

# Patient and Client Council

Your voice in health and social care

**Minutes of the sixty-fifth meeting of the Patient and Client Council  
held on Tuesday 17<sup>th</sup> January 2017 at 10am  
in the Conference Room, Ballymena NIAS District Headquarters,  
121-125 Antrim Road, Ballymena BT42 2HD**

## **Present:**

Dr Maureen Edmondson (Chair)	Professor Hugh McKenna
Mr Brian Compston	Dr May McCann
Mr Bill Halliday	Mrs Joan McEwan
Dr Sheila Kelly	Mrs Seana Talbot
Mr Garrett Martin	

## **Apologies:**

Mrs Liz Cuddy	Cllr Martin Reilly
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## **In attendance:**

Mrs Maeve Hully, Chief Executive, Patient and Client Council (PCC)  
Mrs Louise Skelly, Head of Operations, PCC  
Mr Sean Brown, Head of Development and Corporate Services (PCC)  
Mrs Helen Mallen, Board Secretary, PCC  
Mrs Lynne Charlton, Head of Nursing, Quality, Safety and Patient  
Experience, Public Health Agency (PHA) *(to 12.25pm)*

## **01/17 INTRODUCTION**

Dr Edmondson noted thanks to Mr Gareth Tumelty and his team for letting the PCC use the new NI Ambulance Service (NIAS) premises for the Board Meeting. She thanked Cllr Adger and Cllr Nicholl for inviting them to this location and welcomed everyone to the meeting.

## **02/17 CONFLICTS OF INTEREST**

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

## **03/17 MINUTES OF THE LAST MEETING**

The minutes of the meeting held on the 18 October 2016 were reviewed and the following amendment agreed:

Page 5, final bullet point to be changed from:

'that trialogue methodology be used in future co-design and co-production of services'. To read:

'where appropriate trialogue methodology will be used .....

Pending this amendment the minutes were agreed as an accurate record of the meeting and signed by the Chair and Chief Executive.

#### **04/17 MATTERS ARISING**

Dr Edmondson referred to the outstanding items on the Matters Arising Sheet.

- a. Item 96/15 (c) Restoration of Myalgic Encephalomyelitis (ME) services  
Mrs Skelly said that some progress has been achieved. The PCC continues to pursue this with the Health and Social Care Board (HSCB).
- b. Item 72/16 (c) 'The Peoples Voice A Summary of Work of the PCC 2009-2016  
Comments on the Peoples Voice report had been received from policy leads via the PCC Sponsor Branch and discussed at a Board Meeting on 17 October 2016. Post publication Mrs Hully confirmed that the PCC had received further comment from the DoH on 23 November and following discussions it was agreed that a second edition of the report would be issued on line to reflect a minor update.

#### **05/17 Experience of carers of people with mental ill health and learning disability in relation to carer assessments, Board Paper 454**

This paper provides a summary of feedback, from ten carers of relatives with a learning disability and/or mental ill health, on their experience of having a carers assessment. Mrs Skelly presented this paper to the Board for approval.

Members agreed that this was an excellent report that provides an understanding of how these carers felt about the carer's assessment process. The feedback reflects some poor administration of the assessment as well as lack of resources to provide the agreed support. This often left carers frustrated and without an effective outcome from the assessment.

In conclusion a number of amendments to the report were agreed. These included:

- The title be changed to read 'Experience of Carers of People with a Learning Disability and Mental Ill Health in relation to Carers

- Support and Needs Assessment';
- Add that carers need a higher profile in HSC decision making especially in light of Health and Wellbeing 2026;
  - Recommendations to be strengthened in relation to better information being available to carers about the process and expectations from outcomes.
  - Although completion of a carers assessment is a statutory requirement and may be readily available, there are no measures in place to monitor consistency of services available and outcomes of assessments.
  - The Senior Management Team will be meeting with the Regulation and Quality Improvement Authority (RQIA) next week and will check if they do anything on services to carers and assessments of carers.

Board Paper 454 was approved pending the amendments.

**Action:**

- 1. Agreed amendments to be made to the report.**
- 2. Mrs Hully to talk to RQIA about regulation of carers assessments and services available.**
- 3. Mrs Charlton will speak to Ms Briege Quinn, PHA, about sharing a report with the PCC on a piece of work she is completing on experience of carers who care for someone with a mental health illness.**
- 4. The PCC to share the final report with Community Planning Teams in Councils.**
- 5. Team to ask for evidence of effectiveness of carers assessment for all groups of users.**

**06/17 MEMBERSHIP SCHEME COMMUNICATIONS REVIEW, BOARD PAPER NO. 455**

Mrs Skelly presented this paper and asked the Board to note the recommendations on improving the Membership Scheme. The Membership Scheme has been used by the PCC, DoH and other HSC organisations to obtain feedback on particular issues. However, a lot more could be done if resources to develop it were available.

