

<b>Date:</b> 28 <sup>th</sup> May 2024		<b>Paper No:</b> Paper 768		<b>Author:</b> C McGlone		
<b>Title:</b> Minutes of Council Meeting 13 <sup>th</sup> February 2024						
<b>Category:</b>	Approval	<input checked="" type="checkbox"/>	Note		Discussion:	Other/Specify
<b>Objective/Issue:</b> To review and approve minutes of Council meeting on 13 <sup>th</sup> February 2024.						
<b>Key points/Summary:</b> Minutes from previous Council meeting for review.						
<b>Recommendation(s):</b> Council members are invited to review and approve minutes of meeting held on 13 <sup>th</sup> February 2024						

## **Minutes of 102<sup>nd</sup> Council meeting of the Patient and Client Council held on 13<sup>th</sup> February 2024 at 10am via teams**

### **Present:**

Mrs Ruth Sutherland (PCC Chair)  
Dr Julie Aiken  
Mr Alan Hanna  
Mr Paddy Farry  
Mr Paul Douglas  
Mr Stephen Mathews  
Mr Tom Irvine  
Mr Tom Sullivan  
Ms Briege Arthurs  
Ms Emma O'Neill  
Ms Paula Bradley  
Ms Rhoda Walker  
Ms Meadhbha Monaghan (PCC CEO)  
Ms Una McKernan (PCC Head of Operations)  
Mr Peter Hutchinson (PCC Senior Policy Impact and Influence Manager)  
Ms Clare McGlone (PCC Executive Assistant)  
Mr Cathal Mallaghan (Observer)  
Ms Bronagh Donnelly, PHA (Observer)

### **Apologies:**

Mr Gary McMichael

## **1. INTRODUCTION**

Chair welcomed members to the 102nd PCC Council meeting. the Chair welcomed new members who were attending as observers and welcomed Ms Donnelly from the PHA who was also attending as an observer. The Chair welcomed Mr Mallaghan to the Council meeting, who was attending as a member

of the public. The Chair asked members to remain on mute and utilise the raise hand function if they wished to speak.

The Chair highlighted that it was important to thank Cllr Reilly who was stepping down after 10 years of exemplary service. The PCC were grateful for his service and his invaluable experience. Mr Mathews added that Cllr Reilly's depth of experience was terrific encouragement to Mr Mathews when he was appointed interim Chair while PCC was in the process of finalising the Strategic Outline Case, recruitment of a permanent Chair and the Chief Executive announcing their retirement. Cllr Reilly was a steady voice through all workshops bringing expertise and corporate memory. Mr Mathews thanked him for his support and wished him all the best.

Mr Farry wanted to wish Cllr Reilly the best, when Mr Farry joined the PCC in 2019, Cllr Reilly brought continuity and corporate memory. Mr Hanna added that Cllr Reilly brought wisdom, common sense and calmness to meetings and he was very grateful for all his support and advice. Mr Douglas wished Cllr Reilly all the best going forward and thanked him for his support.

Ms Monaghan wanted to thank Cllr Reilly on behalf of herself and Ms McConvey. Cllr Reilly's support was invaluable at Board level and his work on the Care of Older people when PCC were convening the first engagement platform. Cllr Reilly thanked everyone for their kind words and had enjoyed his time on the PCC council. Since he joined in 2010, there had been so many changes and he was able to bring his own lived experience to the role. Cllr Reilly wanted to give something back following his cancer diagnosis and encouraged new members to use their own lived experience.

## **2. CONFLICTS ON INTEREST**

None noted.

## **3. MINUTES OF THE LAST MEETING AND MATTERS ARISING**

The minutes were reviewed and approved. Items under matters arising were included on the agenda.

#### **4. CHAIRS UPDATE**

The Chair provided a verbal update. The Chair's focus had been on the appointment of new members and was feeling hopeful for the future.

The Chair was attending meetings with NICON and PSCF and for her, there was discussion required around where PCC was positioned. There was a need for balance and objectivity but also collaboration and accessing information.

#### **5. CEO update**

Ms Monaghan had shared a paper which had highlighted work undertaken with the Executive Management team (EMT). Ms Monaghan provided an overview of meeting with other trusts where PCC had taken the opportunity to talk through the processes PCC use to support the public and encourage trusts to engage with PCC. These meetings had led to further discussions. Ms Monaghan had also met with NIAS, RQIA and PHA.

