



Quality Report 2023-2024

November 2024

**Your Voice,
Our Journey**

www.pcc-ni.net

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Foreword from CEO

The PCC is committed to Quality 2020 to ensure that the services and support we provide to the public are of the highest standard and quality, and have the maximum impact. The PCC is neither a Commissioner nor a provider of Health and Social Care Services in Northern Ireland, however, we play an integral part within the system, by ensuring the patient voice is heard, listened to and harnessed. A clear focus of Quality 2020 is establishing dynamic partnerships between service users, commissioners and providers of health and social care services to develop, monitor and review standards. This objective is the cornerstone of our work and evolving practice model. Through our advocacy and engagement work, we aim to connect the public with decision-makers to change the health and social care system for the better.



Quality 2020 was designed to create a strategic framework and continual focus on quality improvement and maintaining high standards within Health and Social Care (HSC) organisations, with a view to enhancing services and patient safety. As we enter into a period of renewed focus on reform, in the context of significantly constrained budgets and workforce pressures, it is vitally important that we maintain our focus on the principles and objectives of Quality 2020, not least in developing a strategic approach to partnership work with the public and appropriately involving them to maintain and develop quality of care and patient safety.

From 2020 the PCC has been undergoing an ambitious organisational change process, modernising and redesigning our practice and scrutinising our governance structures. This has included significant work at Council level and introducing a new practice model across our operational functions. In line with our ongoing commitment to achieve high quality performance, which results in the best possible services and outcomes for patients and clients, our focus in 2023-24 has been on further embedding our new practice model and continually improving our policies,

procedures and performance across the spheres of governance, operations and business support.

This Quality Report outlines how we have continued to focus on improvement, development and innovation, following the Quality 2020 themes, to maintain and improve the quality of our offering and the impact we have for patients and the public. In this regard I would like to thank those patients, clients and the public who have engaged with us over this year and provided us with excellent feedback, which is a crucial part of quality improvement, as well as the staff of the PCC who have implemented the changes and improvements outlined in this report.

A handwritten signature in cursive script, appearing to read 'M. Monaghan'.

Meadhbha Monaghan

Chief Executive

12th November 2024

Introduction

The Patient and Client Council (PCC) is an independent, influential voice that connects people to Health and Social Care (HSC) services, so that they can effectively influence these services. The PCC was established in April 2009 as part of the reform of Health and Social Care and provides support to a population of approximately 1.92 million¹ across Northern Ireland

The Role of the PCC is to:

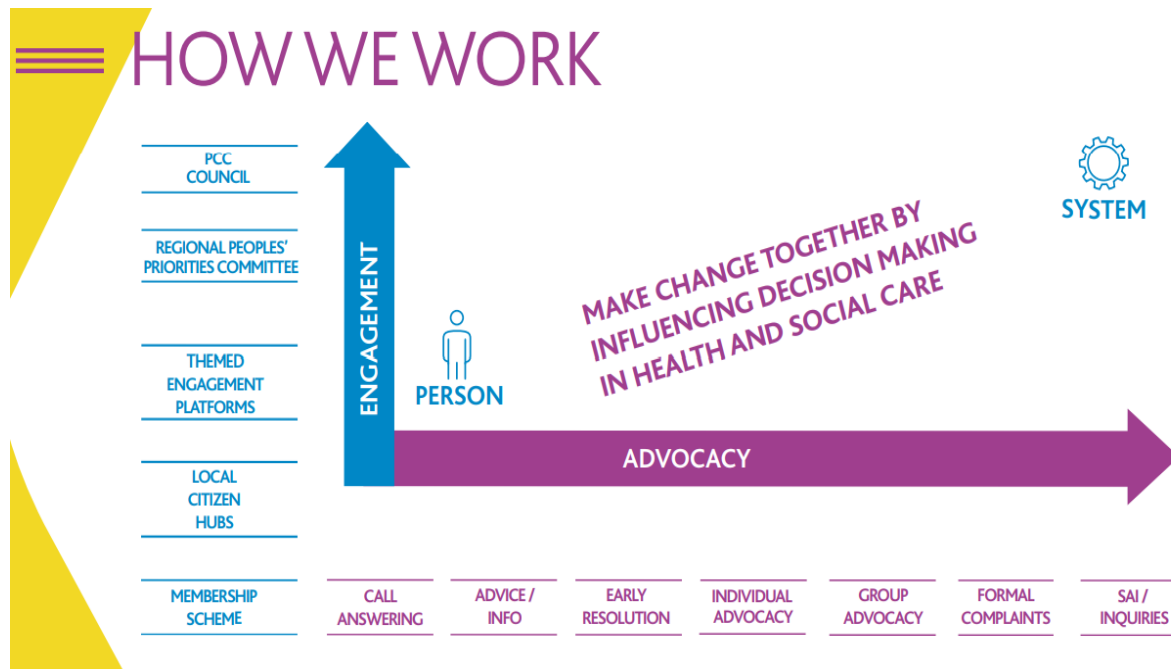
- Represent the interests of the public;
- Promote the involvement of the public;
- Provide assistance (by way of representation or otherwise) to individuals making or intending to make a complaint relating to health and social care;
- Promote the provision of advice and information by HSC bodies to the public about the design, commissioning and delivery of services;
- Undertake research into the best methods and practices for consulting and engaging the public and provide advice regarding those methods and practices to HSC bodies.

