

Patient and Client Council

Your voice in health and social care

Minutes of the seventy-fifth meeting of the Patient and Client Council held on Tuesday 19 June 2018 at 10.15am, in the Conference Room, PCC, Quaker Buildings, High Street, Lurgan, BT66 8BB

Present:

Dr Maureen Edmondson (Chair)

Mr Brian Compston

Mrs Liz Cuddy

Mr Bill Halliday

Dr May McCann (*left at 12.45pm*)

Professor Hugh McKenna

Mrs Seána Talbot

Apologies:

Mrs Joan McEwan

Cllr Martin Reilly

Other Apologies:

Mrs Louise Skelly, Head of Operations, PCC

Mrs Michelle Tennyson, Assistant Director of Allied Health Professionals and PPI, Public Health Agency (PHA)

In attendance:

Mrs Maeve Hully, Chief Executive, Patient and Client Council (PCC)

Mrs Louise Skelly, Head of Operations, PCC

Mrs Jackie McNeill, Interim Head of Development & Corporate Services, PCC

Mrs Helen Mallen, Board Secretary, PCC

Miss Ciara Flannagan, Senior Client Accountant, Business Services Organisation (BSO).

42/18 INTRODUCTION

Dr Edmondson welcomed everyone to the PCC Board meeting. She welcomed Miss Flannagan from BSO who was attending to contribute to discussion on the PCC Annual Accounts.

Mrs Skelly is attending a meeting in the Department in relation to the Real-time Feedback system, follow up to Future Search and sends her apologies.

On behalf of the Board, Dr Edmondson congratulated Mrs Cuddy on receipt of an OBE in the Queen's Birthday Honours List, in recognition of her work with Radius Housing.

43/18 REPRESENTATIVE FROM PHA

Mrs Lynne Charlton, the Head of Nursing, Quality, Safety and Patient Experience, has been seconded from the PHA to the NI Ambulance Service. The PHA has confirmed that Mrs Michelle Tennyson, Assistant Director of Allied Health Professionals and PPI, will attend future PCC Board Meetings on behalf of the PHA.

44/18 CONFLICTS OF INTEREST

There were no declared conflicts of interest for the items to be discussed on the Board meeting agenda.

45/18 MINUTES OF THE LAST MEETING

The minutes of the meeting held on the 17th April 2018 were agreed as an accurate record of the meeting and signed by the Chair and Chief Executive.

46/18 MATTERS ARISING

Dr Edmondson referred to the outstanding items from the minutes and Matters Arising sheet:

- a. Item 91/17 Review of Standing Orders
This will be retained on Matters Arising as a review of the PCC Standing Orders will be carried out when a new Chair and Board Members are appointed.
- b. Item 21/18 PCC Fraud Policy – Membership Scheme
The Board had asked Senior Management to consider if there are potential areas open to fraud which could put members of the Membership Scheme or the PCC at risk. Mrs McNeill had discussed this with the Fraud Prevention Department in BSO who have confirmed that they would have no concerns in relation to fraud in this area. The response was shared with the Board on 4 June 2018.

47/18 PCC ANNUAL REPORT AND ACCOUNTS 2018/2019. Board Paper No. 512

The NIAO draft Report to Those Charged with Governance was tabled at the meeting. This confirms that the NIAO has provisionally reviewed the PCC Annual Report and Accounts.

Mrs McNeill presented the Annual Report and Accounts to the Board. These are prepared in line with Arms-Length Body (ALB) guidance. There are 3 sections in the Annual Report and Accounts:

1. Performance Report
2. Accountability report made up of
 - Corporate Governance Report
 - Remuneration and staff report
 - Accountability and audit report
3. Financial statements

Mrs McNeill explained that since the draft accounts had been circulated, the auditors had noted the following amendments, which have been shared with Mrs Joan McEwan, Chair, G&A Committee.

- Page 43, the pension cost reads £182,000 but this should be £128,000.
- Page 68, the costs listed for wages and salaries and pensions have been amended. This amendment is due to an incorrect year end adjustment in the previous year. The total was correct but there was an incorrect split between wages and salaries and pension costs.