Dr Edmondson said that while the PCC have limited resources to develop the potential of the Membership Scheme we must challenge the limitations. A piece of work on the Membership Scheme is being done with the Innovation Lab and the Board would like to hear recommendations from this work on what needs to be done to get the greatest benefit from the Scheme. The Board and Executive Team will

then consider how the Membership Scheme can be developed and who can best do this.

Board Paper 455 was noted.

#### **07/17 PROGRESS WITH WEB BASED INFORMATION PORTAL, BOARD PAPER NO. 456**

The web based information portal has been implemented and is a work in progress. Mr Sean Donaghy, Director of eHealth Collaboration, HSCB and Mrs Linda McRandle, Senior Change Manager, eHealth and Collaboration, HSCB had attended a Board workshop on 15 November to provide an update to the Board.

The Board are pleased to see this initiative implemented and will watch with interest as it is developed and becomes more accessible to everyone.

Board Paper 456 was noted.

#### **08/17 DRAFT PCC BUSINESS PLAN 2017-2018, BOARD PAPER NO. 457**

Mr Brown presented the draft PCC Business Plan for 2017-2018. The Board had made a number of changes to the draft plan when it was discussed in November 2016 and the DoH Sponsor Branch have recently sent through their suggestions for the draft plan.

On discussion of the draft Business Plan the Board agreed:

- a number of further amendments to the wording of several objectives;
- that an objective suggested by the DoH in relation to identifying and developing appropriate strategic partnerships around advocacy can be included in the Business Plan. However, an initial scoping exercise will be necessary. The wording of objective 3.5 will be changed to reflect this.
- There was discussion about objective 4.4 'seek to understand patient experience of waiting longer than Ministerial targets.' The Board agreed on the concept of this objective but asked for a different approach to be taken.

Mrs Charlton said that the failure of the system is that there is no mechanism in place to keep patients informed when lists and waiting times change.

Specific work around maternity services was discussed and Members asked that this be noted as a potential piece of work for future

consideration but not in this years plan. Mrs Skelly, Mrs Talbot and Mrs Charlton agreed to meet to discuss this further.

The Board recognises that there will need to be an element of flexibility in the Business Plan to accommodate the challenges of Health and Wellbeing 2026. Senior Management were asked to keep the Board informed of any changes required.

As the Board requested a number of amendments to the draft PCC Business Plan, Mr Brown will amend the paper and circulate to Members via email for approval. Dr Edmondson asked Members to respond to Mr Brown with comments before the agreed deadline. No response will be taken as consent to the paper.

**Action:**

- 1. Mr Brown to amend and circulate the draft PCC Business Plan to Members for approval via email.**
- 2. The draft PCC Business Plan will then be submitted to the DoH by the end of January 2017 for approval.**
- 3. The final plan will be presented to the Board in March 2017, following DoH approval.**
- 4. The Business Plan will be costed out for future scenario planning.**

**09/17 DRAFT PCC CORPORATE PLAN 2017-2021, BOARD PAPER NO. 458**

Dr Edmondson apologised that this important Board Paper was tabled at the meeting rather than circulated in advance. Mr Brown explained that the 12 week consultation on the draft PCC Corporate Plan closed on 11 January 2017. There were 5 responses received during the consultation period and Mr Brown has reviewed these and amended the draft Corporate Plan.

Dr Edmondson asked Mr Martin to bear in mind that the RCN had submitted a response to the consultation and since this could be perceived as a potential conflict of interest he was asked not to participate in this discussion.

Mr Brown outlined the 5 responses received and the minor changes made to Plan. Most of the responses had welcomed the strategic direction of the Corporate Plan but wanted to see detail on how this will be delivered, which will come in the PCC Annual Business Plans. Mr Brown proposed that when approved, the PCC Business Plan for

2017-2018 be shared with the organisations and individuals who responded. The Board agreed.

The Board discussed the draft Plan. A number of minor amendments were agreed by the Board.