Other work included developing an Engagement platform on SAI's, continuing work on the bereavement charter with PHA, in the last few months PCC were also involved in establishment of a Children and Young people bereavement charter. Ms Monaghan had been part of discussions with Voiceability, which led to a meeting with the Harmed Patients alliance. Ms Monaghan was also involved in the International Advocacy Network. Ms Monaghan advised of key work around financial planning and induction of new Council members. PCC were planning for the Annual event in March which would build on the conversations Ms Monaghan hosted at the NICON Conference in October 2023.

The Chair and Council were impressed with the volume of work Ms Monaghan and team had been able to do and was aware that this level wouldn't be sustainable.

#### **STRATEGIC DISCUSSION**

#### **6. Raising awareness of the PCC**

Mr Hutchinson shared a presentation on screen and would provide an overview of what PCC has completed and what they plan to do in the future.

Mr Hutchinson clarified the background and rationale for the campaign including the rebranding, inquiries and opportunity in the budget. The objectives included raising awareness, awareness of accessibility and increase understanding of the PCC. Mr Hutchinson drew attention to the stakeholder mapping to provide an overview of what PCC have completed, an example of detailed mapping and activities to date was provided. PCC was in the process of developing animated videos which would set against each of the pillars. This had been developed with feedback from members of the public that sat on engagement platforms and Mr Hutchinson hoped to bring this back to Council. Mr Hutchinson was working on leaflets and posters and provided an overview of adverts. PCC were also working on core messages for the organisations with an away day being planned to develop this.

Mr Irvine added that since being appointed, he hadn't seen any PCC leaflets or posters in hospitals or GP practices and noticed a lack of awareness of the organisation. Mr Irvine was impressed with the presentation Mr Sullivan appreciated the enormity of the task of raising awareness and queried if the PCC had looked at Artificial intelligence in assisting. Ms Arthurs commented that it was great to get an overview of the campaign and queried if there was a requirement to report on Equality and diversity.

Mr Hutchinson thanked members for their questions. Ms Monaghan thanked Ms Arthurs for her query and advised there was a n annual equality plan and a 5 year equality plan setting targets and a focus on equality and diversity. Mr Hutchinson added that the next agency day for all staff would include focus on Equality and diversity, the annual and 5 year plan. Mr Hutchinson welcomed a conversation with council on how to max resources. Mr Hutchinson needed more thought about how to reach marginalised groups and building something into the communications and service offering. Mr Hutchinson didn't have a definite date for posters and leaflets being ready but these were in the final stages of development. The PCC hadn't thought of AI have been working with Mashmob who used AI.

The Chair highlighted that it was important that everyone was saying the right things and the campaign was a positive step forward. The Chair thanked Mr Sullivan for his advice.

## **7. Month 9 finances**

Ms Monaghan presented this and advised that it was also discussed at Business Committee but the report had developed since then. Ms Monaghan provided an overview of the core and inquiry related budget.

Ms Monaghan drew attention to page one, highlighting that the PCC were on target to break even. The PCC had to carefully manage finances in year as there had been more slippage than normal. The PCC had made retractions through the year which was reflected on page 1. All retractions were from the inquiry related funds up until January 2024 and there had been movements between the month 8 and 9 financial report which had been outside PCC's control. The most recent retraction made from the core budget related to the change of accounting treatment for senior executive pay award. Ordinarily organisations could not make retractions later than January, however there had been significant challenges that required this. The Chair thanked Ms Monaghan and agreed this had been difficult. Mr Hanna added that there had been a lengthy discussion at Business committee and provided an overview of the use of legal support outside of the HSC new members may not be aware of and permission was sought from DOH to use assistance outside DLS. Ms Monaghan advised an allocation of £365k was guaranteed in 2024/25 year and retractions made were non-recurrent. Ms Monaghan highlighted that the legal spend was modest and looking forward legal spend was largely demand led which was a challenge to forecast. The spend to date was £13k but the PCC needed to ensure they could meet costs if demand from the inquiries increased. The PCC had communicated this to the DOH, who understood understand retractions may be made until year end. Mr Farry agreed these circumstances were outside of PCC's control. Ms Monaghan had been clear on the rationale for the easements and the only easement from core was related to the senior executive pay. Ms Monaghan recognised the challenges but would proceed with the strategic outline case and prioritise recruitment of the Principal practitioner post.

