpreting Service (April 2020 - March 2021) To explore the benefits and limitations of remote interpreting	Shared with service users and HSC staff. Note: PCC worked with BDA and HSCB to speak to service users and staff.	<i>Health and Social Care Board (Now SPPG)</i>	<i>Email</i>
23 Apr 2021	Terminal illness and bereavement during the COVID-19 pandemic in Northern Ireland Survey To address the critical evidence gap and help shape the future design and delivery of support services for end of life care and those bereaved in Northern Ireland through a more in-depth group discussion.	Participants were recruited to take part in online involvement sessions via the PCC website, social media posts and through direct contact with those who previously reported experiences of palliative care having been involved with the organisation to share their experiences of shielding.	<i>Marie Curie</i>	<i>Email</i>
2 Jun 2021	Care Homes, Pulse Check Survey To establish if the pathway for visitation was meeting the needs of families/loved ones.	Shared through the PCC's membership e-newsletter, website and Care Homes	<i>Public Health Agency & Department of Health</i>	<i>Email</i>

Survey date	Survey	How and where survey was shared / promoted	Findings sent to	By
		Engagement Platform members.		
15 Nov 2021	PCC Statement of Strategic intent 2022-2025 Survey PCC invited feedback from the public on the draft version of our Statement of Strategic intent 2022-2025.	Shared through the PCC's membership e-newsletter, social media and website.	<i>PCC lead</i>	<i>n/a</i>
22 Mar 2022	Listening Event – Temporary Changes to Urgent and Emergency Care Services at Lagan Valley Hospital Survey To get feedback from an event held with SEHSCT on Temporary Changes to Urgent and Emergency Care Services at Lagan Valley Hospital.	Emailed to attendees of event.	<i>South Eastern Health and Social Care Trust (SEHSCT)</i>	<i>Email</i>
7 Apr 2022	PCC People's Priorities Survey To understand: <ul style="list-style-type: none"> • People's experiences of using HSC services during the COVID-19 pandemic; • The consequences of COVID-19 for people's routine / scheduled healthcare and social care; • People's levels of satisfaction with the restrictions imposed on 'normal' HSC services due to COVID-19; • The extent to which people feel that they have been adequately informed on how to keep themselves (and the wider population) safe and healthy. 	Promoted on PCC website and via membership e-newsletter. PCC contacted a number of community and voluntary groups directly who promoted also.	<i>Department of Health, MLAs, GP Federations, Chief Executives of Trusts, Local Commissioning Group Leads, PHA Chief Executive, HSCB Chief Executive, Members of Community and Voluntary groups</i>	<i>Email</i>
6 Apr 2022	Grief and Bereavement in NI Survey To help create draft Bereavement Charter Statements for Northern Ireland.	Promoted through PCC membership e-newsletter and PCC's Bereavement Engagement Platform and	<i>Department of Health</i>	<i>Email</i>

Survey date	Survey	How and where survey was shared / promoted	Findings sent to	By
		Commissioner for Older People NI.		
24 Jun 2022	Understanding User Involvement Survey The survey sought to gain an understanding of user involvement, and how it influences Health and Social Care services in Northern Ireland.	Promoted through PCC membership e-newsletter and social media.	<i>Student Placement from Ulster University for dissertation</i>	<i>n/a</i>
27 Sep 2022	Health and Social Care Citizen Hub Feedback Survey Feedback survey for PCC HSC Citizen Hubs (These were an opportunity for PCC to connect with the public on a range of topics relating to the health and social care system in Northern Ireland.)	Emailed directly to attendees of PCC HSC Citizen Hubs	<i>PCC lead</i>	<i>n/a</i>
6 Dec 22	Encompass Engagement Platform Survey Survey for public to register their interest to be involved in the encompass engagement platforms.	Emailed to people who had attended encompass involvement and induction sessions.	<i>PCC lead</i>	<i>n/a</i>
Jan 2023	New PCC Website Layout Opportunity for members to vote and give feedback on how the new PCC Website should be presented.	Shared via membership e-newsletter to register for online feedback session.	<i>PCC lead</i>	<i>n/a</i>
22 Feb 2023	Patient and Client Council Advocacy Service Feedback This is an ongoing survey which is sent to clients who have recently used the PCC's Advocacy Service.	Clients who have used advocacy service – emailed to client's whose case has closed. Sent by email or text message.	<i>PCC lead</i>	<i>n/a</i>
8 Mar 2023	Engagement on the Public Consultation on the future of Muckamore Abbey Hospital – Event Feedback Survey The PCC facilitated two group engagement events for families, carers and advocates or representatives of former and current residents of Muckamore Abbey Hospital to share their views on the consultation. PCC asked for feedback on	Sent directly by email to attendees of the Engagement events on the Public Consultation on the future of Muckamore Abbey Hospital	<i>PCC lead</i>	<i>n/a</i>

Survey date	Survey	How and where survey was shared / promoted	Findings sent to	By
	the sessions to help improve further engagement opportunities.			
5 Apr 2023	Engagement Platform Evaluation Survey PCC asked its Engagement Platform members how satisfied they were with the Engagement Platform they were part of. PCC intend to use the feedback in order to improve the delivery of our Engagement Platforms.	Sent directly by email to Engagement Platform members	<i>PCC lead</i>	<i>n/a</i>
25 April 2023	PCC Connect - Event Feedback Survey Attendees to the PCC Connect Event were asked for feedback to help improve future events.	Attendees via email	<i>PCC lead</i>	<i>n/a</i>
20 Oct 2023	NICON23 – Event Feedback Survey Feedback was sought from attendees who went to NICON through the PCC.	Attendees via email	<i>PCC lead</i>	<i>n/a</i>
27 Mar 2024	Embracing the Public as Assets in HSC: The Role of Advocacy & Engagement - Event Feedback Survey Attendees to the Event were asked for feedback to help improve future events.	Attendees via QR code on agenda and follow up via email.	<i>PCC lead</i>	<i>n/a</i>
12 Jun 2024	PCC Capacity Building Training Pre-Training Questionnaire To ensure the training met the needs and expectations of service user members of the Area Integrated Partnership Boards (AIPB).	Attendees who registered for training via email	<i>PCC lead</i>	<i>n/a</i>
5 Jul 2024	PCC Capacity Building Training - Event Feedback Survey Feedback from attendees who went to PCC Capacity Building Training.	Emailed directly to attendees at training	<i>PCC lead</i>	<i>n/a</i>
29 Oct 2024	NICON24 - Event Feedback Survey Feedback was sought from attendees who went to NICON through the PCC.	Attendees via email	<i>PCC lead</i>	<i>n/a</i>