In response to a question from Mrs McEwan about how we 'measure' the success of the plan Mr Brown explained that the PCC Business Plan objectives will focus on what the PCC needs to deliver on and the indicator will be about improving the patient experience.

Dr Edmondson agreed that we will need clear objectives in the annual Business Plan and these should be as specific, measurable, achievable, relevant, time-bound (SMART) as possible.

**Action:**

- 1. Mr Brown to amend and circulate the draft PCC Corporate Plan to Members for approval via email. No response by the deadline will be taken as consent of the paper.**
- 2. The draft PCC Corporate Plan will then be submitted to the DoH by the end of January 2017 for approval.**
- 3. The PCC Business Plan will be shared with consultation respondents when approved.**

*Mrs Charlton left the meeting at 12.25pm.*

## **10/17 PCC POLICY REVIEW**

The Board had reviewed and approved a number of PCC Board policies at the Board Workshop on 15 November 2016. Mr Brown asked Members to ratify the decision to approve the following PCC policies:

- a. Code of conduct
- b. Policy for dealing with complaints about the PCC
- c. Risk management
- d. Freedom of Information
- e. Data Protection
- f. Health and Safety at Work
- g. Anti-bribery

The Board confirmed that these policies were approved.

## **11/17 PCC 'INVOLVING YOU' POLICY, BOARD PAPER NO. 459**

At the workshop in November 2016, the Board had asked Mr Brown to review the 'Involving You' paper with a view to adding something about the Minister's announcement on Health and Wellbeing 2026.

On discussion it was agreed that there would need to be further amendments to this policy when the vision for implementing co-design and co-production in line with Health and Wellbeing 2026 is announced.

**Action: The revised 'Involving You' policy was not approved and will be brought forward again when the further implementation plans for Health and Wellbeing 2026 report are available.**

## **12/17 G&A COMMITTEE UPDATE 24-10-16, BOARD PAPER NO. 460**

The G&A Committee have implemented this new format paper for the Board to reduce the number of repetitious documents, whilst providing assurance to the Board that the G&A Committee have scrutinised papers on their behalf.

Dr Edmondson thanked Mr Brown for this G&A Update format which streamlines reporting to the Board.

As current Chair of the G&A Committee, Mrs McEwan asked that the best wishes of the Board be formally noted and communicated to fellow Board Member, Mrs Liz Cuddy. This was agreed.

Board Paper No. 460 was noted.

## **13/17 REVIEW OF STANDING ORDERS QUORUM FOR BOARD MEETINGS, BOARD PAPER NO. 461**

Mr Brown had been asked to review the Standing Orders (SO) and prepare a paper outlining choices available for the Board on an effective quorum of Members at Board Meetings.

Mr Compston explained that the G&A Committee had reviewed this paper at their meeting on 9 January and had agreed that the option for the Chair to review the skill set of Members before proceeding with a Board Meeting was not appropriate and should be removed. The Committee felt that all Members are appointed by the Minister because they have certain skills to fulfil the role.

On discussion, Members unanimously agreed that a minimum number of Members present at a Board Meeting should be agreed. Everyone agreed that 6 Members should be present and this should include the Chair and a Member of the G&A Committee. It was agreed that the SO should be changed to reflect this decision. Normal provisions would apply if the Chair of the Board was unable to attend.

Mr Brown said that defining a number could create a risk that the Board are unable to make decisions at Board Meetings. However, Members agreed that since the Board numbers were being eroded by failure to appoint, there was more danger in keeping quorum rules as they are. Mr Brown was asked to check the SO to determine if decisions can be made via email or in any other way outside a public Board Meeting.

**Action:**

- 1. SO to be changed to fixed Board quorum of 6 Members including Chair and a Member of the G&A Committee;**
- 2. Mr Brown to check if Board decisions can be made via email or in another way outside a public Board Meeting,**

#### **14/17 BOARD MEMBER TERMS OF APPOINTMENT**

With a large number of Members due to leave in March 2017 and those whose terms end in 2018, Dr Edmondson had sought advice in relation to being quorate at Board Meetings from Mr Alphy Maginness, Director of Legal Services, BSO.

Mr Maginness confirmed that the DoH has the power to direct and take over the governance of the organisation if there were insufficient Board Member numbers, should it feel this is necessary. Mr Maginness did express concern that the Board was currently below the numbers expressed in the Regulations – ie 16 plus a Chair.

Dr Edmondson explained that Public Appointments had just confirmed that the Minister for Health has approved a 12 month extension to the terms for Mr Compston, Dr McCann, Professor McKenna and herself.

