

Head of Development and
Corporate Services
The Patient and Client Council
2nd Floor, Centre House
79 Chichester Street
Belfast
BT1 4JE

Tel: 028 9536 3007
Email: foi.bso@hscni.net

3rd July 2020

BY EMAIL

[REDACTED]

Ref: FOI 1254

Dear [REDACTED],

I am writing to you in response to your correspondence, received by the Patient Client Council (PCC) on 8th June 2020, in which you requested information relating to various PCC matters. Please find this information below:

I would be grateful for a copy of the regular briefings from the Chief Executive to the Chair.

Written briefings from the Chief Executive of the PCC to the Chair of the PCC are not currently an operational practice within the PCC. Communications from the Chief Executive to the Chair are inclined to be verbal discussions, outlining strategic direction and timings.

I have looked at your website and I cannot find any details about care homes and covid-19. What information did you send all care homes in February or March 2020 in relation to covid-19?

This information is available via the following articles, which can be found via the PCC website:

Grief in a care home:

<https://patientclientcouncil.hscni.net/covid-19-and-bereavement-resources/>

FAQs:

<https://patientclientcouncil.hscni.net/novel-coronavirus/covid-19-faqs-2/>

How many residents in care homes or their families have approached you for assistance with complaints from March 1st 2020 to June 1st 2020?

Within this period 13 people contacted the PCC for information or advice in relation to Care Homes. I can confirm that 1 of these has progressed to a formal complaint process.

How many of these complaints (as above) were in relation to covid-19?

I can confirm that no formal complaints related to Covid-19 in this period.

How many care homes have you visited from March 1st 2020 to June 1st 2020 to assist residents to want to make complaints?

I can confirm that there have been no PCC visits to Care Homes within this period.

Once again, I would like to extend an invitation for you to meet with our Chief Executive, Vivian McConvey. Please be assured that Vivian would be more than happy to meet with you to discuss the PCC's role and actions to date, as well as to address any concerns you may have.

I hope that the information provided assists you. If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible or in any case within two months of the date of issue of this letter.

In the event that you require a review to be undertaken, you can do so by writing to

Information Governance Manager
2 Franklin Street,
Belfast,
BT2 8DQ

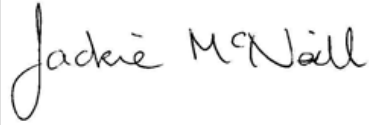
If, following an internal review carried out by an independent decision making panel, you remain dissatisfied in any way with the handling of the request, you may make a complaint to the Information Commissioner's Office and ask that they investigate whether the BSO has complied with the terms of the Data Protection Act.

You can contact Information Commissioner at:

Website: www.ico.org.uk
Phone: 0303 123 1113
Email: casework@ico.org.uk
Post: Information Commissioner's Office
3rd Floor, 14 Cromac Place
Belfast
BT7 2JB

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However the Commissioner has the option to investigate the matter at his discretion.

Yours sincerely,

A handwritten signature in black ink that reads "Jackie McNeill". The signature is written in a cursive style and is contained within a thin black rectangular border.

Jackie McNeill
Head of Development and Corporate Services, PCC