

Patient and Client Council

Your voice in health and social care

Minutes of the eighty-first meeting of the Patient and Client Council held on Tuesday 19 March 2019 at 10.15am, in the Lagan Room, Mount Conference Centre, 2 Woodstock Link, Belfast BT6 8DD

Present:

Ms Christine Collins (Chair)

Mr Brian Compston

Mrs Liz Cuddy

Dr May McCann

Professor Hugh McKenna

Mrs Joan McEwan

Cllr Martin Reilly

Apologies:

Mr Bill Halliday

Mrs Seána Talbot

In attendance:

Dr Glynis Henry, Interim Chief Executive, PCC

Mrs Joanne McKissick, Interim Head of Operations, PCC

Mrs Sharon Andrews, Interim Research Manager, PCC (to 11.10am)

Mrs Karen Cheyne, Project Manager, PCC

Mrs Helen Mallen, Board Secretary, PCC

13/19 INTRODUCTION

Ms Collins welcomed everyone to the PCC Board meeting and her first meeting as Chair of the PCC.

14/19 CONFLICTS OF INTEREST

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

15/19 MINUTES OF THE LAST MEETING

The minutes of the meeting held on the 22nd January 2019 were accepted as an accurate record of the meeting and signed by the Chair and Chief Executive.

16/19 MATTERS ARISING

Ms Collins referred to the outstanding items from the minutes and Matters Arising sheet. Mrs Mallen confirmed:

- a. Item 91/17 Review of Standing Orders
The Board completed a review of the Standing Orders at the Board Workshop held on 19 February 2019.
- b. Item 100/18 PCC Psychological Therapies Report
This report was reviewed by the Board in December 2018. At that time the report was referred back to the Research Committee to be considered and amended. As agreed, Dr Edmondson and Dr Henry subsequently finalised the report on behalf of the Board.
- c. Item 05/19 Reform of Adult Social Care
The report on Panels with Physical Disabled People to inform the Reform Process was presented and discussed at the Board Meeting in January 2019. A number of amendments were agreed at that time.

The amended report was subsequently circulated to Board Members for approval. On further discussion the Board noted the report and referred it to the Research Committee to finalise. The PCC will then release the report as a scoping exercise for further work in the future.
- d. Item 09/19 Recruitment of Chief Executive (CE)
As agreed Dr Edmondson had written to the Director of Human Resources in the Business Services Organisation (BSO) thanking her and her team for the work carried out to recruit the new CE for the PCC.
- e. Item 10/19 (d) Condolences
As agreed, Dr Henry had written to the Chief Executive of the Health and Social Care Board, extending condolences to the family and colleagues of Jacqueline Magee.

17/19 FOLLOW-UP ON PCC PROJECTS. Board Paper 545

This report relates to Business Plan objective 1.2. Mrs McKissick outlined the content of the report which provides an update on the progress made on 5 PCC projects, including outcomes to date and the next steps. PCC Panels were used, where appropriate in this work, ensuring service user and carer involvement.

One of the reports reviewed was the experience of living in a nursing home published in June 2018. Mrs McKissick reported that following the Older People's Commissioner for NI Report on care provided at Dunmurry Manor Care Home, the PCC is assisting the Department of Health (DoH) in the organisation of a workshop between residents and

carers in Dunmurry Manor Care Home and senior Departmental representatives.

Mrs Cheyne confirmed that in liaison with the DoH, the PCC is reviewing its Helpline service and developing a communication plan to distribute literature to highlight the PCC service to the public and residents in nursing homes.

Finally, on reviewing the follow up narrative regarding 'Care Experience of People with Dementia', the Board agreed that the objective and last paragraph on page 2 should be reworded to make it clear that the care experience relates to 'early onset dementia'.

Pending the agreed amendment, Board Paper No. 545 was noted.

Action: Agreed amendment to be made to the Report.

18/19 SUPPORTING MEMBERS TO BECOME ACTIVELY INVOLVED TO SUPPORT TRANSFORMATION BUILDING, Board Paper 546

This report relates to Business Plan objective 2.3 to continue to develop the PCC Membership Scheme as a key resource for co-production, especially in developing training to support members' capacity to get involved. The report provides an update on the activity to date.