Miss Flannagan provided a high level brief confirming that the PCC:

- Had a surplus of £8,651 and has achieved a breakeven position
- Had no Capital Resource Limit (CRL)
- Complied with both prompt payment targets for invoices.

Pending the agreed minor editorial amendments the Annual Report and Accounts were unanimously agreed and signed by the Chair and Chief Executive.

Mrs McNeill confirmed that a hard copy of the Annual Report and Accounts will be delivered to the NIAO on Friday 22 June 2018. The Comptroller and Auditor General will then provide his assurance certificate before the Accounts are laid at the Department.

Board Paper No. 512 was approved.

48/18 LETTER OF REPRESENTATION. Board Paper No. 513

The letter of representation was tabled at the meeting. Mrs Hully confirmed that she is happy to sign the letter as Accounting Officer.

Dr Edmondson thanked everyone for the hard work throughout the year to achieve this breakeven position. She particularly noted thanks

to Mrs McNeill, Miss Flannagan and the Auditors for the work done on producing the Annual Report and Accounts. She also thanked the G&A Committee for their work on scrutinising the Accounts and providing ongoing assurance to the Board.

Board Paper 513 was approved.

49/18 G&A COMMITTEE ANNUAL UPDATE TO BOARD. Board Paper No. 514

This report provides an overview of the work of the G&A Committee in 2017/2018. The Committee met four times in the year and their work included:

- review of Annual Report and Accounts
- review of a number of PCC policies and procedures for recommendation to the Board
- work on risk management which included a full review of the PCC Corporate Risk Register

On behalf of the Board, Dr Edmondson thanked the G&A Committee for all their work throughout the year.

Board Paper No. 514 was noted.

50/18 G&A COMMITTEE REPORT TO BOARD 14-05-18. Board Paper No. 515

This report provides the Board with a summary of the meeting held on 14 May. Mrs McNeill outlined the main points from the meeting:

- Internal Audit (IA) provided their year-end Progress Report and confirmed that the PCC had achieved substantive assurance in all areas.
- Apprenticeship Levy. Mr Compston said the Committee had received assurance that the split of the apprenticeship levy between the 17 HSC organisations was fair given the costs and discounts applied equally. The apprenticeship levy will be a recurring annual cost.
- BSO Shared Services update was provided and although the payroll function has improved from an unsatisfactory assurance to limited assurance, the G&A Committee remain concerned about this and Mrs McEwan has written to Mr Liam McIvor, Chief Executive, BSO, seeking further assurance that actions planned are on course to achieve a satisfactory level of assurance.

At the G&A Meeting in May, it was agreed that Mrs McNeill should alert staff to check their personal tax codes and superannuation contributions. Some of the Board Members expressed concern that the burden of any mistake was falling disproportionately on staff as it is not an easy process to correct since communication between HMRC and BSO is not straightforward.

Mrs McNeill hopes to be able to join a BSO working group that has been set up for stakeholders to review areas of concern with BSO. The Board asked Mrs McNeill to raise the issue of tax codes with the group and suggest that BSO provide a 'How To' guide on how people can check their tax codes and who to contact if there are any queries.

Mrs Cuddy said that there had been an unusually high number of people in attendance at the last G&A Meeting, which can be difficult for the Chair if not notified of attendance in advance. She confirmed that Mrs McEwan has written to all relevant bodies asking that people confirm their attendance in advance and asking organisations to restrict attendance to one representative.

Dr Edmondson asked that Mrs McNeill confirm with Mrs McEwan that as Chair of the G&A Committee, the Board support her in managing G&A Committee meetings in a way that enables the Committee's scrutiny role on behalf of the organisation.

Board Paper No. 515 was noted.

51/18 PCC CORPORATE RISK REGISTER. Board Paper No. 516

The PCC Corporate Risk Register had been fully reviewed and last approved in March 2018. Mrs McNeill referred to one amendment which is the addition of risk number 5 relating to the impact of EU exit, pending agreement of an exit deal. The Permanent Secretary has asked that all HSC organisations add this to their risk register and consider the impact of Brexit on the organisation.

