

# Patient and Client Council

Your voice in health and social care

## Minutes of the 86<sup>th</sup> meeting of the Patient and Client Council held on 15<sup>th</sup> September 2020 at 10:30am, 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 William Halliday  
 Mrs Geraldine Lewsley (Board Apprentice)

### In attendance:

Ms Vivian McConvey, Chief Executive  
 Mrs Jackie McNeill, Interim Head of Corporate Services, PCC  
 Miss Meadhbha Monaghan, Head of Operations, PCC  
 Miss Kathryn O’Dea, Interim Board Secretary, PCC  
 Mr Colm Burns, Research Manager, PCC (*joined 11:35am*)  
 Mrs Naomh Cullen, Communications Manager, PCC (*joined 1:00pm*)  
 Mrs Michelle Tennyson, Assistant Director, Allied Health Professions and Public Involvement, PHA (*joined 11:20am*)

AGENDA ITEM	NOTE	ACTION
1. Closed Session	Noted separately	
2. Apologies	Mr Paul Douglas, Non – Executive PCC Board	
3. Conflicts Of Interest	No conflicts of interested were declared	
4. Minutes of last meeting	The minutes of the meeting held on the 30 <sup>th</sup> June 2020 were agreed as an accurate record of the meeting and signed by the Chair and Chief Executive.	Minutes agreed
5. Matters Arising	<b><u>Board Paper 575 – Health Literacy</u></b> Mrs McNeill discussed the draft Health Literacy report that was to be shared with the Belfast healthy cities in March 2020. This matter is now carried forward into this year’s Operational plan and progress updates will be given throughout the year.	

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	<p><b><u>Item 9b - Standing Orders</u></b>  The review of the standing orders remain outstanding due to other work priorities. A date to review the Orders is to be scheduled.</p> <p>Ms McConvey explained a Board review is being completed by the Leadership Centre to assist with the development of a new PCC Board Terms of Reference. Continuing, Ms McConvey explained the Leadership Centre wished to meet with two Board members to develop an understanding of the Board's purpose and aims. Sponsor Branch has been notified.</p> <p>Ms McConvey suggested adding the Board review as a standing item on the Board agenda until its completion.</p> <p>Continuing, Ms McConvey explained the Leadership Centre is researching other ALB Board Compositions to assist with the review and identify any unfulfilled needs. Ms McConvey suggested producing a briefing paper of the review to cover the scope of the work. Cllr Reilly endorsed the context of an evidence based review, and agreed to take part in the initial scope. Mrs McEwan also agreed to take part in the initial scope.</p> <p>Mrs McEwan noted it was important to maintain a strategic direction and suggested researching models of good practice outside of Northern Ireland may be informative.</p> <p>Mr Halliday queried if a date for completion had been proposed, noting continuous worries regarding breaches in legislation for the Board's composition. Mr Halliday also noted caution should be taken if the PCC were to reduce the size of their Board.</p> <p>Ms Collins proposed a non-fixed completion date for December, noting it could be adjusted when scoping and discussions commence. Cllr Reilly suggested it would be useful to gather information from the Health Committee MLA's regarding the review. Ms McConvey and Mrs Collins agreed to draft a letter to the Health Committee's Chair detailing a brief of the review and to welcome any comments.</p> <p><b><u>Board Paper 581 Risk Register - Live Streaming</u></b>  Mrs McNeill suggested as this matter was an agenda item, it would be discussed later on in the meeting.</p>	<p>Mrs McNeill to schedule time with Ms Collins to progress.</p> <p>Mrs McNeill to add the Board Review as a standing item on the Board Agenda.</p> <p>EMT to develop a Board Review Briefing paper for members</p> <p>Ms Collins and Ms McConvey to draft a letter to the Health Committee MLA's regarding the PCC Board review.</p>
6.Operations	<p><b><u>Board Paper 585 - Annual Client Support Report 19/20</u></b>  Mr Burns presented the Annual Client Support report to the Board with a new format and a different focus on contents than seen in previous reports. Mr Burn's drew the Board's attention to Pg. 15, noting a moderate lift in contacts. The report reflected a significant shift in formal complaints, 1 out of 5 in 2018 to 1 out of 3 in 2019.</p> <p>Mr Burns also noted:</p>	

