

Patient and Client Council

Your voice in health and social care

**Minutes of the 82nd meeting of the Patient and Client Council
held on 18 June 2019 at 10.00am,
in the Conference Room, PCC, Quaker Buildings, High Street, Lurgan**

Present:

Ms Christine Collins (Chair)
Mrs Joan McEwan
Cllr Martin Reilly
Mrs Seána Talbot
Mrs Liz Cuddy
Mr Paddy Farrell
Mr Alan Hanna

In attendance:

Ms Vivian McConvey, Chief Executive
Mrs Jackie McNeill, Interim Head of Corporate Services, PCC
Mrs Joanne McKissick, Interim Head of Operations, PCC
Mrs Michelle Tennyson, Assistant Director of Allied Health Professionals and PPI, Public Health Agency (PHA)

AGENDA ITEM	NOTE	ACTION
1. Closed Session	Noted separately.	
2. Apologies	Bill Halliday, Paul Douglas and Fiona McLaughlin.	
3. Conflicts of Interest	None noted.	
4. Minutes of last meeting	The minutes of the meeting held on the 19 March 2019 were agreed as an accurate record of the meeting and signed by the Chair and Chief Executive.	

AGENDA ITEM	NOTE	ACTION
5. Matters Arising	<p>16-19(c) Report on Adult Social Care – Report on Panels.</p> <p>The report on Panels with Physical Disabled People to inform the Reform Process was presented at the Board Meeting in January 2019, with comments noted. The Research Committee further reviewed the report and the revised version was approved by the Board,</p>	Report to be published on PCC website.
	<p>19/19 Impact of Complaints Advocacy Service</p> <p>Concerns around the project management of the above objective was discussed. Particular focus was on the poor number of respondents who contributed to this student's work.</p>	<p>1. Mr Dixon to report on outcome of discussion with Prof McKenna. Follow up to be reported at September Board.</p> <p>Action: RD</p>
	<p>22/09 PCC Corporate Risk Register:</p> <ol style="list-style-type: none"> 1. Register: Agreed that current format is inappropriate. Vivian McConvey and Board Members will consider as part of overall review of governance. 2. Brexit Plans: Board members sought reassurance re the availability of medicines post-Brexit. 	<ol style="list-style-type: none"> 1. An initial workshop to review register to be set up for Leadership Team and the Board in advance of meeting Sponsor Branch. <p>Action: JMcN</p> <ol style="list-style-type: none"> 2. RD to check with PHA/HSCB/DoH re medicine availability. <p>Action: RD</p>
	<p>24/19(a) Co-opting onto Research Committee</p> <p>Co-Opting onto Committees: May McCann and Hugh McKenna have agreed and now sit on the Research Committee as Co-opted members.</p> <p>The TOR for co-opted Members of the Research Committee were approved by the Board and will be reviewed in 6 months.</p>	Review Standing Orders at December 2019 Board Meeting.

AGENDA ITEM	NOTE	ACTION
	<p>26/19 Board Room Apprentice</p> <p>The Board were informed that the PCC's Apprentice has been confirmed as Fiona McLaughlin.</p>	<p>Apologies noted for Fiona for this Board Meeting.</p>
<p>6. PCC Annual Report and Accounts</p>	<p>Report and Accounts presented. Board commended the staff on management during the year. Report and Accounts approved (proposed by Joan McEwan; seconded by Martin Reilly).</p>	<p>Report and accounts signed.</p>
<p>7. Letter of Representation</p>	<p>This Letter of Representation is part of the formal process of establishing the new Chief Executive as the Accounting Officer for the PCC. VMcC confirmed she had attended the Accounting Officer Training. Members welcomed this progress on completing formalities of appointment of a new Chief Executive.</p>	<p>Letter of Representation noted.</p>
<p>8. Governance and Audit Matters</p>	<p>(a) G&A Committee Annual Update to Board 2018-2019</p> <p>Members noted the Annual G&A Committee Report. A change was requested to the report to emphasise the Committee's constant challenge to BSO re their services.</p> <p>(b) G&A Committee Report to Board 07.05.19</p> <p>The report was noted by the Board.</p> <p>(c) PCC Corporate Risk Register</p> <p>As discussed under Matters Arising.</p> <p>(d) PCC Committees</p> <p>New Members were elected to the Research Committee (Paul Douglas and Alan Hanna) and the G&A Committee (Paddy Farry and Martin Reilly).</p>	<p>Annual update to be updated to reflect comments and reissued to members for approval.</p> <p>Action: JMcN</p>

