

Minutes of 103rd Council meeting of the Patient and Client Council held on 28th May 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 Emma O'Neill
Ms Paula Bradley
Ms Rhoda Walker
Mr Cadogan Enright
Ms Meadhbha Monaghan (PCC CEO)
Ms Una McKernan (PCC Head of Operations)
Mr Peter Hutchinson (PCC Senior Policy Impact and Influence Manager)
Ms J Kelly (PCC)

Apologies:

Ms Briege Arthurs

1. INTRODUCTION

R Sutherland welcomed all to the meeting

2. CONFLICTS OF INTEREST

No conflict of interest reported.

3. MINUTES OF THE LAST MEETING AND MATTERS ARISING

All attendees reviewed minutes of previous meeting and were happy to approve. R Sutherland discussed Peoples Priorities Committee and Citizens Hubs with all attendees and reported that they have been stood down in order to progress with Integrated Care System and Community Planning.

Action – Council approved standing down of Citizens Hubs and Peoples Priorities Committee.

4. CHAIRS UPDATE

R Sutherland updated Council on some of the work she has been involved in since previous meeting. R Sutherland discussed the budget in Northern Ireland and the lack of plans in engaging the Public. R Sutherland shared that Chair and CEO had received a letter from the Permanent Secretary regarding Election guidance and will share with Council. M Monaghan and Chair are attending Ministerial Briefing Session on 31st May and will feedback to Council. Chair asked Council members to respond to Chair Appraisal feedback by 18th June if they have any comments. Chair thanked all for their time and passed over to M Monaghan.

5. CEO UPDATE

M Monaghan shared a CEO update paper with all attendees prior to meeting and discussed key highlights from February 2024 to now in relation to her work. M Monaghan discussed with Council that she and Chair are meeting with DOH Sponsor Branch on 6th June and will update all at next meeting.

Chair thanked M Monaghan for her update and introduced P Hutchinson to present to Council.

6. OPERATIONS – IMPACT AND INFLUENCE

P Hutchinson presented to Board re the Impact and Influence work to date and PCC monitoring and performance report for the Quarter to Board. P Hutchinson gave an overview of work within the PCC for the previous financial year and the initial work for the first quarter. P Hutchinson discussed the ongoing work and the role of Council members. P Hutchinson highlighted the 3 areas of focus for PCC through advocacy and engagement work. P Hutchinson shared data with all members regarding top areas of concern for the Public which have been consistent throughout the Performance and monitoring reports in the previous financial year. P Hutchinson outlined the importance of an advocacy service and the ability to build on this in the

coming year and develop our engagement. P Hutchinson discussed with Board members the new PCC website and the plan to launch new materials with all HSC organisations. P Hutchinson thanked Council for their time and asked if there were any questions. S Mathews raised a question regarding the figures relating to local resolution and if there was a rationale behind the increase in these figures. S Mathews commended PCC for the work resulting in local resolution. M Monaghan thanked S Mathews for the questions and highlighted that there is a major shift in the practice model within PCC and have moved away from an administrative role which has included a development of our staff. M Monaghan also highlighted our positive relationship with HSC organisations which has a positive impact on early resolution and the cost benefit it will have. T Irvine raised a question regarding posters and leaflets that have been distributed. P Hutchinson clarified that they are available on electronic screens and that physical resources will be available with pilot prior to formal launch. Council commended PCC for the work that is going on behind the scenes. R Sutherland mirrored the comments made by Council members and showed that PCC are demonstrating proof of concept with early resolution, more person focused and relational which is better for professionals, clients and patients.

7. CONNECTION TO PURPOSE

J Kelly, PCC, was invited to present to Council in relation to the work she was leading on in regards to PCC Mental Health and Learning Disability Engagement Platforms. J Kelly shared a presentation with all attendees, evaluating the current engagement approach and opened the floor for discussion and feedback. Council members responded positively to J Kelly's presentation and commended her on all that has been accomplished to date. J Kelly advised that she will share feedback from next meeting with RQIA with Council for their information and awareness.

R Sutherland commended J Kelly for her work so far and highlighted that it proves a systematic approach to engagement and inclusion. M Monaghan mirrored Chair's views and suggested the adaptation to other engagement platforms within PCC. M Monaghan highlighted the work that our staff are doing and the interaction they are having with HSC organisations and all Trusts which is challenging at our organisations size. M Monaghan thanked J Kelly for attending and the work ongoing.

M Monaghan discussed reviewing and evaluating the work and the impact the engagement has had that could be adapted elsewhere in the system.

8. BOARD SELF-ASSESSMENT

R Sutherland discussed Board Self-Assessment with all attendees and highlighted this draft self-assessment was based on the previous members and that new current members would be involved going forward. New members felt that it would be beneficial to have sight of all documentation for information.

Action – Council approved Board Self-Assessment.

Action – Documentation regarding Board Self-Assessment to be shared with all members for insight.

9. BUSINESS SUPPORT AND GOVERNANCE

U McKernan discussed the current financial position in PCC and our breakeven position for our end of year accounts - £3,372 surplus. U McKernan updated at present our auditors are working on our draft set of accounts submitted and Cavanagh Kelly preparing amendments which will go through the appropriate sub committee before coming to Council for approval in July. M Monaghan and U McKernan are currently working on the budget for the upcoming year with a flat cash situation and are working closely with BSO re a draft budget which will be brought back to Council for final sign off. R Sutherland thanked U McKernan and stated that this situation is ongoing and something we are working through. Chair opened the floor for any questions. S Mathews raised a question re monitoring round process and PCC's thoughts around this. U McKernan stated that PCC have not and that they had a positive meeting with Sponsor Branch who were very aware of the difficulties PCC face as a small organisation. M Monaghan shared that we wouldn't be seeking any money within the monitoring round this year but rather slippage money through our inquiry work.

10. RISK

U McKernan shared summary risk management paper with Board and discussed the top 3 risks for PCC – accommodation, insufficient resources and information Governance. U McKernan stated that these are ongoing risks within the organisation that are being reviewed regularly. An Estates plan is underway with U McKernan and F Murphy to ensure that there is forward planning for PCC. M Monaghan highlighted that Belfast office is a concern as we want to remain central. M Monaghan stated that management are working closely with BSO to ensure that all of our needs are met as an organisation. U McKernan shared that she is currently reviewing the Risk Register in PCC and will construct a new template that is more accessible to the reader and will share with Board when a draft has been completed.

11. ARAC

P Farry updated all in regards to ARAC meeting on 21st May and discussed papers that were tabled for approval at Board. Council approved the briefing note and Terms of Reference for ARAC. Rationale was given around the amended Terms of Reference and amendments regarding Chair reigning for three years, with the option of a further three years. Council agreed with rationale and approved papers and P Farry's continuation as Chair.

Action – ARAC Terms of Reference were approved by Council and P Farry's continuation of Chair of ARAC for a further three years was approved.

12. BUSINESS COMMITTEE

A Hanna updated all members in relation to Business Committee meeting that took place on 23rd April 2024. A Hanna discussed that Business Committee approved the Business Continuity Framework and Complaints policy at their previous meeting and these papers were shared with Board for their review. Board members commended U McKernan for her work with these policies and highlighted that they can only be measured by implementing and reviewing regularly. Board members were happy to approve the Business Continuity Framework and Complaints policy.

ACTION – Board approved Business Continuity Framework and Complaints policy.

13.AOB

No other business was discussed.

14.Next meeting

Next Council meeting and Council workshop will be combined and take place on Tuesday 23rd July 2024 at NICVA, Duncairn Gardens. Chair thanked all for attending and brought the meeting to a close.