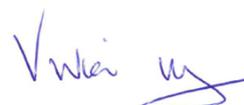
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	<ul style="list-style-type: none"> <li>• a significant change in the volume of cases relating to mental health and A&amp;E, discussing ongoing plans to make the categorisation of cases more granular to further identify trends.</li> <li>• the development of a robust tracking method for signposting and informal assistance due to data recording 50% of calls received being of this nature. A rise in this figure is anticipated in the upcoming months due to the HSC Rebuild.</li> </ul> <p>Mrs McEwan suggested including a paragraph citing data from the previous six months to contextualise the report, as it doesn't cover COVID-19 data.</p> <p>Ms McConvey stated the PCC needed to develop a proactive approach to advocacy and client support rather than a reactive one. Ms McConvey noted the current Client Support Manager was also leaving, recognising that establishing this approach may take longer than previously expected.</p> <p>Mr Hanna queried how PCC figures compared with other internal HSC figures, and was surprised to read figures relating to waiting times were minimal. Mr Hanna also reflected that the report didn't provide a comprehensive view of complaints and services regionally, which could leave us vulnerable to missing trends that have a wider impact.</p> <p>Cllr Reilly noted figures regarding staff attitude in the report were an example of how the PCC could use data to suggest better training for HSC Staff, particularly in regards to approachability and good communication.</p> <p>Mrs Tennyson suggested it may be proactive to note the establishment of Care Opinion in the report to support these figures.</p> <p>Ms Collins suggested including an appendix to cover items and COVID-19 data. Mr Burns agreed to revise the report to include members' comments and data from the past 6 months.</p>	<p>Mr Burns to revise the Client Support Report to reflect COVID-19 data from March 2020 and member's comments.</p> <p>Mr Burns agreed to send the call handling data for the next 6 months to Mr Halliday</p>
7. Quarterly Performance Report	<p><b><u>Board Paper 586 - Operational plan</u></b></p> <p>Miss Monaghan presented the paper to the board, noting the Operational Plan was still in drafted format due to significant changes in work regarding COVID-19. Miss Monaghan also referred to outcomes based accountability training that has been organised to compliment the redrafting of the plan.</p> <p>Miss Monaghan discussed:</p> <ul style="list-style-type: none"> <li>• ongoing support of the PHA's call handling service and plans to look at the granular detail of calls; and</li> <li>• ongoing work with the Department of Communities, the</li> </ul>	

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	<p>shielding survey and its influence in developing policies.</p> <p>Miss Monaghan proposed Pg. 4 – 6 as suggested items for removal, however Board approval is required to do this. Miss Monaghan explained items were selected through a series of questions with the Leadership Team. The priority of each item was queried aside departmental priorities relating to COVID-19. PCC Resources and Statutory requirements were also taken into consideration. Miss Monaghan assured members Stakeholders have been contacted to pre-empt work being stood down.</p> <p>Miss Monaghan reflected on progressing items that required partnership work had been slow due to COVID-19.</p> <p>Mr Halliday queried Pg. 21, as there was no data reflecting concerns rose with the Ombudsman, which seemed to contradict the Client Support Report. Mr Halliday was also concerned that queries regarding GP access and waiting times were not reflected in the call handling figures. Mr Halliday suggested the PCC may need to promote their services more in regards to this.</p> <p>Miss Monaghan explained the data in the Operation Plan was gathered from the Client Support Database, and that call handling data was recorded through a different server. Mr Burns agreed to send the call handling data for the next 6 months to Mr Halliday.</p> <p>Ms McConvey noted the PCC previously had an External Relations and Policy Officer, a post they were looking at refilling. Ms McConvey explained this would allow the PCC to move away from quantitative information to policy analysis; however this arm of the organisation is yet to be established.</p> <p>Miss Monaghan noted a new Operational Plan would hopefully be ready for the next Board meeting.</p> <p><b><u>Finance</u></b> Mrs McNeill presented the paper to the board, noting Core Funding is predicting an overspend of £105,000 due to the recruitment of additional staff. Mrs McNeill noted funding is yet to be secured, however this is being procured through business cases. Continuing, Mrs McNeill explained COVID-19 funding, MHC and Bamford transformation funds are predicted to be underspent, so over all a small overspend of £1K is forecasted for end of year.</p> <p>Mr Farry mentioned it was important to understand the PCC were looking at an almost exact break even at year end, assuring members the overspend is on temporary posts that will cease at the end of the financial year.</p> <p>Mr Hanna noted the difference in expenditure between the first 6 months and last 6 months of the year, and queried if the forecast</p>	<p>Miss Monaghan to present a new Operational Plan at the next Board Meeting.</p>

