

Patient and Client Council

Your voice in health and social care

**Minutes of the 88th meeting of the Patient and Client Council
held on 7th April 2021 at 9:30 am, via Zoom Video Conferencing**

Present:

Ms Christine Collins (Chair)
Cllr Martin Reilly
Mr Patrick Farry
Mr Alan Hanna
Mr Paul Douglas
Mr Bill Halliday

In attendance:

Ms Vivian McConvey, Chief Executive
Ms Meadhbha Monaghan, Head of Operations, PCC
Ms Michelle Tennyson, Assistant Director of AHP PPI and Patient Experience
Mrs Audrey McIlwaine, Board Secretary

AGENDA ITEM	NOTE	ACTION
1. Apologies	Mrs Liz Cuddy Mrs Joan McEwan	
2. Conflicts of Interest	Chair noted the potential for a conflict of interest in respect of her role as Interim Chair of RQIA, and that arrangements were in place to mitigate this and to deal with any conflict.	
3. Minutes of last meeting	The minutes of the meeting held on the 15 th December 2020 were agreed as an accurate record of the meeting and signed by the Chair and Chief Executive.	Minutes agreed E-signature added to minutes and forwarded to Chair and CEO for approval
4. Matters Arising from March 2020 – Dec 2020	<p><u>Item 9B Standing Orders – March 2020</u> Continuing to update the Standing Orders (Ms Collins & Mrs McNeill)</p> <p><u>Board Paper 585 Annual Client Support Report 19/20 – 15th Sept 2020</u> Report being finalised</p> <p><u>Item 6. 15th December 2020</u> Ms Collins to contact Kieran Donnelly re Board Effectiveness training</p>	<p>C/F</p> <p>C/F</p> <p>C/F - Secretary Chair to action</p>

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	<p>Item 10. 15th December 2020 Ms Collins to raise question of primary care at next Chairs' ALB Ministerial Forum</p>	C/F
5.Chairs Report	<p>Board Paper No 594 Ms Collins proposed a new committee structure with members for approval.</p> <ul style="list-style-type: none"> • G&A Chair P. Farry, members Liz Cuddy, Joan McEwan and Paul Douglas • Peoples Priorities (formally Research Committee) Chair Paul Douglas, members Bill Halliday, Joan McEwan and Martin Reilly • Business Chair Alan Hanna, members Paul Douglas, Liz Cuddy and Joan McEwan • Appointments and Remuneration Chair Alan Hanna, members Martin Reilly, Bill Halliday and Christine Collins <p>ToR for both Peoples Priorities and Business Committees will be drafted following initial meetings to set out the scope of the work. In discussion the following points were made; A. Hanna stated the proposals represented a reasonable way forward for the Council. B. Halliday confirmed he was content with the proposals which would strengthen the reach of the PCC and allow the Council to be more strategic. P. Douglas suggested that a memorandum of understanding would need to be developed to ensure that there is agreement about the purpose of the new people's priorities committee and its linkages with other public forums and organisations. Ms McConvey and Ms Monaghan confirmed this work is underway as we have been building a network of networks. Ms Tennyson commented on Peoples Priorities and Citizen Hubs, and the need to ensure a robust linkages are in place between organisations to maximise the potential impact and influence. Ms McConvey and Ms Monaghan explained how PCC practice model in involvement and advocacy is being developed with an emphasis on increasing policy impact from lived experience. M. Reilly stated that the proposal mirrors his experience of serving on the District Councils, noting the importance of sequencing of meetings. P. Farry commented that the new arrangements have the potential to streamline the system. He said it would be important that work is not duplicated across the committee and time is required to bed down the new structure. He suggested a summary is kept of each Committee's activities and circulated to members to keep them up to date with developments and actions .</p>	<p>All 4 committee proposals were approved by Council</p>
6. Committee Chairs Reports (a) G&A – P. Farry	P. Farry stated that the G&A committee met in Jan 2021. Internal Audit provided a limited assurance in relation to Performance	

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	<p>Management and Reporting in PCC. IN relation to Council meetings Internal Audit stated that consideration needed to be given to the agendas for open and closed sessions. The following was noted in respect of the Council Performance Report:</p> <ul style="list-style-type: none"> - The performance report is very lengthy and largely reads like a detailed action plan highlighting progress against PCC projects/objectives. There are limited Key Performance Indicators (KPIs) set in the performance report across a range of services to allow PCC to measure the efficiency and effectiveness of the service being provided. - There is also limited performance reporting on PCC workforce /HR – this is important in the context of organisational review. - A traffic light system is now used to measure the status of performance against the actions set. Where there is an amber or red rated action, there is a need going forward for PCC to provide better explanations as to why targets are slipping and what remedial action is being taken to mitigate the slippage. - There was no executive summary at the front of the document summarising key performance over the month and year to date. <p>V. McConvey confirmed that minuting of meetings is being attended to. She also confirmed that G&A meetings slipped at the end of the year because of key staff on longer term leave. On the question of division of open and closed sessions, M. Reilly explained that in his District Council experience a clear distinction between the open and closed session agendas was reviewed and clarity provided on the allocation of individual items to each. He suggested that the PCC conduct a similar exercise.</p> <p>(b) Peoples Priorities/ Research – P. Douglas</p> <p>P. Douglas highlighted the discussions at the last meeting on 11th February 202. The goal was to explore the change from research Committee to the People’s Priorities Committee. The CEO provided a presentation, setting out the future direction for the organisation and the key role of this new committee. People’s Priorities will link, advocacy and engagement services, with a regional forum to explore and discuss policy impact and influence.</p> <p>(c) Appts & Remunerati on – A. Hanna</p> <p>The committee met on 7th November 2020; rapidly following up from the initial meeting on the 27th October 2021. A. Hanna explained that the TOR was agreed and decisions in relation to the senior executive salary. C. Collins confirmed that arrangements were in place to ensure payment of arrears to the previous Chief Executive once agreement had been reached between the Department and Trade Union side.</p>	<p>M. Reilly to investigate from other committees how both sessions are addressed</p>