Mrs McNeill proposed that the consequence is 'insignificant' for the PCC and said this should read '1' instead of '5'.

On discussion Members agreed that the impact for some HSC organisations will be high given the potential impact on Trusts who have employees living over the border and provision of cross border services. This could impact on the PCC Complaints Support Service in the future.

Mrs Hully confirmed that she sits on an EU Exit delivery planning group and this is being taken serious by the Department. All HSC organisations must provide assurance to the Permanent Secretary that mechanisms are being put in place.

Members discussed:

- Risk 1a 'The PCC is no longer a sustainable organisation'. The risk rating is 'significant' but given that there is a risk to the Permanent Secretary not making appointments to the PCC Board pending an appeal on the recent judicial enquiry, this may need to be changed. Members agreed that the risk should remain 'significant' and reviewed again in September.
- Risk 2 'Achieving Business Plan'. Members agreed that this risk rating will be reviewed in September when consideration will be given to the increased risk to achieving business plan objectives, if issues in the current strategic environment impact on PCC work.

Board Paper No. 516 was approved.

52/18 PCC ASSURANCE FRAMEWORK. Board Paper No. 517

This paper was discussed at length by the G&A Committee in May 2018 and some amendments were made. This document reflects the PCC Corporate Risk Register and outlines the risks and associated controls and assurance in place and any identified gaps in controls.

Members felt that this is a useful document that can be updated accordingly in line with the Corporate Risk Register.

Mrs McNeill confirmed that local risk registers are held in each office and discussed with a lead manager on a quarterly basis. If any issue becomes major this would be escalated to the Board for consideration as a corporate risk.

Board Paper No. 517 was approved.

53/18 EXPERIENCE OF ANNUAL HEALTH CHECKS FOR PEOPLE WITH A LEARNING DISABILITY. Board Paper No. 518

This project was undertaken as part of the work with the Bamford Monitoring Group. The Bamford Action Plan (2009-2011) stated that a directed enhanced service would be created to include GP annual health checks and individual health plans.

Annual health checks were introduced later in Northern Ireland as part of a UK wide process and although they are offered widely to patients with a learning disability and/or mental ill health only 50% of patients have taken up an annual health check.

Mrs Hully presented the report and explained that the term learning disability is being used less now in favour of the term 'intellectual disability'. She referred to the case study on page 14, and advised the Board that this will be replaced due to consent issues.

Although a small number of people were interviewed for this project, there are valuable key messages from patients about their experience of annual health checks. Better communication and information about the process for annual health checks could improve the experience but it is clear that people value their relationship with their GP and the reported experience is positive.

On discussion the Board accepted that given the small number of people who participated in the project, it is not possible to make firm recommendations, but based on what people talked about and what was gleaned from literature review the PCC can say in conclusion that:

- A 50% uptake of annual reviews was noted and further work is needed to understand why 50% of people with a LD do not have an annual health check. Is it offered by GPs' but not taken? What are the reasons it is not taken up?
- there are issues needing future investigation: e.g. confidentiality and dental health care as part of the annual health check.

The Board agreed the additional conclusions for the report .

Action: Amendments to be made and the report finalised by Dr Edmondson and Mrs Hully.

54/18 ANNUAL RESEARCH COMMITTEE UPDATE. Board Paper No. 519

Professor McKenna presented this report on behalf of the Research Committee. The Committee met three times in 2017/2018 and the report summarises the key activities undertaken. On behalf of the Committee and Board, Professor McKenna noted thanks to Mrs Skelly, Mrs Suzanne Martin and the team for the work undertaken throughout the year.

Professor McKenna said that the PCC does not have the resources to undertake quantitative research methods and the work undertaken is

qualitative and focuses on people's lived experience of health and social care services.