As part of the Health and Social Care Framework for Northern Ireland, the PCC seeks to support the Department of Health's (DoH) overall duty to promote an integrated system of health and social care designed to improve the health and social well-being of the people of Northern Ireland. The PCC do this by providing a powerful, independent voice for patients, clients, carers, and communities on health and social care issues.

Throughout 2023-24 we continued to embed our new model of practice through which PCC delivers on its statutory role and functions as set out above. The model places an emphasis on relationship building; meeting people at their point of need and tailoring our support to each individual, focusing on early resolution and a partnership approach. Using the evidence, we gather across our engagement and advocacy work on an individual and group basis, it gives us a firm foundation to

¹ NISRA (2023) "2023 Mid-year Population Estimates for Northern Ireland". [Statistical Bulletin - 2022 Mid-year Population Estimates for Northern Ireland](#)

connect the public with decision-makers, through our policy impact work, to influence the health and social care system



Theme 1: Transforming the Culture

Objective 1: We will make achieving high quality the top priority at all levels in health and social care.

Objective 2: We will promote and encourage partnerships between staff, patients, clients and carers to support decision making.

PCC Council

In February 2024, the PCC welcomed the appointment of eight Council Members to the PCC. New Council Members received a robust programme of onboarding, induction and training. These additional appointments, which include representation from the voluntary and community sector, trade union and district councils, increased the diversity of representation on Council of the PCC ('the Council') and made a significant contribution to the important governance and strategic role fulfilled by the Council. The Council holds formal meetings, at least quarterly, with regular Council workshops to enable key issues to be considered in more depth. During 2023-24,

there were five Council meetings and four Council workshops. All meetings were quorate.

The Council applies the principles of good practice in Corporate Governance and continues to further strengthen its governance arrangements. The Council does this by undertaking continuous assessment of its compliance with Corporate Governance best practice by internal and external audits and through the operation of the Audit and Risk Assurance Committee (ARAC), with regular reports to the full Council. The Council undertook a self-assessment against the DoH Arm's Length Bodies (ALB) Board Self-Assessment Toolkit in March 2024. Overall it showed that the Council functions well, however it also identified areas for improvement that have been worked on during the year.

The Audit and Risk Assurance Committee also completed a self-assessment using the National Audit Office Audit Committee Self-Assessment Checklist at its meeting held on the 27 June 2023. The Annual Declaration of Interests by Council members and senior staff has been completed and the register is publicly available on request. Members are also required to declare any potential conflict of interest at Council or Committee meetings, and withdraw from the meeting while the item is being discussed and voted on.

Partnership agreement

During 2023-24, the PCC worked with the DoH to finalise a Partnership Agreement which sets out the partnership arrangements between PCC and the DoH. In particular, it explains the overall governance framework within which PCC operates, including the framework through which the necessary assurances are provided to stakeholders. Roles/responsibilities of partners within the overall governance framework are also outlined. The partnership is based on a mutual understanding of strategic aims and objectives; clear accountability; and a recognition of the distinct roles each party contributes. The Partnership Agreement was approved and signed by PCC and the Permanent Secretary of DoH, Peter May in December 2023, making PCC the first Arm's Length Body to do so.