There have been a number of reviews of the Membership Scheme and last year the Democratic Society and Innovation Laboratory contributed to one of the reviews. Mrs Cheyne explained that this work subsequently translated into two work streams:

- Building skills and knowledge in members for a new level of involvement; and
- Considering how the PCC can enable people to get more involved

The pilot capacity training for active involvement has been successful and will be built on going throughout 2019/2020.

In response to a number of questions, Mrs McKissick confirmed that identifying members to participate in the capacity building training was a targeted piece of work involving the Personal and Public Involvement (PPI) teams.

With Transformation underway the plan is to identify communities of interest through our Membership Scheme and to offer training and

support to work in partnership with the DoH and HSC bodies in co-production across the Transformation process.

The Membership Scheme currently has 13,500 members. Demographics are currently being reviewed to identify the current composition and where the PCC needs to enhance attraction and support, particularly for under-represented groups.

The PCC is linking with PPI teams in the HSC Trusts. It is important that people who undertake training can get readily involved in areas of interest to them, to ensure effective co-production. Mrs Cheyne said that the PCC is also working with the Public Health Agency (PHA) around their Engage Website to look at overlap and how our members can get involved. Links with voluntary and community groups will also be important to ensure a 'shared pool' of expertise.

Mrs McKissick confirmed that the Department of Communities and Department of Infrastructure have also made contact with the PCC in relation to the PCC providing some support for capacity training.

On discussion the Board agreed:

- That the wording in the Business Plan objective needs to be amended to confirm that this objective relates to an update of training events and the activity to date to provide capacity building that will result in active involvement.
- A sentence is to be added in the report to provide context of previous reviews of the Membership Scheme and what is planned.

Pending the agreed amendments, Board Paper 546 was noted by the Board for future strategic development.

Action: Agreed amendments to be made to the Report.

19/19 IMPACT OF COMPLAINTS ADVOCACY SERVICE. Board Paper 547

This report relates to Business Plan objective 3.3. The PCC commissioned a Masters student to undertake work with the aim of understanding the impact of the PCC complaints advocacy service in relation to outcomes for service users and carers.

Unfortunately when the completed report was received, it became clear that only three participants had been interviewed.

Dr Henry confirmed that given a number of problems identified in recent reports, a revised project pathway is being developed and the Research Committee will review all project plans. The project lead will be responsible for the project from conception to delivery of the report.

Board Members expressed their disappointment with the process and outcome of this piece of work and agreed that there are valuable lessons to be learnt for future work. In discussion the Board agreed:

- The Chief Executive, Head of Operations and Complaints Manager should establish a baseline for the complaints service in 2019/2020, with view to doing a project in 2020/2021 to measure the service provided against this baseline. The Research Manager to be engaged in this work.
- The Complaints Manager is to liaise with the Research Manager to review the questions on the assessment form sent to clients about the service they received from the PCC.
- There are crucial lessons to be learnt about research and partnership working and key structures/processes to be in place for this. There must be clear terms of references for any project and regular contact between all parties involved to manage expectations, provide support and ensure effective management.

Action:

- 1. Mr Dixon to liaise with Professor Hugh McKenna about feedback to the University on the outcome of this piece of work.**
- 2. The PCC to develop a baseline for the complaints service and review the assessment form for the service as part of the 2019/2020 Business Plan. A project looking at the impact of the service to be planned for 2020/2021.**

Mrs Andrews left the meeting at 11.10am.

**20/19 UPDATE REPORT ON BUSINESS PLAN OBJECTIVES 2018/2019.
Board Paper 548**

Mrs McKissick had prepared this paper to provide a summary of when and how each Business Plan objective for 2018/2019 has been delivered as an update for the new Chief Executive and Chair. This is not usually provided at this stage as it normally forms part of the PCC Annual Report and Accounts.

Mrs McKissick referred to the following specific sections of the report:

- Objective 1.1 which relates to the Reform of Adult Social Care.

The PCC is working in active partnership with the DoH on this transformation work and has supported the DOH's pre-consultation on the 'Power to the People' report. This included recruiting Panels of members to contribute to this work.

