

# Patient and Client Council

Your voice in health and social care

Meeting of the Board of the Patient and Client Council  
to be held at 10.00am on Tuesday 19 March 2019  
in the Mount Conference Centre, Woodstock Link, Belfast

## Agenda

Item	
1. Welcome	
2. Apologies	
3. Conflicts of Interest	
4. Minutes of the last meeting – 22 January 2019	
5. Matters Arising – See status sheet	
6. Operations	
a. Follow up on PCC Projects. Objective 1.2	Board Paper 545
b. Supporting Members to become Actively Involved to support Transformation Building. Objective 2.3	Board Paper 546
c. Impact of Complaints Advocacy Service. Objective 3.3	Board Paper 547
d. Update Report on Business Plan Objectives 2018/2019	Board Paper 548
7. PCC Quarterly Performance Report	Board Paper 549
8. Governance	
a. PCC Corporate Risk Register	Board Paper 550
9. Chairs Report	
10. Ratify decisions from Board Workshop 19-02-19	
a. Proposal for amendment to PCC Standing Orders	
b. Proposal for Membership of Research Committee	
11. Board Meetings	
12. Any Other Business	
a. Farewell to Board Members	
b. Co-opting onto Board Committees	
13. Input from Members of the Public	
14. Date of next Board meeting: Tuesday 16 April 2019 at 10am, Quaker Buildings, Lurgan	
15. Close	