Information Governance

In order to ensure that all information is effectively managed within a robust framework, incorporating policies, procedures and management accountability and, in accordance with best practice and legislative requirements, the PCC continued to operate an Information Governance Group throughout 2023-24. The Leadership Team from PCC and the Data Protection Officer from BSO attend and meetings are planned quarterly. Key outputs for the year include:

- Updating and implementation of an Information Governance Plan, Strategy and framework;
- Updating and implementation of a Data Protection & Confidentiality Policy;
- Updating and implementation of a Freedom of Information Policy.

The Head of Operations provides quarterly updates on Information Governance to the Business Committee and Governance updates to the ARAC quarterly. The PCC's Staff Days have also been used to highlight trends and develop all staff awareness in this area.

Internal Audit

The PCC utilises an Internal Audit function which operates to defined standards and whose work is informed by an analysis of the risk to which the body is exposed and annual audit plans are based on this analysis. During 2023/24 the following internal audit assignments were conducted:

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| | |
| Financial Review | Satisfactory – travel & subsistence, asset management, legal payments (Muckamore Inquiry) & Associate |

² Internal Audit's definition of levels of assurance:

Satisfactory: Overall there is a satisfactory system of governance, risk management and control. While there may be some residual risk identified, this should not significantly impact on the achievement of system objectives.

Limited: There are significant weaknesses within the governance, risk management and control framework which, if not addressed, could lead to the system objectives not being achieved.

Unacceptable: The system of governance, risk management and control has failed or there is a real and substantial risk that the system will fail to meet its objectives

| | |
|---------------------------------------|---|
| | expenditure; Limited – payments to staff. |
| Governance and Performance Management | Satisfactory |

Internal Audit provided limited assurance to the Engagement Audit in 2022-23. Nine of the 13 recommendations have now been fully implemented, one partially implemented and three not yet implemented. Work is underway to address the outstanding recommendations, and to ensure that these are addressed as early as possible in 2024-25. Internal audit provided limited assurance on the payments to staff element of the Financial Review audit in 2023-24, with satisfactory assurance for all other aspects. All recommendations in this audit have been fully implemented by the PCC.

Executive Management and Leadership Team Meetings

We have formalised and strengthened Executive Management Team (EMT) and Leadership Management Team (LMT) meetings during this period. Meetings between EMT and LMT occur on a monthly basis. They enhance the Leadership function of the organisation and contribute to the running and development of the organisation in relation to both operational implementation, organisational development, governance and assurance. In addition, a Terms of Reference has been developed which sets out the structure, roles, purpose, content and ethos of EMT/LMT meetings.

Horizon Scanning

PCC began a Horizon Scanning process in 2023-24 to identify potential risks and opportunities, and to provide a platform upon which to drive strategic discussion. We targeted information sources such as the DoH, NI Assembly, HSC Trusts and Voluntary and Community Organisations to harness information and news that could affect how we operate, and opportunities for PCC to provide knowledge and expertise. Horizon scanning is shared to all staff and Council on a weekly basis.

Theme 2: Strengthening the workforce

Objective 3: We will provide the right education, training and support to deliver high quality service.

Objective 4: We will develop leadership skills at all levels and empower staff to take decisions and make changes.

Staff Stability

During 2023-24, key appointments have been made in the PCC including two within the Executive Management Team; Head of Operations and Senior Policy Influence and Impact Manager. Recruitment is under way for a Principal Practitioner role to strengthen PCC's Advocacy work which will also sit within the Executive Management Team. A Project Manager for Inquiries was also appointed to assist the PCC in responding to work associated with our participation in statutory Inquiries including Muckamore Abbey Hospital Inquiry and Urology. Other vacant posts are under review to ensure that any further recruitment will best meet the needs of PCC in delivering on its strategic objectives and future plans. In doing so, this will ensure that PCC targets its limited resources to best meet its statutory functions in the provision of assistance to those who have an issue with HSC services and involvement of the public, whilst maintaining the highest standards of good governance.