- Objective 1.1a in relation to social isolation and funding of domiciliary care. This project was not delivered owing to delays at the DoH to provide funding proposals for public consultation. The PCC and DoH have agreed to carry this work forward into the 2019/2020 Business Plan.
- Objective 1.5. Mrs McKissick outlined the work being undertaken by the PCC to provide service user and carer input into various Transformation Implementation Groups (TIG) work streams.

The Board agreed that it is important that when this work is being summarised for the Annual Report, it must be made clear what role the PCC has had in contributing to these work streams.

- Objective 4.2 relates to an event being held which will focus on good quality information, showcasing best practice.

An event will be held in the Spring 2019 involving key partners committee to developing a health literacy plan for NI.

- Objective 5 relates to governance requirements for the PCC. In relation to objective 5.2 on resources, Mrs McNeill confirmed:
 - that at the end of January 2019, there was a budget surplus of £10,779.
 - that it is anticipated that the staff working in Belfast will move to alternative accommodation at the end of the summer.

Ms Collins said that a review of PCC accommodation needs to be factored into the 2019/2020 Business Plan, to establish if current and planned accommodation meets the organisation's requirements.

- Objective 5.3, People.
Mrs McNeill said that the work of the PCC requires an element of mobile working but HSCNI does not have a policy for mobile working. This work requires a balance of team cohesion and individual working for staff.

There has been a particular flux and change in the organisation this year in relation to staffing. Dr Henry said that when she started in

October 2018 there was a degree of anxiety in staff and she had created an open door policy with view to stabilising this. She hopes the appointment of the new CE, new Chair, new Board Members and team members will stabilise the organisation further.

Referring to the PCC Complaints Support Service, Dr Henry said it is projected that the number of calls to the service for 2018/2019 will be down on the previous year. She suggested further evaluation is needed, to develop a baseline that can be measured against in the future. The Complaints Manager and Research Manager should work together to develop this baseline, and plan a review.

Dr Henry concluded that there has been much for the PCC to celebrate this year amid the challenges.

On discussion, the Board agreed the following:

- a. Business Plan objective 1.2a – Will be amended to show that this relates to experience of people with ‘early onset dementia’.
- b. Business Plan objective 1.5. In relation to the Allied Health Professional (AHP) Workforce Strategy, Mrs McKissick was asked to confirm if this objective should now read ‘13 Professional Groups’ as Paramedics have now been added to this group.
- c. Business Plan objective 4.2. Last paragraph on page 17 to be reworded to make it clear that the PCC is not developing the health literacy strategy plan for NI, but contributing to its development.
- d. Part of a PCC strategic review will be about the visibility of the PCC. The strategic review will include the Complaints Support Service and why numbers may have reduced in 2018/2019. Dr Henry confirmed that a bid has been submitted to the DoH for a Communications Strategy for the PCC with view to using marketing to increase public awareness of services available from the PCC.

21/19 PCC QUARTERLY PERFORMANCE REPORT. Board Paper 549

Dr Henry presented the PCC quarterly report to March 2019.

- a) Business Plan section was already discussed in Board Paper 548.
- b) Strategic Environment. Dr Henry provided the following updates in relation to specific pieces of work:
 - Review of neurology services. The PCC has received an invitation to meet with the Neurology Inquiry Panel. This will be arranged for a date that enables Ms McConvey to attend this meeting.

- Implementation of action from the Inquiry into Hyponatraemia Related Deaths (IHRD). The PCC has a number of representatives on the IHRD work streams, contributing to the outcomes of this important work in keeping with key messages agreed for the PCC. Mr Dixon provided the update in this report which Mrs McEwan and Mrs Talbot also contributed to.

- c) Finance Section. Mrs McNeill outlined this section and reported that there is currently an expected small year-end surplus of £5,639. She asked Members to note a typo on page 10 of the report under goods and services which should read £44,992 instead of £45,093.

Dr Henry said that despite the challenges this year, the staff have delivered the Business Plan and it is anticipated that the PCC will be on budget.

