

Patient and Client Council

Your voice in health and social care

**Minutes of the 83rd meeting of the Patient and Client Council
held on 17th September 2019 at 10.30am,
in the Whittaker Suite Guildhall, Londonderry/Derry**

Present:

Ms Christine Collins (Chair)
Mrs Joan McEwan
Cllr Martin Reilly
Mrs Seána Talbot
Mr Paddy Farry
Mr Alan Hanna
Mr Paul Douglas
Mr William Halliday
Miss Fiona McLaughlin (Board Apprentice)

In attendance:

Ms Vivian McConvey, Chief Executive
Mrs Jackie McNeill, Interim Head of Corporate Services, PCC
Mr Richard Dixon, Complaints Services Manager
Miss Orlagh Devlin, Corporate Administrative Coordinator
Miss Joisie Magee, Corporate Intern
Rachael Craig from Derry City Council (Strategic Business Manager)
Mr Alan Haire Derry City Council

AGENDA ITEM	NOTE	ACTION
1. Closed Session	Noted separately.	
2. Apologies	Liz Cuddy	
3. Conflicts of Interest	Councillor Martin Reilly noted his membership of the Derry City and Strabane Council.	Agreed this did not constitute a conflict of interest: Councillor Reilly congratulated on the recent extension of his appointment to the PCC.
4. Minutes of last meeting	The minutes of the meeting held on the 18th June 2019 were agreed as an accurate record of the meeting and signed by the Chair and Chief Executive.	The format of minutes agreed by Board members for going forward.

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5. Guest Speaker: Rachael Craig, Health and Community Well Being	Ms Craig provided a very informative presentation illustrating the range and depth of Council efforts to build partnerships, collaborating to bring sustainable improvement in health and wellbeing across the Council area. The importance of local involvement and relationships was stressed, through collaboration with groups at DEA level.	Need for improved engagement and collaboration by the PCC in support of the Council's work. This should form part of the PCC's future Strategic and Business plans. Letter to be drafted for Chair to thank Derry and Strabane Council for their input.
6. Matters Arising	<p>19/19: Research into Impact of Complaints Advocacy Service: Follow up completed and protocols now in place described.</p> <p>22/09 PCC Corporate Risk Register</p> <p>1. Register: Initial training meeting held (3 September) and noted as very useful.</p> <p>2. Brexit- availability of Medicines: Letter from DoH of 11th September re: Brexit preparedness and impacts noted.</p> <p>24/19 (a) Co-opting onto Committees</p> <p>The co option members onto the Research Committee and payment of these members was agreed at £150 per day.</p>	<p>Agreed that the new protocols would mitigate against repetition of this experience; Managers to note the need for close monitoring of progress on research projects.</p> <p>Further analysis of risks to be conducted by Leadership Team; further training to be arranged.</p> <p>DoH Letter to be referenced on PCC website. The Executive team are to maintain their involvement in the Department's EU Exit forum. Concerns/problems identified, analysed and escalated as appropriate.</p> <p>The Board are to review Standing Orders to report at January workshop.</p>
	18/06/19: 9(b) Business Plan revision underway. Members asked to consider involvement in the business plan objectives.	<p>Revised Plan to be circulated to Members – Head of Development and Corporate Services</p> <p>Members are asked to consider and identify areas of interest, to Chair/CEO and Head of Development and Corporate Services.</p>

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	<p>(10) Quarterly Performance Report:</p> <p>Ms McConvey reported that the Leadership Team are working to improve the format, to reflect their ownership and responsibilities.</p>	<p>Noted: revised format expected at December Board. Matter to be raised at next L'ship meeting.</p>
<p>7. Operations Paper 558- Annual Complaints Report</p>	<p>Report presented by Richard Dixon. Trends in the report (especially the apparent drop in activity) discussed. Agreed that these were difficult to interpret; and that a new approach to complaints is needed. Discussion around the need for earlier intervention and a problem-solving ethos was agreed. Also the need for ongoing review of data with Research Team.</p>	<p>Report Approved.</p> <p>Review of approach to complaints with a shift to an advocacy model noted and to be taken forward by the L'ship Team.</p> <p>Research Team to review complaints data on a regular basis and submit dashboard data.</p>
<p>8. Governance Paper 559: G&A Report to Board 04-09-19</p>	<p>The quantum of SLA fees paid by the PCC was discussed; efforts to improve value for money were noted with approval and strong support.</p>	<p>Report Approved</p>
<p>9.a) Paper 560: Quality Report</p>	<p>Genesis of this report described.</p>	<p>Report Approved</p>
<p>9.b) Business Plan</p>	<p>Business plan – The Head of Development and Corporate Services outlined some changes to the current business plan.</p>	<p>The Head of Development and Corporate Services agreed to circulate a revised copy of the PCC Business plan for comments. This will be formally approved at the December meeting.</p>
<p>10. Paper 561: Corporate Risk Register</p>	<p>Work on revision of the Risk Register, including recent training, discussed.</p> <p>Risk Register noted.</p>	<p>A further date in December to review the Risk register is to be arranged between Leadership Team and Board members.</p>
<p>11. Paper 562: Draft Mid-Year Assurance Statement</p>	<p>Paper presented by Ms McConvey described a very busy and challenging period and recorded that key work is on target, with change processes underway.</p>	<p>Statement Noted.</p>
<p>12. Paper 563: PCC Equality Update</p>	<p>Genesis of Report and content described.</p>	<p>Equality Update Report Approved.</p>

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13. Paper 564: Quarterly Performance Report	Mrs McNeill presented key points of the Report. Action taken to realign work towards key emerging priorities, and to deal with capacity issues noted and supported.	Report Approved.
14. Chair's Report (verbal)	Ms Collins reported on a busy period of initial meetings, and commended work by PCC staff to realign activity towards emerging strategic priorities, whilst maintaining services.	Report noted.
15. AOB	<p>As the PCC currently has 8 Members and a Chair, it was agreed that the quorum should remain at 6, subject to review as part of the overall review of Standing Orders</p> <p>The forthcoming launch of the Birth Wise Report (on 27th September) was noted by Seana Talbot.</p> <p>Members welcomed the informative presentation by the Council at the start of the meeting and inviting local reps to share local issues is something that should be continued.</p>	<p>Agreed with Chair and Board members</p> <p>Noted</p> <p>Proposals on how to encourage public attendance to be considered. Action: Board Members</p>
16. Input from members of the Public	There were no members of the public present	
17. Next Meeting	Board Meeting 17 December 10.30am at South Eastern HSC Trust , Clady Villa, Knockbracken	

Signed Christine Collins

Signed Vivian McConvey

Date 17/12/19.
Christine Collins
Chair of PCC

Date 17/12/19.
Vivian McConvey
Chief Executive of PCC