'Investing in our Team'

With the aim of achieving our organisational outcome of managing people effectively, the PCC has invested in a significant programme of staff training and support in 2023-24 including:

- City & Guilds Qualification: Level 2 Award in Independent Advocacy
- OCN Level 2 Mediation Theory and Practice;
- Adult Safeguarding;
- MS Teams;
- Having difficult conversations;

- Homeless Prevention Awareness Training;
- Group Facilitation Training;
- Plain English Training;
- Mental Health First Aid;
- Alemba Case Management database training;
- Microsoft Word and Excel;
- Case Records;
- BEAT – eating disorders;
- Interculturism and Travellers Cultural Awareness;
- Emotional intelligence;
- SafeTalk;
- Mental capacity Act Level 4;
- Homelessness Awareness;
- Anam Cara (Supporting Bereaved Parents);
- Minute Taking and;
- Fire Warden Training.

The HSC Leadership Centre provides a range of management and organisational support to health and social care organisations which PCC staff have availed of to include Better Business Cases, Project Management Essentials and digital courses.

The PCC value staff wellbeing and believe that our staff are at the heart of what we do. This means that in order to deliver high quality services to the public we must look after our staff. We also recognised that as a result of the journey of significant organisational change we have been on, which has included a review of our practice model, the PCC teams have been dealing with more complexity in our practice over the last 12 months. In 2021-22, as part of our ongoing commitment to support staff across the organisation, and in response to feedback from the teams, we put in place external supervision to ensure appropriate psychological and emotional support for staff given the nature of the work being undertaken. This support has continued during 2022-23 and 2023-24 and complements the PCC's existing internal supervision structures. The external supervision takes place on both a group and individual basis.

Staff Agency Days

We held all Staff Agency days in May, June, September, November, December, January and March, aimed at improving communication and engagement across the organisation. The engagement days covered a wide range of topics including a focus on Planning and Performance during the year as well as the development of the Operational Plan for 2024-2025. Other areas of discussion included PCC's Advocacy work, the Engagement Platforms, Finance and Governance updates, Hybrid working review, Public Affairs development and Positive Passporting. Sessions included updates in person from Sponsor Branch, Cruse Bereavement NI and Make the Call (Department for Communities).

The workshops were interactive with staff being given the opportunity to feedback on issues discussed such as our Operational Plan for 2024-25 and plan for future sessions. Suggestions included changing the structure of our Agency days to make them more participatory, and to rotate the location. Based on this feedback in 2024-25 we intend to make our Agency Days agendas set more by staff than Managers.

Theme 3: Measuring the improvement

Objective 5: We will improve outcome measurement and report on progress for safety effectiveness and the patient/client experience.

Objective 6: We will promote the use of accredited improvement techniques and ensure that there is sufficient capacity and capability within the HSC to use them effectively.

Early Resolution

In 2023-24 the PCC Advocacy Service supported 662 people through advocacy. In 2023-24 were 57% of all cases closed were resolved prior to formal complaint stage, an increase from 45% in 2022-23. We consider early resolution of Advocacy cases to be of mutual benefit to members of the public to have their issues and concerns resolved at the earliest opportunity, and for HSC as time, resources and personnel are not focused on completing the formal complaints process.

Advocacy Toolkit and review

During this period, we introduced the PCC Advocacy Toolkit. It has been designed to support PCC Practitioners collect supporting information so that clients can participate fully in the advocacy process. The information garnered and the discussions ensuing will help the advocate understand the circumstances of the case as well as understand holistically the client's current circumstances and what outcome they want from the process. It is anticipated that communication between the PCC and client will be enhanced and miscommunication will be minimised, leading to a more productive working relationship and better outcomes for the clients. The toolkit will also allow the PCC advocate to understand the patients circumstances much better and tailor their support to the patient or family's needs.

Policies

In line with our commitment to openness and continuous improvement, the PCC engaged an external associate, through the HSC Leadership Centre to review a number of complex cases and compile independent reports on each case. These reports identified areas of learning for the PCC. These have been fed into the Service Improvement Tracker to track, manage and ensure implementation of the recommendations.