The Board thanked Dr Henry for her leadership and dedication since taking up the Interim CE position in October. The Board asked Dr Henry to pass their thanks to the staff for their work over the last year which has been a particularly challenging year.

22/19 PCC CORPORATE RISK REGISTER. Board Paper 550

Mrs McNeill presented the PCC Corporate Risk Register and confirmed that the 2 amendments requested in January 2019 have been updated.

Professor McKenna said that consideration needs to be given to action and controls implemented to reduce risk that does not have an impact on the subsequent residual risk rating. Mrs McNeill explained that some of the risks are outside the control of the PCC and although the PCC may implement minor controls, the residual risk may not change.

Mrs McNeill explained that Sponsor branch have agreed to meet with the Board to review the Corporate Risk Register but this had been postponed until the new Chief Executive, Chair and Board Members were in place.

Ms Collins welcomed this but asked that time be given for her and Ms McConvey to consider the strategic risks to the PCC before the meeting to review the Risk Register is arranged with Sponsor branch.

On discussion Members highlighted that:

- there are items on the risk register that relate to Board appointments and it is anticipated that some of these can be removed when appointments are made.
- In relation to Risk 5 'Exit from EU'.
 - It was agreed that the PCC should share any available essential and accurate information, when available, through the Membership Scheme.
 - The PCC should monitor if there is any increase in complaints due to Brexit concerns. At the moment this is not an issue.

Action:

- 1. Mrs Mallen to liaise with Sponsor branch to arrange attendance at a future Board workshop to review the PCC Corporate Risk Register.**
- 2. The Complaints Manager to liaise with the Complaints Departments in HSC Trusts to enquire if contingency plans are in place for areas people may be concerned about with Brexit, for example availability of medications.**

Board Paper No. 550 was approved.

23/19 CHAIRS REPORT

Ms Collins had taken up post on 1 March. She met with the Chief Nursing Officer (CNO) on 13 March and said that there is a great support for the PCC from Sponsor branch. Over the forthcoming months she hopes to engage at a senior level with key people in the Department, political parties, local government, community planning and All Party Groups as well as HSC bodies.

24/19 RATIFY DECISIONS FROM BOARD WORKSHOP 19-02-19

A number of issues had been discussed and agreed at a Board Workshop held on 19 February. Mrs Mallen said that the proposals made need to be ratified at a Board Meeting. The following were discussed:

- a. Co-opting onto the Research Committee
It was proposed that Mrs Seána Talbot will Chair the Research Committee from 1 April 2019. Professor McKenna and Dr McCann will be co-opted onto the Research Committee until the Board agree that there are appropriate representatives on the Board to sit on this Committee.

Cllr Reilly proposed this action and the Board agreed. The Chair was asked to write to the CNO to confirm this decision and discuss powers and remuneration in keeping with the PCC Standing Orders.

Action: Chair to inform the CNO of the Board decision to co-opt onto the Research Committee.

b. Review of Standing Orders

The Board carried out a review of the PCC Standing Orders at the workshop on 19 February 2019. A number of amendments were agreed. Mrs Mallen confirmed these amendments with Dr Edmondson on 26 February 2019.

The Board noted the review of Standing Orders.

25/19 BOARD MEETINGS

a. Board Meeting 16 April 2019

The PCC's April Board meeting clashes with an IHRD work stream meeting that a number of PCC Board Members attend. Given this clash of dates, the appointment of three new Board Members on the 1 April and that Ms McConvey takes up post on 8 April; Ms Collins proposed that this meeting be cancelled.

This was agreed.

b. Future Board events

Ms Collins asked Mrs Mallen to seek a date in early May for a Board Workshop to allow new Members to meet the Board and Executive Team.

Ms Collins said that the Board will consider frequency and format of monthly meetings with view to identifying the most effective use of Board time whilst meeting governance requirements.

Action:

- 1. A date in early May to be sought for the Board to meet.**
- 2. The Executive Team will be asked to produce key dates for the governance cycle with view to reviewing the schedule and format of Board meetings and events.**

26/19 ANY OTHER BUSINESS

a. Boardroom Apprentice

The Chief Executive Forum wrote out to all Permanent Secretaries asking them to ensure that their Arm's Length Bodies are aware of the 'Boardroom Apprentice programme'. Ms Collins said that these mentoring schemes are investment for the future to ensure a wider range of people qualified to sit on Boards.