Dr McCann said that it is not generally possible to make formal recommendations that normally form part of randomised controlled trials, but it is essential that the PCC inform HSC about what people are saying is important to them, thus identifying potential areas for further in-depth research.

The Board agreed that the PCC should consider other mechanisms for feeding the patient voice into the system. A report is not always the best way of communicating messages and other ways such as position papers, workshops and meetings with stakeholders could be utilised more.

Although the Research Committee reviewed a number of reports in advance of submission to the Board, Professor McKenna said there are a number that are not submitted to the Committee and Members agreed that it would be of benefit if timing was built into projects to enable the Committee to see all reports.

In conclusion the Board agreed that the Senior Management Team (SMT) should review the PCC Business Plan with the Operational Management Team (OMT) and the Research Committee to consider:

- what project reports need to go to the Research Committee? Timing for this would need to be built into the timescales of these projects.
- what are the best mechanisms for each piece of work?
- what projects would benefit from cross fertilisation using the valuable information obtained through the PCC Complaints Support Service and the membership scheme?
- are there better ways of doing involvement and using the involvement team?

Dr Edmondson thanked the Research Committee for all of the work throughout the year. Professor McKenna and Dr McCann will be leaving the PCC and Mrs Talbot will be the only member of the Research Committee left until new Board Members are appointed. In order for the Committee to function Dr Edmondson proposed:

- that when current Chair leaves, Mrs Talbot Chair the Research Committee when new members are appointed. Members with an interest/experience in research can then be asked to join the Research Committee.

- That SMT review the PCC Standing Orders to identify if there is ability to co-opt expertise onto Committees. If this option is not currently available, the Board will review the Standing Orders in September in order to consider an amendment to this effect.

The Board agreed these proposals. Board Paper No. 519 was noted.

55/18 QUARTERLY PERFORMANCE REPORT. Board Paper No. 520

This report provides an update to the Board on:

- Business Plan achievement
- Finance management
- Strategic environment

As this is the first report of the financial year there was nothing to report on business plan achievement but Mrs Hully confirmed objectives are on target. It was noted that objectives that are ongoing, often across a number of years, now have an end date of March 2019. This was requested by the DoH. The Board asked that this be noted to ensure that there is no non-compliance with business plan objectives.

Mrs McNeill outlined the detail in the finance update confirming expenditure for 2017/2018 and the forecast for 2018/2019. The PCC has to make a 3% saving in 2018/2019 which equates to £47,000. It is expected that £12,000 savings will be made in goods and services with £35,000 saved from staffing.

It was noted that the current HSC strategic environment is moving at a fast pace and this has the potential for very serious issues that could impact on the services provided by the PCC. It was agreed that Senior Management should update the Board on the status of the Business Plan in September and consider if the Board needs to prioritise work to enable other pieces of work influenced by the strategic environment.

In response to a question about the Commissioner for Older People's report on Dunmurry Manor Nursing Home, Mrs Hully confirmed that the PCC will be launching its Nursing Home Report next week at which time key players in HSC will contribute to a round table discussion to consider the key messages from the report. She said that the PCC report endorses some of the work done by the Commissioner but there are two key recommendations:

- Homes should not investigate their own complaints
- People must not be under threat of eviction if they make a complaint

Board Paper No. 520 was approved.

Action: Senior Management to provide detail in the next Performance Report in September on:

- 1. exactly where the savings of £47,000 will be made and the risk this puts on achieving the PCC Business Plan.**
- 2. Scenario planning which will identify the priority of projects that can be discussed by the Board. Although all seem to be high priority, the PCC must be able to make decisions about what will not be completed should current strategic issues impact on PCC work. At this time the Board will need to consider if the risk to achieving the Business Plan needs to be changed on the Risk Register.**
- 3. Provide an update on Future Search if available.**

56/18 PCC ANNUAL QUALITY 2020 REPORT 2017/2018. Board Paper No. 521

Mrs McNeill outlined the draft PCC Annual Quality Report which reflects the PCC's commitment to Quality 2020 in its approach to its work. This report will be submitted to the DoH and published in November 2018.