The independent reports also identified the need to implement a clearer and more detailed Complaints Policy for PCC which will assist/guide the PCC on handling complaints going forward. The Head of Operations developed a new Complaints Policy to be approved by Council and implemented in 2024-25.

During the year the PCC ensured all internal policies gave full and fair consideration to applications for employment made by disabled persons having regard to their particular aptitudes and abilities. The PCC is fully committed to promoting equality of opportunity and good relations for all groupings under Section 75 of the Northern Ireland Act 1998. The PCC adopt all best practice policies and procedures issued by BSO HR Shared Services including application of all relevant NI Equality legislation and where is specifically relates to the equality of opportunity in all employment practices. This includes making reasonable adjustments for applicants or employees with a disability and considering all flexible working requests.

Advocacy Service Feedback Form

Throughout the year further consideration was given to our approach to our Advocacy Service Feedback process. A review and renewal of the feedback process was completed in quarter four. We changed some of the wording of the questions and added an additional question to the form to ask our clients *“Is there any aspect of the service which you consider we did well?”*. A new guidance document and process has been introduced. We will monitor the impact of this new process going forward, with targets reviewed for the following 2024-25 year.

Practice Team development

Complex case meetings were introduced. They are convened on a monthly basis to allow PCC Practitioners to seek peer support and guidance on cases that may have encountered some impasse or additional factors have come into play. A Service Manager facilitates these meetings and provides an additional layer of governance and support to the practitioner involved. Any relevant matters will be escalated to the Principal Practitioner or EMT.

Case recording training was commissioned from the Social Care Institute for Excellence (SCIE) a renowned training organisation within social care and social work. Continuous improvement of case recording is an important feature of practice team development.

Theme 4: Raising the standards

Objective 7: We will establish a framework of clear evidence-based standards and best practice guidance.

Objective 8: We will establish dynamic partnerships between service users, commissioners and providers to develop, monitor and review standards.

A clear focus of Quality 2020 is establishing dynamic partnerships between service users, commissioners and providers of health and social care services to develop, monitor and review standards. This objective is the cornerstone of our engagement work and evolving practice model. In 2023-24 we placed considerable focus on the work of our Engagement Platforms. Over time our intention is to use the learning from our own Engagement Platform work to develop a best practice model.

Reach deck

Work to enhance user experience on our website began in this period. We developed a new website which features a 'ReachDeck' accessibility toolbar. The Reachdeck tool bar allows users to enable Text-to-speech, translation, magnify text and use a picture dictionary. Along with our Plain English narrative this toolbar will help promote accessibility ahead of the launch of our new website in June 2024.

New Promotional Material and Style Guide

We have designed new A3 posters and A5 double sided leaflets which will be distributed to our key stakeholder list across Northern Ireland in quarter two of 2024-25. These new materials were co-produced with seven members of the public who provided feedback on the content and design. We also developed a style guide to ensure continuity and brand identity across all our publications.

Correspondence Log

To ensure we keep a record of general correspondence and invitations to events we established a Consultation Log. Each week a team meets to discuss the correspondence we have received during the week and decide how to respond. As a Public Body we have basic responsibilities to be open, transparent and accountable to the public and other public authorities in carrying out our work. Therefore, the log helps us achieve this responsibility.

Development of Public Affairs and Impact Functions

In 2023-24 we have continued to establish our Public Affairs function in the organisation, to maximise our influence, and role in policy advocacy. This has included 296 engagements with Departmental, statutory or external bodies in 2023-24. An overview of key public affairs activities and their purpose can be found below:

- Introductory meetings took place with the CEO of Voiceability to explore shared learning and networks with advocacy organisations internationally and the Director of Communications, Impact and Campaigns, Healthwatch England to explore opportunities for joint work and collective impact.
- The Chief Nursing Officer and Directors of Nursing for each of the Trusts to present on the work PCC are undertaking.
- The Northern Ireland Social Care Council to discuss service user involvement in the Social Care Collaborative Forum.
- British Association of Social Workers and Harmed Patients Alliance to explore opportunities for joint working.
- NI Ambulance Service and the Executive team of Belfast Health and Social Care Trust, to discuss themes arising in current casework related to their Trust area, the importance of triangulating data and intelligence and the work of the PCC.
- Western Health and Social Care Trust Improvement Through Involvement Committee to discuss PCC's practice model and themes arising from casework as well as the importance of triangulating data and intelligence.
- Public Health Agency (PHA) to discuss the response to the Cervical Smear Recall in the Southern Health and Social Care Trust, our role in relation to the

Screening Programme Board and how we can engage in HSC Quality Improvement Programmes.