AGENDA ITEM	NOTE	ACTION
9. Business Plan	<p>(a) Future Planning Phase 2 – Update on workshop held June 2019. (<i>Business Plan objective 1.5</i>)</p> <p>Due to changes in staffing the Executive team asked if the Future Planning event could be postponed to September, 2019 to allow for the necessary preparations.</p> <p>Members recognised the scale of the task and the need for careful phasing and management of resources.</p>	<p>The Board agreed to postpone this event.</p> <p>Action: NW</p>
	<p>(b) Members to sponsor Business Plan objectives</p> <p>Members were asked to consider the “Briefings for Board Sponsorship” paper and to indicate which projects they would like to be more closely involved with.</p>	<p>Members to consider and to speak to Chair/Chief Executive.</p> <p>Action: Members</p>
	<p>(c) Launch of two PCC reports:</p> <p>(i) Physical Disabilities</p> <p>(ii) Talking Therapies</p> <p>Members received presentations on the Physical Disabilities and the Talking Therapies Reports.</p> <p>Members thanked staff for the clear presentations, and noted the need for better linkages in taking forward research projects.</p>	<p>Reports to be published on the PCC website.</p> <p>Clear direction and expertise from the Research Committee should inform all research type projects.</p>
	<p>(d) Annual Research Committee update</p>	<p>This was noted by the Board.</p>
10. Quarterly Performance Report	<p>Ms McConvey noted that the Quarterly Report covered a period of considerable change and activity. The financial position was very challenging; and the current Business Plan may require reprioritisation. Members thanked Ms McConvey for her clear presentation; and offered full and active support in taking forward the work required.</p>	<p>The Leadership Team to review their submissions to the quarterly performance report. They should capture updates under PCC statutory functions headings.</p> <p>Action: Leadership Team</p>

AGENDA ITEM	NOTE	ACTION
11. Chair's Report	Noted	
12. AOB	<p>MR raised the issue of the staffing and other resources available to the Ambulance Service, where an apparent shortfall, leading to poor service, was causing widespread concern.</p> <p>Data Breach – Mrs McNeill referred to an incident in the WHSCT area, highlighting that whilst PCC staff and Board Members were included in people affected. The Data Protection Officer (DPO) did not refer the matter to the Information Commissioner's Office. The Board felt this matter should have been forwarded to the Commissioner.</p> <p>Members noted that this was Mrs McKissick's last Board Meeting; they thanked her for her service to the PCC; and congratulated her on her move to the Public Health Agency, wishing her well.</p>	<p>The Chair noted that she and Vivian McConvey were due to meet the Chair and CE of NI Ambulance Service, and undertook to seek information on this issue.</p> <p>Action: Chair</p> <p>Mrs McNeill to share the Board's comments with the DPO. Action: JMcN</p>
13. Input From Members of the Public	There were no members of the public present	
14. Next Meeting	<p>Board Workshop, 20 August 10am to 3pm at the Spires Building, Belfast.</p> <p>Board Meeting 17 September 2019 at The Whittaker Suite, The Guildhall, L'derry at 10.30am</p>	

2019 BOARD MEETING OUTLINE NOTE

Signed Christine Collins

Date 17 Sept 2019
Christine Collins
Chair of PCC

Signed Vivian McConvey

Date 17 Sept 2019
Vivian McConvey
Chief Executive of PCC

