

PCC Support

Our advocacy and support begins with provision of advice and information to the public.

Our focus is on finding early resolution of issues. We do this through conversation, engagement and connection to appropriate services to meet immediate need.

Where early resolution cannot be achieved, our advocacy and support carries through to individual and group advocacy casework.

In some cases, this support and advocacy will progress to a formal complaint process. This can involve independent advocacy support within SAIs (serious adverse incidents) and Public Inquiries.

PCC Connect

If you have a concern or issue about health or social care, or you would like to get involved and make your voice heard, we would like to hear from you.

We have a team of trained practitioners who can help you find a solution or connect you to those that can.

Contact us

You can call the PCC helpline: 0800 917 0222. Lines are open Monday to Friday (excluding bank holidays), 9am - 4pm.

You can send us an email: info@pcc-ni.net

Further information about PCC and a contact form is available on the PCC website: pcc-ni.net



Who we are and What we do

**Your Voice,
Our Journey**
www.pcc-ni.net

Phone: 0800 917 0222

Email: info@pcc-ni.net

 [@PatientClient](https://twitter.com/PatientClient)

 [@PatientAndClientCouncil](https://www.facebook.com/PatientAndClientCouncil)

PCC

Our vision is for a health and social care service actively shaped by the needs and experiences of patients, clients, carers and communities to enable them to live the best lives they can.

Health and social care is complex so we help people to find their way through it. We connect people to decision makers by creating a constant conversation between the public and health and social care.

We want to support people to bring their experience, knowledge and skills to influence, policy and practice in health and social care.

Who we are

We are an independent voice: a trusted catalyst for change.

With respect to health and social care services, the PCC:

- Represents the interests of the public;
- Promotes the public's involvement;
- Assists people making a complaint;
- Promotes the provision by HSC bodies of advice and information to the public about the design, commissioning and delivery of services;
- Undertakes research into the best methods and practices for consulting and engaging the public.

PCC Engage

Our engagement structures offer the public a range of opportunities to get involved.

The PCC Membership Scheme provides regular updates and general information about developments in health and social care. You can sign up on our website: pcc-ni.net

Citizen Hubs give the public a chance to be involved in conversations and networks in their local Trust area.

Engagement Platforms connect the public with representatives across the health and social care, voluntary and community sectors on key themes.

The information gathered through our work gives us the foundation for our policy impact and influence efforts.

If you would like information on how you can get involved in PCC engagement work, please get in touch.