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	<p>was correct. Mrs McNeill assured Mr Hanna the forecast was correct. Ms McConvey noted the ongoing discussions with the Department regarding the PCC's financial position. Explaining the organisation could not deliver its service to a high standard without pursuing extra resources, therefore needing to showcase more financial support is required.</p> <p>Ms McConvey noted Mrs McNeill is currently discussing funding for Muckamore and Neurology advocacy. Ms Collins noted the PCC financial position related to the structure of the board and the need to establish what kind of board NI needs.</p>	
8. Business Support	<p><b><u>Board Paper 587 - Corporate Risk Register</u></b> Mrs McNeill presented the revised register to members, confirming member's comments from the Board Workshop in August were included. Mrs McNeill welcomed further comments by email.</p> <p>Mrs McNeill noted no risks have been added or removed. Mrs McEwan queried if the Risk Appetite was included in the Risk Register, and suggested adding it to the cover page for reference. Mrs McNeill agreed to add this item in.</p> <p>Mr Farry noted the management of the Risk Register would be a standing item on the G&amp;A Committee agenda, pending Board approval.</p> <p><b><u>Board Paper 588 - Live Streaming Proposal</u></b> Mrs Cullen discussed the Live Streaming proposal with members, citing information gathered from external stakeholders such as the Derry and Strabane Council. Mrs Cullen discussed the various streaming platforms the PCC could avail of, detailing possible outcomes.</p> <p>Mrs Cullen noted live streaming would allow greater accessibility to Board meetings for the public, and would grant greater accountability for the Board. However, Mrs Cullen highlighted public involvement can be difficult to control and predict. Mrs Cullen suggested the inclusion of a chat box to ask questions when live streaming as a means of controlling Public input as an option.</p> <p>Mrs Cullen discussed the possibility of recording and uploading meetings, noting Project Echo had advised on this item. However this item could raise issues regarding openness if edits were made to uploaded meetings.</p> <p>Cllr Reilly noted the Derry and Strabane Council sought a lot of advice and discussed a live streaming proposal multiple times before pursuing it.</p> <p>Whilst Members liked the idea of openness and transparency they discussed their reservations, noting minutes are already published and raised security concerns particularly with the lack of staff</p>	<p>Mrs McNeill to add the Risk Appetite to the cover page of the PCC Risk Register.</p> <p>Mrs Cullen to develop a second proposal for Board Live Streaming</p>

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	<p>resource to support it.</p> <p>Ms McConvey agreed further considerations were necessary. Ms McConvey suggested questioning PCC members to scope ideas re access to meetings for the public, or possibly creating a shadow panel of PCC members.</p> <p><b><u>Board Paper 589 – Surge Planning</u></b> Ms Collins discussed Surge Planning, noting it was important the board were aware of this alongside HSC Rebuild programme.</p> <p><b><u>Estates, Return To Office, Mental Health Champion (MHC)</u></b> Mrs McNeill gave an update regarding the recruitment for the MHC.</p> <p>Members were informed that as of 14 September, 2020 PCC were operating a rota system for staff to return to work on a hybrid approach.</p> <p>Mrs McNeill agreed to provide an update on Estates via email.</p>	
9. Membership of Committees	<p><b><u>Board Apprentice &amp; Subcommittees</u></b> Ms Collins asked the Board Apprentice what committees she would like to sit on. Mrs Lewsley asked if it would be possible to sit on the two committees, G&amp;A and Research. Ms Collins confirmed this.</p> <p>Ms Collins noted this item would be revised with the TOR for the G&amp;A Committee and tabled for the next meeting.</p>	Mrs Lewsley to be invited to both G&A and the Research Committees
AOB	Ms Collins explained the Annual Equality Report and G&A papers recommended to the Board would be sent for approval by email.	Mrs McNeill to issue G&A papers to all Board members for approval.
16. Next Meeting	Close of meeting at 1:30pm Board Workshop 20 <sup>th</sup> October – finance workshop Board Meeting 17 <sup>th</sup> November	

Signed

Date 15/12/2020

Christine Collins  
Chair of PCC

Date 15/12/2020

Vivian McConvey  
Chief Executive of PCC