

Patient and Client Council

Your voice in health and social care

Minutes of the 86th meeting of the Patient and Client Council
held on 30th June 2020 at 11:30am, Via Zoom Video Conferencing

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, PCC
Mrs Jackie McNeill, Head of Development and Corporate Services, PCC
Miss Meadhbha Monaghan, Head of Operations, PCC
Miss Kathryn O'Dea, Interim Corporate Administration Coordinator, PCC

AGENDA ITEM	NOTE	ACTION
1. Closed Session	Noted separately	
2. Apologies	Michelle Tennyson, Assistant Director, Allied Health Professions and Public Involvement, PHA	
3. Conflicts Of Interest	Christine Collins, Chair taking up role of RQIA Chair.	
4. Minutes of last meeting	The minutes of the meeting held on the 10 th March 2020 were agreed as an accurate record of the meeting and signed by the Chair and Chief Executive.	Minutes agreed
5. Matters Arising	<p><u>Corporate Risk Register</u> Mrs McNeill referred to a successful Risk Workshop on the 23rd of June, co-facilitated by BSO Internal Audit and Mrs McNeill. Six priority risks were agreed. A newly formatted register will be shared with G&A members in advance of the full Board Workshop on the 18 August, 2020. Mrs McNeill confirmed that COVID-19 is included in the register.</p> <p><u>Draft Operational Plan 2020/21</u> The Operational Plan was shared with the Leadership Team. The comments were acted on</p>	

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	<p>and this is noted as completed.</p> <p><u>Draft Quarterly Performance</u> The Quarterly Performance was shared with the Leadership Team. The comments were acted on and this is noted as completed.</p> <p><u>Health Literacy</u> Mrs McNeill explained the Health Literacy report was to be presented to Belfast healthy Cities Forum and comments noted before this report could be published; due to COVID-19 this action has been delayed.</p> <p><u>PCC Reports</u> Mrs McNeill confirmed the Continence and Emergency Care Reports have both been published and are now available on the PCC's website.</p> <p><u>G&A Schedule of meetings</u> Mrs McNeill confirmed a G&A Schedule is underway..</p> <p><u>Item 9b Standing Orders</u> Mrs McNeill confirmed due to COVID-19 and the Annual Report and Accounts this item had been delayed.. Mrs Collins confirmed this was the position..</p> <p><u>AOB Item</u> Mrs McNeill confirmed COVID-19 resources provided by Mrs Tennyson had been shared with all PCC staff.</p> <p><u>AOB Item</u> Mrs McNeill confirmed the request for all COVID-19 links to be updated on the PCC website is complete.</p>	
6.Organisational Review	<p>Following discussion in the closed session, it was agreed the notes should be reflected within these minutes.</p> <p>Ms McConvey outlined the phased approach with regard to progressing the Organisation Review. Reference was made to a successful staff day on the 24 June, 2020. The next stage involved working directly with teams to discuss structure and roles. Ms McConvey assured members that the Unions had been fully briefed and were supportive. Members also learnt of a Pulse survey, asking staff for their views which had been</p>	

