

**Minutes of the 98<sup>th</sup> Council meeting of the Patient and Client held on 9<sup>th</sup> May 2023 via Zoom:**

**Closed session: 09:45**

**Open session: 10:10 - 13:00**

**Present:**

Mr Stephen Mathews (Chair)

Mr Alan Hanna

Mr Paul Douglas

Mr Tom Irvine

**In Attendance:**

Ms Meadhbha Monaghan, Chief Executive

Ms Clare McGlone, Executive Assistant

Mr Gerry Crossan, Business Manager, Finance

Mr Martin Quinn, Regional HSC PPI Lead, PHA

**Apologies:**

Ms Carol Collins, Head of Business Support

Mr Paddy Farry, Council member

Mr Martin Reilly, Co-opted Council member

Ms Michelle Tennyson, PHA

**1. Welcome**

The Chair welcomed Mr Quinn (PHA) and Mr Crossan (Business Manager, Finance) to the Council meeting. Apologies had been received from Ms Collins, Mr Farry, Mr Reilly and Ms Tennyson.

**2. Minutes of the previous meeting held on 14<sup>th</sup> March 2023 and matters arising - papers 1 and 2**

Council members reviewed and approved the minutes from the meeting held on 14<sup>th</sup> March 2023.

The Matters arising were ongoing in terms of PCC confirming Mr Nicholl for the September 2023 Workshop. This would be pushed back if needed.

**3. Declaration of Interests**

None noted.

**4. Chair's Update**

The Chair advised he was very happy to update Council of the appointment of Ms Ruth Sutherland as Chair. Ms Sutherland would commence on 15<sup>th</sup> May 2023,

following this The Chair would return to his substantive post and join the Business Committee.

## **5. Chief Executive's Update**

This was Ms Monaghan's first Council meeting as Chief Executive and she thanked Council members for their support over the last few weeks during the transition. Ms Monaghan highlighted it had been challenging taking up post at year end and with vacancies in key posts. It had been challenging managing the overall organisation workload, particularly during preparations for the Annual Report and Accounts and preparing for PCC appearing at MAHI.

Ms Monaghan provided an update on recruitment of key posts. The Head of Operations recruitment was in progress and the successful candidate for the Senior Policy and Impact post would commence in early July 2023 which would be a significant addition to the Leadership team. Ms Murray had recently joined as Service Manager and Ms Murphy had joined on 9<sup>th</sup> May as Business and Governance Manager.

Ms Monaghan confirmed the key focus had been the Annual Report and Accounts which was in draft at the moment. The other key focus was preparing for the PCC appearance at MAHI.

The PCC Connect event was held in April in the Grand Opera House and was a recognition of change in the organisation over the last year and PCC had the opportunity to say goodbye to Ms McConvey. The Chief Nursing Officer and Permanent Secretary also joined the event in Grand Opera House. This had been well received by attendees and a press release had been picked up by U105 and the Irish News. The event had coincided with the introduction of a practice model on how to manage work coming into the organisation. This was going well and would be kept under review over the next few months.

The Chair thanked Ms Monaghan for her work and asked Council members to be mindful of the transition as a lot of work was being carried out by the Chief Executive. He thanked Ms Monaghan and the team for stepping up and keeping things moving. The Chair also highlighted that PCC Connect was a very significant milestone in the history of PCC in looking forward and very encouraging comments were being received. The Chair congratulated the team on a well-managed event and setting the strategic direction. Ms Monaghan had reflected on the event with staff at an agency day and was working on collating feedback from this.

## **6. Finance update**

### **Financial Report o Council for period ended 31 March 2023**

Mr Crossan advised that this paper had been presented to Business Committee on 2<sup>nd</sup> May 2023. Mr Crossan confirmed that PCC had met the financial target for 2022/23 and the 2022/23 accounts were now in draft for the Annual report. Mr Crossan informed Council that 2022/23 was unique in terms of funding required but PCC had engaged well with DOH regarding the easement. The level of control required through 2022/23 led to controls being contracted to a smaller number of people where this had previously been delegated. The Chair queried that in terms of internal audit if this received satisfactory overall, Ms Monaghan confirmed this. The Chair thanked the team and Mr Crossan given the challenges faced.

## **7. ARAC Committee update**

In the absence of Mr Farry, ARAC Chair, the Council Chair provided an update on key points following discussion with Mr Farry. ARAC was progressing well and the committee were working on the ARAC self-assessment. Everything was ready for external audit to progress as planned.

Mr Irvine highlighted there had been some concern regarding the engagement audit but received clarification that this was the first audit on this area of work. There had been concern at the last meeting how the limited assurance would impact the overall outcome however they were confident it would result in a satisfactory overall. Ms Monaghan had a robust plan in place to address the limited assurance received. The Chair congratulated the team on the satisfactory assurance from Head of Internal Audit.

## **8. Business Committee Update**

### Business Committee Minutes from previous meeting 24<sup>th</sup> January 2023

Mr Hanna presented the minutes for approval by Council. These were reviewed and approved by Council.

Business Committee had another meeting on 2<sup>nd</sup> May 2023 and many items had been reviewed during this meeting. The committee had discussed Major change updates, MAHI and the advocacy report and operational plan. The Business Committee had reviewed and approved policies and received a health and safety update as well as an update on HR and absenteeism. An updated Term of Reference was presented to Business Committee for approval, this would require a further update when the Chair joined. The Business Committee completed a self-assessment and a few items were to be amended before final approval.