- Northern Ireland Social Care Council to discuss advocacy intelligence, user participation and engagement as well as interfaces with 'Fitness to Practice'
- Regulation and Quality Improvement Authority (RQIA) to discuss the outcome of a Judicial Review Application of May 2023, regarding their role in relation to Community based mental health services.
- Voiceability to discuss PCC's approach to early resolution in our advocacy work.
- We attended the Northern Ireland Public Services Ombudsman (NIPSO) Conference which focused on "*Patient Safety and Public Trust. A decade of inquiries – what is the learning?*".
- We presented to Chief Nursing Office Business Committee, alongside Care Opinion; about the importance of triangulating intelligence and data on the lived experience of the public, as part of the good governance and quality assurance within the HSC system. This was proposed as the beginning of an ongoing conversation.

Remuneration paper

In 2023-24, we continued to advocate for a Regional Remuneration Policy. The PCC considers the absence of such a policy and practice has implications for the principle of reciprocity, ensuring diversity of people who can engage in involvement opportunities, and minimising potential inequalities in relation to access issues. The paper explored a series of potential implementation options and provided some initial evaluation of those options.

The PCC developed a Thought-paper on the need for a Regional Remuneration Policy in Northern Ireland which was submitted to the DoH for consideration. The paper explored a series of potential implementation options and provided some initial evaluation of those options. Seven members of PCC staff completed OCN Assessor and Verification Training, to support delivery of training for members of the public in 2024-25.

Consultation Input: Outcome of an Independent Review of Children’s Social Care Services

In our response to the DoH’s initial consultation on the outcome of an Independent Review of Children’s Social Care Services, we outlined what we consider should underpin the provision of advocacy services within the Health and Social Care system. The final review report includes two recommendations for the development of Independent Advocacy Services.

Engagement Platforms

PCC facilitated six Engagement Platforms in 2023-24 covering:

- Adult Protection;
- Care of Older People;
- Learning Disability;
- Mental Health;
- Neurology and;
- Serious Adverse Incidents.

In line with our statutory function to undertake research into the best methods and practices for consulting and engaging the public, during 2023-24 we continued to develop our engagement structures, working alongside the public and our partners, and building on the learning from previous years. This year we held 70 meetings, with a total of 105 participants across the six engagement platforms.

In 2023 the PCC undertook a quality improvement project around Engagement Platform practice to ensure opportunities for members of the public and those with live experience can engage directly with decision makers around policy development and service redesign. PCC practitioners availed of group facilitation training to support them in the facilitation of groups and to ensure all voices are heard.

During the quality improvement project, guidance was developed around Terms of Reference and how members of the platform could be facilitated to participate in the development of the Terms of Reference to coordinate with the policy or service redesign the platform is aligned with.

Theme 5: Integrating the care

Objective 9: We will develop integrated pathways of care for individuals.

Objective 10: We will make better use of multidisciplinary team working and shared opportunities for learning and development in the HSC and with external partners.

Our practice model is based upon working collaboratively and in partnership with bodies across HSC and wider society, to ensure the voice of patients is maximised and that they receive the right support at the right time to meet their needs. In this section we have identified some further examples of our work which focuses on work with external partners, which often had a challenge function.

Helplines NI

In 2023-24 the PCC joined Helplines NI, a membership-led organisation consisting of 40 different helplines operating across NI. Helplines NI connect the public to a variety of support services including, information, advice, counselling, a listening ear and be-friending, and offer immediate support to those with a wide-range of health and wellbeing needs.