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7.Chief Executive Report	<p>CEO Update January – March 2021 Ms McConvey led members through the main areas of work on-going.</p> <ul style="list-style-type: none"> • Organisational Review; <ul style="list-style-type: none"> • Employee 1-1s completed in January • Two staff engagement days in February and March, exploring future vision and practice development • There is evidence of the change process is beginning to embed; • Staff stability remains a key issue, with the recruitment of the permanent posts. • PCC Practitioner Role; the jobs descriptions are being finalised. The new practice model is being embedded across advocacy and engagement. • Statement of Strategic Intent has been drafted and a final workshop with Council is planned for August 2021. • Continuing to work on building good working relationships with NIPSO and RQIA • PCC has established a Care Homes Platform to ensure a forum for engagement on Care Homes. Visiting arrangements for families, with Care Partners implementation are the top priority. <p>Council members commented on the scale of the work and expressed concern that staff could experience over stretch. Ms McConvey agreed and stated that she had been negotiating with each new area of work with the operational plan and resource at the forefront of the discussion.</p>	

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8. PCC Performance Report	<p><u>Board Paper No 595</u></p> <p>Ms Monaghan presented a summary of report to the Council Members. The Report reflected operational activity from January to February 2021. A traffic light system will be introduced going forward.</p> <p>B. Halliday congratulated Ms Monaghan and her team on the amount of work that has been put into this report and expressed admiration for the effort on the ground.</p> <p>Ms Collins asked if there was anything to report on Neurology. Ms McConvey replied that J Turnbull, Involvement Manager supports a Neurology platform.</p> <p>B Halliday asked for PCC to link in with Chronic Fatigue Support Group (CFS). The group had brought to his attention their concerns and how they feel that they will lose out given the shift in attention to focus on long Covid. Ms Monaghan explained that J. Turnbull is currently involved with this group and is providing support. She will address the concerns with JT.</p> <p>M. Reilly noted the huge increase in the Palliative Care/End of Life cohort and asked whether the PCC are engaged looking at this issue. Ms McConvey confirmed that PCC are working with other groups to look at this area, noting the work with Marie Curie.</p>	
9. Draft Operational Plan	<p><u>Board Paper No 596</u></p> <p>Ms Monaghan shared her screen with the members to discuss and lead them through the Operation Plan in detail;</p> <ul style="list-style-type: none"> • Role of PCC • PCC practice model • Methodology, to define the PCC practice and 'the how' • Key Focus areas – priorities for 2021/22 • Care of Older people • Mental Health • Learning Disability • Public Inquiries • SAls • Individual & Group Advocacy • Make Change Together • Communication and Engagement <p>Using an OBA scorecard the PCC will measure its performance and impact as we proceed through 2021/2022.</p> <p>In discussion the following points were made;</p> <p>P. Farry asked if the PCC could be spreading itself too thin, does there need to be more focus. Ms Monaghan explained that there is prioritisation within this plan with each key area receiving a variable amount of time. She explained that innovative ways of working enabled us to cover more ground. C. Collins asked if</p>	

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	<p>PCC were moving too fast and risked instability. V. McConvey agreed this was something that had to be watched and emphasised that the new practice model and leadership team kept careful watch on this potential concern.</p> <p>M. Tennyson shared that from her experience being in the USA clarity and simplicity of focus are key to keeping momentum and ensuring stability.</p> <p>M. Reilly and A. Hanna congratulated Ms Monaghan on this piece of work stating the new operational plan format provided a concise overview on key priorities and offered the potential to adjust as new priorities emerged.</p> <p>B. Halliday left meeting 12:45 pm</p> <p>Council members approved Paper 596</p>	
<p>10. Governance</p> <p>(a) PCC Corporate Risk Register</p> <p>(b) Standing Orders</p> <p>(c) Finance Update</p>	<p><u>Board Paper No 597</u> Ms McConvey discussed Risk Register with members. P. Farry as Chair of G&A Committee noted he was content with Risk Register. P. Farry left meeting at 12:50 pm. Risk Register will be circulated at G&A Committee meeting on 14th April.</p> <p>C. Collins explained that progress had been delayed in completing the new standing orders as a result of staff sickness. However alternative arrangements for taking the work forward have been put in place.</p> <p>The banking mandate application form was discussed and will require Ms McConvey, Ms Monaghan, Ms Collins and Ms J. McNeill's signature on form.</p> <p><u>Board Paper No 598</u> Ms McConvey shared Month 11 Finance report with the members. No further discussion. Council members noted the paper</p>	<p>Secretary to collate all members details onto PCC headed paper and forward to Chair and CEO</p>
<p>11. Any Other Business</p>	<p>None</p>	
<p>12. Input from Members of the public.</p>	<p>No members of the public were present.</p>	
<p>13. Next Meeting</p>	<p>20th April 2021 – workshop 22nd June 2021 – Full Council Meeting</p>	

Christine Collins

Signed _____

Christine Collins
Chair, PCC

Date 22nd June 2021

Vivian McConvey

Signed _____

Vivian McConvey
Chief Executive, PCC

Date 22nd June 2021