## **8. Information requests**

Ms McKernan advised that these were discussed at the Business Committee on 23<sup>rd</sup> January 2024. This paper would give Council view of requests and nature of these. The Chair thanked Ms McKernan as it was useful for anyone not on the Business Committee.

## **9. Risk paper**

Ms McKernan highlighted that it was agreed at a previous council meeting that Risk would be brought to each meeting. Ms McKernan suggested setting aside a Council workshop to review the Corporate Risk Register. Ms McKernan suggested that it should be highlighted that finance was a risk for the PCC.

Ms McKernan drew attention to Information Governance as a risk. The PCC had been in discussions around how to make the most of Alemba. BSO staff would be coming in to review information management system. The PCC were also in the process of digitising hard copies held. The third risk was reputational, Ms McKernan advised that this was due to the risk related to inquiries and how PCC are represented.

*Mr Mathews left the meeting at 11.30am*

The Chair thanked Ms McKernan and appreciated that top risks were selected. Mr Irvine queried if the PCC were getting support from BSO around records management. Ms McKernan confirmed BSO a Project Manager would be recruited for this.

The Chair queried if Council looked at complaints. Ms McKernan that complaints were included in the paper containing information requests which would go to Business Committee and then a Council, if there were themes emerging these would be discussed. A service improvement tracker had been developed on the back of complaints, this would be brought to Council annually. Council approved this approach.

## **10. Draft operational plan 24-25**

Ms McKernan advised this was high level and was based on the four pillars. There was a fifth area around business support which was a new addition to the operational plan. Ms McKernan highlighted that this would reflect work of the PCC and more would be added around the inquiry given so much time had been spent on the this. the Chair appreciated this was high level. Ms McKernan added that staff were involved in this plan.

Mr Irvine queried how the Partnership Agreement was progressing. Ms Monaghan advised this is with the Permanent Secretary to sign.

Ms Arthurs read the Operational plan measurements and areas of work and asked if there was scope to raise additional income. Ms Monaghan advised there time would be set aside in workshops to have more in depth conversations, the PCC was independent and the HSC framework operating costs needed to be met by the DOH but they were looking at scope of sourcing financial resource outside DOH. The Chair hoped there could be more cross government working and they needed to pursue all avenues to meet the demand PCC was facing. PCC Council approved the draft operational plan.

## **11. Performance Management**

Mr Hutchinson shared the presentation on screen. Mr Hutchinson advised that a strategic decision was made to stand down four outputs and provided an overview of the four outputs, three of these were related to the co-production associate project.

Mr Hutchinson provided an overview of the statistics and progress under PCC Support. Mr Hutchinson provided an overview of the top area of concern and drew attention to Paper 767 which contained further details.

## **12. ARAC**

Mr Farry (ARAC Chair) advised that the committee hadn't met since the last Council meeting and there were a few changes in personnel to advise on. ARAC committee had a pre-meeting with internal and external audit as the external auditors were now Cavanagh Kelly, sub contracted by the Northern Ireland Audit office (NIAO). There was also a change in personnel within BSO



Accounting which could pose a challenge to the PCC. Ms Collins had also stepped aside, and Ms McKernan was assisting with Governance work with Ms Mitchell (HSC Leadership centre associate) and Ms Taylor (HSC Leadership Centre associate) providing assistance. The Chair thanked Mr Farry.

### **13. Business committee**

Mr Hanna (Business Committee Chair) provided an overview of the Business Committee and what is covered. Mr Hanna drew attention to the Minutes from October 2023. In the January 2024 meeting Business Committee discussed finance and the impact on year end and next years budget.

The Chair thanked Mr Hanna and in terms of new members, the Chair wanted to give new members six months to settle in and see work of committees and decide if they had a preference.

Mr Irvine highlighted that with the departure of Cllr Reilly there was a risk that ARAC wouldn't be quorate if one member couldn't attend. Mr Irvine if the process of confirming committee membership could be expedited. The Chair asked members to let her know if they had experience, skills and interest to sit on ARAC.

### **14. AOB**

None noted. The Chair thanked staff for the production of papers and the Council were well served with information.

The meeting closed at 12.30pm

Signed:

Date: