

Patient and Client Council

Your voice in health and social care

MINUTES (Set 2 OpenSession)

The 89th Council Meeting of the Patient and Client Council

Zoom meeting

Tuesday 22nd June 202

Closed Session 09:30 – 10:00 am

Open Session 10:00 – 1:00 pm

Present

Ms Christine Collins (Chair)

Cllr Martin Reilly

Mr Patrick Farry

Mr Alan Hanna

Mr Paul Douglas

Mr Bill Halliday

Liz Cuddy

Geraldine Lewsley

Attendees

Vivian McConvey, CEO PCC

Meadhbha Monaghan, Head of Operations PCC

Chris Turkington, Business Support Manager, PCC

Linda Craig, PHA

A. McIlwaine – note taker

Apologies

Joan McEwan

1. Welcome

C. Collins welcomed everyone to the meeting

2. Minutes of last meeting and Matters Arising

The minutes of the meeting held on the 7th April 2021 were agreed as an accurate record of the meeting and signed by the Chair and Chief Executive.

Matters arising were reviewed.

- 10th March 2020 item 9b - Standing Orders, C. Collins has asked A. Hanna to work with her supported by Council secretary with the aim of having revised set of Standing Orders by September 2021
- 15th Sept 2020 - Paper 585 Annual Client Support Report 19/20 is being revised by V. McConvey and M. Monaghan, it will then be uploaded onto the PCC website.
- 15th Dec 2020 item 6 - C. Collins has been in touch with Diane Taylor regarding Board Effectiveness training; training will take place in the Winter 2021/22 following the appointment of the new members.
- 15th Dec 2020 item 10 - M. Monaghan will take forward the question of primary care to the Peoples Priorities Committee
- 7th April 2021 - M. Reilly shared with the members his

experience of other Open and Close Council sessions. Open and Closed sessions are treated the same, Closed being closed to the public. Both sessions are tabled and encouraged to do as much business as possible in the Open sessions.

- 3. Conflicts of Interest** C. Collins declared an interest due to her position as Interim Chair of the RQIA. However, DoH have confirmed that as the position is time bound and that they are actively seeking to recruit a Chair therefore CC should recuse herself from dealing with any matters which she considers would constitute a conflict of interest in relation to her respective role as Interim Chair of the RQIA.
- 4. Chair's Update** The Public Appointments process for new members is underway. The Panel need to approve the literature pack for new members.
- 5. Chief Executive Update** V. McConvey expressed her thanks to PCC member of staff, Joanne McKissick. Joanne was on secondment from PCC. Joanne was the Communications Manager with PCC for 6 years. Joanne has taken up a new post with Diabetes Network. The post for Communications Manager will now need to be filled along with the B8A Policy Impact Lead which will be keys posts in PCC new structure. Congratulations to Katherine McElroy who will take up the post of Service Manager for Advocacy. V. McConvey and C. Turkington will be working on Funding and Core Budget. The PCC's current work is now being recognised and additional funding provided. M. Reilly agreed with the V. McConvey's comments regarding Joanne McKissick. It was agreed that an appropriate way to mark Joanne McKissick's service to PCC would be found.
- 6. G&A Update, ToR and previous G&A minutes** P. Farry gave the members an update on the recent G&A meetings (25th May and 21st June 2021). Previous minutes were reviewed and approved. P. Farry stated that PCC received a satisfactory rating for the Annual Report and Accounts from the Auditors. C. Collins expressed her appreciation for the work that had gone into achieving this. P. Farry tabled the revised G&A ToR. He stated that L. Mitchell had assisted with the wording in the ToR and she also linked in with internal and external Auditors for additional guidance. The only obvious change was to the Financial part of the Terms. The revised ToR were proposed and formally adopted by the Council, all members agreed. There was a short discussion on the quorum requirement for G&A. It was agreed that it should stand at 3 members.

7. Annual Report and Accounts 2020/21

NOTE: Annual Reports and Accounts 2020/21 notes are included in Closed Session minutes

8. Report on the Review of Financial Management Process Operating within PCC

L. Mitchell took the members through her Report. G&A has now taken over the role of overseeing the Report. L. Mitchell discussed the recommendations and these have now been implemented. L. Mitchell thanked Jackie McNeill for her support in achieving this report.

A. Hanna commented that this was a terrific Report and asked if there were any recommendations that needed prioritising. L. Mitchell replied that there was very little outstanding of the Report.

B. Halliday thanked L. Mitchell for a first class Report. P. Farry endorsed the member's note of thanks to L. Mitchell.

C. Collins conveyed her thanks to L. Mitchell and said that she was more comfortable now with PCC finances.

9. Financial Plan 2021/2022

V. McConvey shared the Financial Plan with the members and apologised for the delay in getting the paper completed. Key points to note in the PCC's Financial Plan 2021/22:

- Additional Core Funding
- June Monitoring Allocation
- Beyond Bamford Allocation
- Membership Scheme and Make Change Together

There are 3 key areas within the budget:

- Support to Muckamore Abbey Hospital Inquiry
- Mental Health
- Learning Disability

V. McConvey was confident that this additional money would allow PCC to follow through with the Operational Plan and achieve a breakeven on our budget.