Mr Hanna advised of complex complaints and Mr McPoland (Associate, HSC Leadership Centre) was providing support and had assisted Ms Collins with looking at procedures and complaints. Council member training was also presented and Ms Collins would be looking into the training that Council members should be completing in detail as well as arranging safeguarding training.

Mr Irvine queried if there was additional information on data breaches. Ms Monaghan advised that Ms Collins presents this information to Business Committee and provides information on anything that is reported to the ICO. One data breach was reported to the ICO who confirmed no further action was required. This had been noted in the Governance statement. Ms Monaghan clarified the role of BSO and the support provided to PCC.

The Terms of Reference were reviewed and approved by Council members.

## **9. Information Governance/Business Support**

In Ms Collins absence, Ms Monaghan presented the papers and was taking these as read.

### **Information Governance Group Annual report**

This report contained work carried out by the Information Governance Group from the past year. This group had been established following recommendations from

Associates at the HSC Leadership Centre. Ms Collins had worked with Ms Taylor to establish this group and take forward the action plan.

Mr Irvine queried if there was a role for ARAC in this, as he understood it went to Business Committee. Ms Monaghan confirmed Information Governance fell under the Terms of Reference of Business Committee and anything related to risk or the risk registers would be presented at ARAC. Mr Hanna suggested this was something to keep an eye on and this information was something that could swamp the ARAC committee if it was to review everything that presented as a risk. Mr Irvine informed members that in previous roles, this information would come to ARAC. Mr Hanna suggested as part of an ARAC review, the portfolios could be adjusted. Ms Monaghan agreed with Mr Hanna that this was something ARAC could review. The Chair agreed the Council meetings were vital to clarify these points and periodic review was important.

## **10. Policies**

These policies were reviewed and approved by Council members.

Ms Monaghan thanked the Chair and noted ongoing information Governance work within the organisation and wanted to advise that an associate was brought in and asked to consider recommendations or service improvements for PCC. PCC had received the report from the associate and a Critical Debrief workshop was held. Recommendations from the report have been built into an action plan for the Information Governance Group.

## **11. Operations Management**

In the absence of a Senior Policy and Impact Manager, Ms Monaghan presented the papers and was happy to take questions on these. These had been discussed in detail at the Business Committee on 2<sup>nd</sup> May 2023.

Ms Monaghan presented Month 12 Performance report drawing attention to outputs and how PCC achieved these. PCC were looking to improve how it measured impact and focus on the year ahead. This report was supported by the quarterly advocacy report. Ms Monaghan presented the last quarter along with the full year figures and drew attention to the footnotes. Ms Monaghan provided an overview of the issues identified and a breakdown of these cases. Ms Monaghan provided an overview of the areas that were rated red and the progress of these.

The Chair thanked Ms Monaghan for her comprehensive presentation.

Mr Quinn found it interesting and looked forward to meeting in the future. Mr Quinn recognised some of the initiatives and was interested in looking into PCC and PHA working together. PCC and PHA have been working on remuneration of carers and hoped to meet in the future. Mr Hanna had queried if the co-production model had progressed. Ms Monaghan provided an update and highlighted that this report didn't measure accurately the work that had been completed in the past two years and there had been obstacles outside PCC's control. Ms Monaghan confirmed the most recent development was a move to using a bank worker approach and further discussions had taken place between DLS and HR.

Mr Quinn advised that PHA had been thinking of this for some time and PCC were considered more appropriate to take forward and colleagues in PHA had been working with Ms Murray.

Council members had reviewed the quarterly advocacy report.

Ms Monaghan presented the Operational Plan and advised this followed the format previously used. The PCC work was presented under four pillars and Ms Monaghan provided an overview of each pillar and themes of contact from the public.

This was approved by the Chief Nursing Officer and Business Committee and Ms Monaghan asked for Council approval. The Chair thanked Ms Monaghan and great to see the work under the four pillars. Mr Hanna and Mr Douglas agreed measurable outcomes were easier to track.

Council members approved the Operational plan.

## **12. AOB**

The Chair thanked Ms Monaghan as this was her first Council meeting. The Chair thanked Council members for their ongoing commitment and hard work during this transitional phase. The next meeting would be a Council Workshop and a handover would be completed with the new Chair, Ms Sutherland.

Mr Hanna thanked the Chair for filling the role of Interim Chair over the last six months and he rose to the occasion and noted that meetings had been very efficient. The Chair advised that this was a collective team effort and everyone stepped up. The Chair found presentations from staff interesting and the two definitive committees were operating well and people were empowered to voice any issues coming from these.

Ms Monaghan had considered Mr Irvine's comment regarding in person meetings and suggested Council should rotate the meetings across Northern Ireland. Ms Monaghan thanked Mr Hanna and Chair for their insight and oversight over the past months during the transition.

## **13. Close**

The Chair thanked everyone present and highlighted there was an ARAC and Council workshop coming up.

The meeting closed at 11.30am.

The next meeting of the Patient and Client Council will take place on the 4<sup>th</sup> July 2023 at 10am.

**Signed:**



**Date: 18<sup>th</sup> July 2023**