Joining Helplines NI will help to raise awareness of the PCC and how we can help the public. Our Head of Operations, spoke at the 'HelplinesNI Awareness Day' as a panel member, where attendees learnt more about the 40 helplines and the benefits of using the right service at the right time. Our Head of Operations was interviewed by Linda McCauley, BBC Radio Ulster 'On Your Behalf', about the role of the PCC and how the public can access our services.

Promotion of HSC involvement opportunities

Working with HSC organisations, throughout this year we have promoted 75 involvement opportunities across the HSC via our membership scheme and across social media platforms. Examples of these include:

- Involvement & Co-Production Leadership Development Programme;

- an invite to become a member of an Area Integrated Partnership Board (AIPB);
- an invite to join the Marie Curie Research Voices Group;
- an invitation to Social Care Collaborative Forum Workshops;
- an invite from Strategic Planning and Performance Group (SPPG) for Service Users to join a Pharmacy and Safe Use of Medicines Engagement Advisory Group;
- Royal College of Occupational Therapists Strategy Shaping Workshop.
- Consultation Engagement Events around the Obesity Strategic Framework;
- provide feedback on the Review of Protect Life 2 Action Plan;
- invite for Service User and Carer Application to join the Regional HSC Personal and Public Involvement Forum;
- shared CarersNI State of Caring Survey;
- workshops on the Review of Protect Life 2 Action Plan;
- an opportunity to be recruited as panel members on the PHA Involvement Human Library Service User and Carer Assurance Process; and sharing surveys on *'Bereavement during the Covid Pandemic'*.

Development of videos for website

In 2023-24 work began on the creation of animated videos which explain our work. Storyboards were co-created with PCC Staff and members of the Public and include British sign language, Irish sign language, a voice over and subtitles. It is expected that these videos will be completed and added to the PCC website late 2024.

PCC Event 2023: PCC Connect

To celebrate the launch of PCC Connect and our *'Positive Passporting'* initiative, we hosted our Annual Event on the 19 March 2023 at the Grand Opera House in Belfast. The event welcomed over 80 guests representing partner organisations, and PCC Staff. Guests heard from Peter May, Permanent Secretary of the DoH, our outgoing Chief Executive Vivian McConvey and newly appointed Chief Executive, Meadhbha Monaghan on our journey so far and our plan for going forward based on the 2022-2025 Statement of Strategic Intent and its four pillars; PCC Connect, PCC Support, PCC Engage and PCC Impact. The event focused on the PCC's *"network*

of networks” approach, through which we hope that diversity of experience, expertise and collective voice can be maximised to provide strong evidence-based engagement, drive collective action and ultimately improve outcomes for people.

NICON

The NICON Annual Conference focused on exploring what we can do, working creatively and collaboratively, to turn pressure into possibility. PCC funded five members to attend to ensure their voice is reflected in these important conversations.

PCC Chair, Ruth Sutherland, CBE, spoke on the panel for *‘Possibility out of Pressure: Our ‘Can-Do’ System Agenda?’*. This session heard insights from health and social care leaders on some of the key opportunities and programmes underway that will enable system-wide change. PCC CEO, Meadhbha Monaghan, participated in the *‘Protecting Patient Safety, Supporting Doctors: The Importance of Compassionate Leadership’*, chaired by the General Medical Council (GMC). This session explored evidence-based actions to ensure doctors feel better supported to ensure better outcomes and safety for patients, brought the experiences of the public to the centre of the conversation.

PCC facilitated a panel session entitled: *‘Engaging the Public as assets: What would this look like? How do we get there?’*; a strategic discussion about how we can mobilise this change. Panel members included representatives from the HSC system, Community and Voluntary Sector and Academia.

PCC Event 2024

The event was on the theme of *‘Embracing the Public as Assets in HSC: The Role of Advocacy & Engagement’*. There were 85 attendees included members of the public, representatives from the voluntary and community sector and those involved in policy and engagement work. Some organisations that attended our event included, the PHA, Centre for Independent Living, and Helplines NI. The event explored the role advocacy and engagement can play in enabling people to be more active partners in their health and social care, through panel and group discussions. We also heard reflections and testimonials from people who had used PCC services.

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