C. Collins and M. Reilly both agreed that this was an excellent report.

B. Halliday highlighted an issue regarding Mental Health Champion (MHC), we are 'caretakers' of the MHC, can this be formalized? V. McConvey responded that she, Carol Collins and C. Turkington have already met with Department to clarify the issues. C. Collins stressed that we need to have certainty on the lines of accountability.

V. McConvey reassured the Council that she is currently in discussion with the Department to ensure proper governance is

maintained. C. Turkington will also meet with the Department regarding the forecast expenditure of MHC. C. Collins very pleased with this report. No comments from Council members. Next steps; C. Turkington will have monthly meetings with EMT and quarterly health checks with V. McConvey and will report these to G&A.

V. McConvey suggested a change in the sequence of Council meetings going forward, this will allow Operations to feed into Committee meetings and then to Council.

ACTION: V. McConvey to review the current Council meeting dates and suggest new dates. P. Farry commented if and when dates change can they be circulated and put into members' calendars as soon as possible.

10. Financial Performance Report: month 2

C. Turkington took the members through the Financial Performance Report. Key points that was discussed;

- Core Budget
- Ring Fence Budget
- Core Forecast
- Ring Fence Forecast
- Appendix I, II, III and IV

C. Turkington will send a top level summary of financial performance to Council each month. C. Turkington will meet with PCC budget holders on a monthly basis to review and explain individual budgets held.

V. McConvey thanked C. Turkington coming on board and has already made significant progress in a short space of time. P. Farry, L. Cuddy and A. Hanna also thanked C. Turkington for the work he has presented today. Financial Performance Report was approved by Council.

11. Risk Register

C. Turkington shared the Risk Register with the members. Risk Register has been under review recently, titles won't change. An up to date Risk Register will be ready to be presented at the next Council meeting with its current situation. Risk Register is approved by Council.

12. Standing Orders

C. Collins explained that Standing Orders will be taken forward with the assistance of A. Hanna and Council secretary. The aim is to have Standing Orders revised for September time. A. Hanna looking forward to making progress with putting in extra time to revise the Standing Orders.

13. Business Committee Terms of Reference

A. Hanna gave an update on the recent Business Committee meeting 26th May 2021. A. Hanna commented that this is a new piece of work and with the help of members' contribution we can take it forward. Terms of Reference were reviewed and approved by Council.

**14. Peoples
Priorities
Committee
Update**

P. Douglas gave an update on the recent broad discussion with C. Collins and V. McConvey in going forward with this Committee. There is some internal work to be completed by V. McConvey in getting Committee together.

ACTION: V. McConvey and M. Monaghan will draft Terms of Reference for the Committee. The new B8A position will take the lead in this Committee when recruited.

**15. PCC
Performance
Report**

M. Monaghan shared the report with the members and explained that this was a new format which had been approved by Council previously. Report only reflects 2 month period (April & May).

Three key areas were discussed:

- (1) Outputs by Operational Area
- (2) Outcomes Review
- (3) Qualitative Summary

B. Halliday commented on the delays of Response targets within point 1. These delays are unavoidable outside of PCC i.e. Health Trusts. V. McConvey said it was 5 days in order to respond to complaints, this is too long.

In point 2 there has been a Duty System implemented, this will allow us to look at having complaints resolved in a much more efficient way.

C. Collins asked should we have these stats feeding back into the system? M. Monaghan commented that the new data base will help with this. Katherine McElroy, newly appointed Service Manager for Advocacy and Support will be connecting with Complaint Managers across the Trusts to discuss.

M. Monaghan took the members through point 3 - Qualitative Summary which included Policy Impact and Influence, Involvement and Engagement, Business Support, Advocacy and Support.

L. Cuddy thanked M. Monaghan for a well presented report. M. Reilly also thanked M. Monaghan and commented that he had been doing some work with Marie Curie, Alzheimer's Society and Bereavement.

L. Craig from PHA expressed her thanks to M. Monaghan and stated that it is good to be promoting one another as this would be most helpful going forward, very informative report.

P. Farry thanked M. Monaghan and said it was an excellent and worthwhile report.

C. Collins thanked M. Monaghan and stated it was a sufficiently detailed report. A. Hanna agreed with members' comments and that all the reports presented were very good. B. Halliday appreciated all the reports presented to the Council. PCC Performance Report was approved by Council.

No other business noted.

Meeting closed at 1:05 pm

Date and time of next meeting: **19th October 2021 9:30 am**

Signed Christine Collins _____ Date 19th October 2021
Christine Collins
Chair, PCC

Signed Vivian McConvey _____ Date 19th October 2021
Vivian McConvey
Chief Executive, PCC

Patient and Client Council
Your voice in health and social care

ACTION LIST / MATTERS ARISING

Reference	Action	Responsible	Deadline	Status
10 th March 2020 item 9b	Standing Orders Update. This is being taken forward with assistance from A. Hanna & Council Secretary at meeting 22 nd June 2021	C. Collins		
15 th Dec 2020 Item 6 Board Review	C. Collins in touch with D. Taylor, training arranged for members in Autumn 2021.	C. Collins		
22 nd June 2021 #9	Council meeting dates reviewed and new dates to be circulated.	V. McConvey		
22 nd June 2021 #14	Terms of Reference to be drafted for Peoples Priorities Committee	V. McConvey & M. Monaghan		