Pending a couple of amendments in text, Board Paper No. 521 was approved.

57/18 PCC POLICIES

a. Privacy Policy. Board Paper No. 522

This policy has been developed in conjunction with the new General Data Protection Regulations (GDPR). Mrs McNeill conformed that all staff will have access to this policy and key operational issues are being discussed at a staff team day this week and at team meetings.

Board Paper No. 522 was approved.

b. Capability Procedure. Board Paper No. 523

This is a regional policy for staff who are not capable of performing all their duties. It outlines the steps to be taken to assist the member of staff whilst ensuring the interests of the organisation are considered.

Board Paper No. 523 was approved.

c. Information Request Procedure. Board Paper No. 524

This is a regional policy developed in conjunction with GDPR.

Board Paper No. 523 was approved.

58/18 CHAIRS REPORT

Dr Edmondson confirmed that the Permanent Secretary had postponed the PCC Accountability meeting in June. Although there have been no issues escalated from the PCC ground clearing meeting, Dr Edmondson and Mrs Hully will meet the Permanent Secretary and CNO for a year-end accountability meeting on 10 July.

Issues to be discussed include appointments and strategic direction.

Dr Edmondson had nothing further to add to her report and the Chairs Report was noted.

59/18 ANY OTHER BUSINESS

a. Whistleblowing Procedure

The Board reviewed and approved this PCC policy at the Board Workshop on 15 May 2018. The Board had approved this policy and ratified the decision for the purpose of PCC minutes.

b. Involving You Policy

The Board reviewed the draft PCC Involving You Policy at the Board Workshop on 15 May 2018. At that time the Board felt that this report is no longer appropriate in the context of co-production.

Mrs McNeill said that the report is important to the equality screening of PCC work and asked the Board to retain this policy. The Board asked that the policy be updated and brought back to the Board Meeting in September for consideration.

Action: The Involving You Policy will be updated in context of co-production and brought to the Board Meeting in September 2018.

c. Northern HSC Trust (NHSCT) Chairman's Awards

Mrs McNeill has participated in the NHSCT Chairman's Awards in the past and the Trust has written seeking her participation in this year's awards. Mrs McNeill said that she has enjoyed being involved in this important recognition of achievement, but given that she has changed her role within the PCC this year she asked the Board if a Member would like to participate in this on behalf of the PCC.

Unfortunately given the number of Members due to leave, none of the Members felt they could commit the time that this would require. The Senior Management Team will discuss further and confirm with the NHSCT.

d. Board Papers

The PCC had previously considered the purchase of software for electronic Board Papers but the pilot exercise had identified problems in relation to accessing papers during Board Meetings. Mrs McNeill agreed to look into this further with view to getting capital investment to purchase tablets and effective software for Members.

e. New Members Induction

Dr Edmondson asked Members to consider what would be useful for induction of new Members. It had been planned to use the Board workshop on 21 August for induction purposes but there are unlikely to be any new Members in place by then. The Board were asked to hold the date and confirmation will be sent out on whether the workshop will proceed or be cancelled.

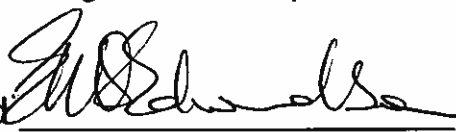
60/18 INPUT FROM MEMBERS OF THE PUBLIC

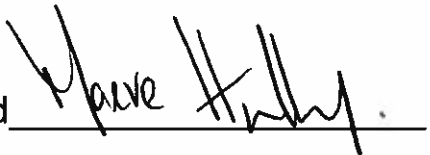
There were no members of the public present.

61/18 DATE OF NEXT MEETING

The next meeting will be held on Tuesday 18th September 2018 at 10am in the Conference Room, PCC, Quaker Buildings, Lurgan, BT66 8BB.

The meeting closed at 1pm.

Signed 

Signed 

Date 18/09/18
Maureen Edmondson
Chair of PCC

Date 18/09/2018
Maeve Hully
Chief Executive of PCC