Mrs McEwan has mentored in the past, and is currently mentoring a participant on the Commissioner for Public Appointments Mentoring Scheme.

Members are aware of a number of mentoring schemes and said that it would be preferable if these were all combined to reduce duplication and the commitment required.

Action:

- 1. Mrs Mallen to confirm that the PCC will participate in this Boardroom Apprentice programme which is expected to commence in September.**
- 2. This will be discussed further by the Board when further information is received.**

b. Consultations List

This paper is provided as an information paper to the Board each month. Dr McCann asked that a title be added to this paper.

Action: Mrs Mallen to add title to the Consultations List.

c. PCC 10 year anniversary

The PCC was established on 1 April 2009. Mrs McNeill confirmed that there will be notification to the public on 1 April 2019 via the PCC website and social media highlighting it was 10 years old. An event has been planned for the 10 October 2019 and two Membership Scheme half day events are arranged for May and June, 2019.

The Board will be kept informed about dates and the programme for events.

27/19 FAREWELL AND THANKS

On behalf of the PCC, Ms Collins thanked all those Members and staff leaving in March, for their dedicated service, which had benefited the citizens of Northern Ireland.

a. Dr Maureen Edmondson, Chair, PCC 2011-2019
Dr Edmondson's term of appointment officially ended on 28 February. The Board and staff of the PCC wish to formally note their sincere thanks to Dr Edmondson for her long and dedicated commitment to the PCC and recognised her invaluable contribution as Chair.

b. Board Members, PCC 2009-2019
Mr Brian Compston, Dr May McCann and Professor Hugh McKenna have served on the Board since the PCC was established on 1 April 2009. Their term of appointment ends on 31 March 2019.

The Board and staff of the PCC expressed their sincere thanks to these Members for their long and sterling service to the public through their work at the PCC.

Mr Compston, Dr McCann and Professor McKenna all said that it had been a great privilege to have been part of the PCC for the last 10 years and to work alongside dedicated and professional staff and Board Members. There have been some challenging times for the PCC but they all felt the organisation is well placed for the future. They all look forward to hearing about positive outcomes for service users and carers through effective co-production and co-design.

c. Mrs Louise Skelly, PCC 2009-2019
Mrs Skelly, Head of Operations, will leave the PCC on 31 March 2019. The Board asked that their thanks to Mrs Skelly and best wishes for the future be noted. Mrs Skelly has worked tirelessly for service users and carers and her contribution to the PCC since it was established in 2009 has been invaluable.

d. Dr Glynis Henry, PCC October 2018 to March 2019
The Board expressed sincere thanks to Dr Henry for taking up the Interim Chief Executive position at a particularly challenging time, and continuing in this role beyond the initially agreed period. Her dedication and commitment to the PCC in this short time is very much recognised and the Board wished her well for the future.

Dr Henry thanked the Board and staff for their support over the last number of months and wished everyone well as the organisation moves forward. Mrs Cheyne had commenced on the same day as Dr Henry and she thanked her for the rigor she brought to the transformation work and wished her well for the future.

- e. Mrs Karen Cheyne, PCC, October 2018 to March 2019
The Board noted sincere thanks to Mrs Cheyne for her commitment since joining the PCC in October as Interim Head of Development and Corporate Services and for her more recent work as Project Manager overseeing Transformation work at the PCC and wished her well for the future.

28/19 INPUT FROM MEMBERS OF THE PUBLIC

No members of the public were present.

29/19 DATE OF NEXT MEETING

The next meeting will be held on Tuesday 18th June 2019 at 10am in the Conference Room, PCC, Quaker Buildings, Lurgan, BT66 8BB.

The meeting closed at 1.30pm.

Signed Christine Collins Signed Vivian McConvey

Date 18 June 2019. Date 18th June 2019.
Christine Collins Vivian McConvey
Chair of PCC Chief Executive of PCC