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	<p>initiated and provided a baseline position for staff.</p> <p>Mrs McEwan queried if the option of benchmarking would assist this process. Ms McConvey welcomed this idea and added that as a number of managers were new or lacked previous experience in leading a team through the Org Review process that supervision and management training was underway.</p> <p>Members welcomed the update and shared their support in progressing the review.</p>	
7. Corporate	<p><u>Item 6. Paper 580 – PCC Annual Report and Accounts 2019-2020</u></p> <p>Mrs McNeill presented the Annual Report to the PCC Board via a short power point presentation. Mrs McNeill had informed members that all objectives in the 2019-20 Operational Plan had been met with the exception of 3.1.2 due to COVID-19 impacting on engagement work in Care Homes. Mrs McEwan asked that the wording strengthened in the report to confirm this objective would be carried forward into 2020-21.</p> <p>Cllr Reilly asked that his bio be updated as per previous communication shared with the PCC.</p> <p>Mr Farry then presented the Annual Accounts section of the report.</p> <p>Mr Farry drew member's attention to pg. 95 of the Statutory Accounts, noting the PCC spent within their resource and met all Government requirements.</p> <p>Mrs Collins noted it gave members reassurance that Mr Farry aided in overseeing the accounts report.</p> <p>Both Mrs McNeill and Mr Farry were thanked for their input into this substantial task. The PCC Board approved the Report on the basis of a couple of minor changes.</p> <p><u>Item 7. Paper 581 – Risk Register</u></p> <p>Mrs McNeill drew member's attention to 1b 'External changes impacting the PCC and the lack of resources to react', noting its addition in May 2015, querying it's removal. Mrs McEwan and Mr Farry agreed the removal was unnecessary due to the new Risk Register's</p>	<p>Mrs McNeill to add further detail to pg. 22, 3.1.2.</p> <p>Mrs McNeill to update the report accordingly.</p> <p>Mrs McNeill to co-ordinate signatures by Ms Collins and Ms McConvey, once final amendments have been made.</p> <p>Mrs McNeill to clarify point 5 re Brexit of the Risk Register with Sponsor Branch and remove if</p>

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	<p>publication in August.</p> <p>Mrs McNeill noted point 5 'Exit from EU' is no longer foreseen as high risk and suggested removal. Mrs Cuddy queried if we were not required to still list this risk as advised by DOH. Mrs McNeill agreed to clarify this with Sponsor Branch and to amend accordingly.</p> <p>Mr Hanna mentioned the importance of reviewing Board operations regarding items discussed in a closed session that could have been included in the full Board meeting and in the public domain. Mrs McNeill confirmed that this was an IA recommendation that has been discussed with Ms McConvey and Mrs Collins. Further consideration will be given to this matter going forward.</p> <p>Mr Halliday noted the public domain had not been in attendance for over a year. Cllr Reilly discussed the use of YouTube Streaming services within the Council; Mrs McNeill agreed to consider using this platform to facilitate public domain access to Board Meetings.</p> <p><u>Item 8. Paper 582 – Minutes of Governance and Audit Committee Meeting – 26 May 2020</u></p> <p>Mr Farry queried the minutes, asking for the inclusion of gratitude towards Mrs McEwan for her term as G&A committee Chair.. Mrs McLoughlin also noted her attendance was not recorded in the minutes and asked for this to be amended.</p> <p>Mrs McNeill queried if the wrong version of G&A notes had been circulated and agreed to reissue the correct minutes.</p> <p><u>Item 9. Paper 583 – PCC Internal Audit Strategy Plan 2021</u></p> <p>Mrs McNeill shared the key areas agreed with Internal Audit for 2020-21. These included audits on financial and performance management and IA's consultancy assistance with the Risk Register.</p> <p>Mrs Collins noted the IA's recommendations will assist with the PCC Organisational Review.</p>	<p>necessary.</p> <p>Mrs McNeill to investigate the use of YouTube Streaming Services to facilitate public domain access to Board Meetings.</p> <p>Mrs McNeill to distribute correct G&A notes to all members.</p>
8. Operations	<p><u>Item 10. Paper 584 – Performance Report</u></p> <p>Ms Collins agreed that necessary discussions took place in the closed session.</p>	

AGENDA ITEM	NOTE	ACTION
	Members were asked to forward any outstanding queries to Mrs McNeill on the above report.	
16. Next Meeting	Board Workshop Tuesday 21 st July 2020 10:30am – 12:30pm via Zoom, video Conference call Board Workshop Tuesday 18 th August 2020 at 10:30am – 12:30pm via Zoom, video Conference call	

Signed Christine Collins

Signed Vivian McConvey

Date 30 June 2020
Christine Collins
Chair of PCC

Date 30th June 2020
Vivian McConvey
Chief Executive of PCC