Dr Edmondson proposed that the PCC ask Mr Maginness to provide his advice in writing to share with the PCC Sponsor Branch and Public Appointments in order to set out the governance risks for the organisation and inform their decision making.



It was with regret that Dr Edmondson informed the Board that Dr Kelly had decided not to accept an extension to her appointment term and would be leaving the Board at the end of March 2017.

**Action:**

- 1. Mr Brown to write to Mr Alphy Maginness thanking him for his advice and asking him for clarification in writing.**
- 2. When advice received in writing this will be shared with Mrs Charlotte McArdle, Chief Nursing Officer and the Public Appointments Unit.**

**15/17 NOTE OF MEETING OF THE BOARD WITH PROFESSOR CHARLOTTE McARDLE, CNO AND DR ANNE KILGALLEN, DEPUTY CMO**

The Board had met with Professor McArdle and Dr Kilgallen on 13<sup>th</sup> January 2017 to discuss Members concerns about the size of the PCC Board and risk of further depletion. The meeting also provided an opportunity to hear from Dr Kilgallen about the development of an Improvement Institute which is part of the Health and Wellbeing 2026 plans.

The note of the meeting had been circulated to Members via email prior to the meeting and Members unanimously agreed that the note was an accurate record of the meeting. Members had been assured that early action would be taken to address Board Membership and Appointments and to enhance communication.

**16/17 PCC CORPORATE RISK REGISTER, BOARD PAPER NO. 462**

The Risk Register was reviewed by the G&A Committee on 9 January. Mrs McEwan asked if a further control for ensuring staggering of public appointments is needed. She also asked if the uncertainty with the election in March 2017 created further risk for the PCC.

On discussion Members felt that these concerns are already included on the Register and there is no need for amendment at this time.

Mr Brown outlined the work to date in seeking alternative accommodation for the PCC staff in Belfast. Members asked the Executive Team to thank the staff on behalf of the Board for continuing to deliver their work under difficult circumstances and uncertainty during this time and expressed appreciation for the leadership that had been provided.

**Action: When the move has been completed, Mrs Mallen to confirm details of where the PCC staff will be located.**

## **17/17 CHAIRS REPORT**

Dr Edmondson had nothing further to report on her paper and it was noted.

## **18/17 ANY OTHER BUSINESS**

### **a. Board Meetings**

Following discussion it was agreed that the next PCC Board Meeting will take place on the 21 March 2017. Dr Edmondson said that the Board Self-Assessment and Patient Experience Framework could be items for discussion at the Board Workshop on 21 February, however, she will discuss the need for a workshop in February with the Executive Team and Mrs Mallen will confirm with Members.

#### **Action:**

- 1. Board Meeting to be held on 21 March 2017.**
- 2. Members to hold 21 February for Board Workshop until Mrs Mallen confirms if it is proceeding.**

### **b. Bannview GP Practice**

Professor McKenna referred to the risk of Bannview GP Practice in Portadown closing. He said that given 90% of HSC care happens across primary care there is concern about the number of practices being closed, usually in rural areas.

The PCC have already been in discussion with the HSCB about GP out of hours services in the Southern area where there have been particular problems. She will discuss the Bannview Practice with the HSCB as a matter of urgency as our concern is access to services.

Mr Brown confirmed he has been nominated as the PCC representative to the Workforce Review Group.

#### **Action:**

- 1. Mrs Skelly to contact the HSCB in relation to the situation with the Bannview GP Practice.**
- 2. Mr Brown to raise the concerns over GP Practices with the Workforce Review Group**

## 19/17 INPUT FROM MEMBERS OF THE PUBLIC

Cllr Nicholl said he was delighted to see the PCC Board in Ballymena meeting in the new building of NIAS Divisional Headquarters in such a great location. He confirmed that there are plans to have the NIFRS relocated to a new building next door and said it will be beneficial to have these two services co-located. The Chair once again thanked Cllrs Adger and Cllr Nicholl for their welcome to the area and their hospitality.

## 20/17 DATE OF NEXT MEETING

The next meeting will be held on Tuesday 21 March 2017 at 10am. Venue to be confirmed.

Dr Edmondson noted the thanks of the PCC to NIAS for the use of their premises. The meeting closed at 1.25pm.

Signed  Signed 

Date 21/3/17  
Maureen Edmondson  
Chair of PCC

Date 21/3/2017  
Maeve Hully  
Chief Executive of PCC