

Patient and Client Council

Your voice in health and social care

Minutes of the 84th meeting of the Patient and Client Council
 held on 17th December 2019 at 10.30am,
 in Room 1.1, Clady Villa, HSC Clinical Education Centre, Knockbracken Hospital
 Site, Knockbracken Healthcare Park,
 Saintfield Road, Belfast, BT8 8BH

Present:

Ms Christine Collins (Chair)
 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, PCC
 Mrs Naomh Galloway, Communications & Events Manager, PCC
 Miss Orlagh Devlin, Interim Board Secretary, PCC
 Mr Johnny McBride, Assistant Director, Community Planning & Performance

AGENDA ITEM	NOTE	ACTION
1. Closed Session	Noted separately	
2. Apologies	Liz Cuddy, Joan McEwan	
3. Conflicts Of Interest	Councillor Reilly apologised for his non-attendance at Workshop on 4 December 2019; and explained that he had recently been appointed to a post with the Alzheimers Society.	Councillor Reilly was congratulated on his new position; it was agreed that this did not constitute a conflict of interest.
4. Minutes of last meeting	The minutes of the meeting held on the 17 th September 2019 were agreed as an accurate record of the meeting and signed by the Chair and Chief Executive.	Minutes agreed

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5. Guest Speaker: Mr Johnny McBride Health and Community-Well Being	Mr McBride 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. In discussion it was agreed that the PCC should explore ways of rebuilding its presence at local level, in a manner consistent with these arrangements	Interim Board secretary to arrange a meeting with Carnegie Trust & Ms Collins
6. Matters Arising	<p>Mrs McNeill referred to the outstanding items on Matters Arising sheet</p> <p>Item 19/19 Impact of Complaints Advocacy Service</p> <p>Mrs McNeill reported Advocacy service numbers have increased and a new protocol is now in place.</p> <p>Item 22/09</p> <p>2)Brexit Brexit letter from DoH was published on PCC website. This matter is now closed.</p> <p>Item 24/19 Co-opting into Research Committee Standing Orders are to be reviewed and shared at next Governance and Audit meeting with members in January 2020.</p> <p>Item 9b Business Plan Mrs McNeill noted members had linked in with project lead managers and expressed interests in Future Planning and Advocacy. This is ongoing and will be addressed at leadership meeting with The Head of Development and Corporate Services.</p> <p>Item 10 Quarterly Performance report The Quarterly Performance report format was agreed by board.</p>	<p>For noting</p> <p>For noting</p> <p>Mrs McNeill/L'Ship managers for noting</p> <p>Agreed</p>
7. Launch of 2018/19 Complaints Report	<p>Mr Dixon noted the complaints report was published in August 2019.</p> <p>Mr Dixon announced we are issuing the report across HSC Stakeholders, the Media, Membership Scheme database and an update</p>	For noting

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	<p>article. Key issues Mr Dixon highlights that there was an overall drop of 17% in our services.</p> <p>Mr Dixon noted "change is being accomplished and the message is starting to get out there". "PCC is being thoughtfully recognised". "The trend is now being reversed".</p>	
<p>8.Board Paper No 565 Business Plan 2018/19</p>	<p><u>Amendments to finalise the report:</u></p> <ol style="list-style-type: none"> 1. Change wording of title from Business Plan to Operational Plan 2. Change dates from 2018-19 to 2019-20 	<p>Mrs McNeill to amend</p>
<p>9. Board Paper No 571 Draft Business Plan 2020/21</p>	<p>The following amendments were agreed for the draft business plan:</p> <ol style="list-style-type: none"> 1. Change wording of title from Business Plan to Operational Plan 2. Remove 'term hiring' 3. Add page numbers and objective numbering 4. To note work being carried out on 10,000 voices 5. Managers to have a one pager 'behind' each objective with more details on the project 6. All managers to be reminded objectives to state purpose of event were applicable. 7. Objectives to have a lead name to each objective to identify a lead person. 8. Operational Plan to be shared with Sponsor Branch/PHA/HSCB/RQIA 	<p>Mrs McNeill to amend</p>
<p>10.Board paper 566 Quarterly Performance Report</p>	<p>An update was provided by Mrs McNeill to our board that projects are on schedule. Two papers will be issued for the March 2020 board meeting. (The Health Literacy & Borderline Personality Disorder).</p> <p>Mrs Talbot highlighted a comment referring on page 9 of the report, "<i>Our social media website users have doubled in growth dramatically from July 2019 to November 2019 from 1500 to over 3000</i>".</p> <p>Mrs Talbot wanted members to recognise the increase of website users and to congratulate Mrs Naomh Galloway (Event & Communications</p>	<p>For noting</p>

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	<p>Manager).</p> <p>Finance update</p> <ul style="list-style-type: none"> • Mrs McNeill outlined the finance position is sitting with a underspend of £90k YTD due to vacant posts. • Mrs McNeill noted 71% of our budget is on staff costs. <p>The Board asked Mrs McNeill to follow up with BSO, Finance accounts team that the PCCs monthly budget figures are shared at the earliest date, to allow for better planning and management.</p> <p>In discussion the board expressed grave concerns, and asked that the EMT address the financial pressures faced by the PCC in 2020/21.</p>	<p>An amendment to a figure in the financial forecasting table. Forecast needs amended to reflect the new total Action: Mrs McNeill</p> <p>Action: Mrs McNeill to arrange a meeting with BSO, Finance. Action: Invite Mr Farry</p> <p>Action: Executive Management Team to draft a letter to sponsor branch to raise the concerns.</p>
<p>11. Board paper 567 Corporate Risk Register</p>	<p>The board has agreed that the PCCs Corporate Risk Register should be reviewed. The Board asked the G&A Committee to review the draft version at their meeting on 8th January 2020.</p> <p>It was agreed by board the draft risk register will be discussed at board workshop in February 2020; this will include discussion around board Risk Appetite.</p>	<p>Actions:</p> <ul style="list-style-type: none"> • Mrs McNeill to review the risk strategy with Governance and Audit Committee on 8th January 2020. • Action: Mrs McNeill to progress a draft risk register with Leadership team. <p>Noting</p>
<p>12. Board Paper 568</p>	<p>a) Risk Management Strategy Mrs McNeill noted the Management Strategy was the results of our audit findings and our strategy needs updated.</p> <p>Agreed</p> <ul style="list-style-type: none"> • Report to be taken to G&A – Draft version • The risk appetite (Pg3) needs to be discussed in depth at the February risk workshop. 	<p>Risk Appetite will be discussed at 18th February Risk Workshop.</p>

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	<p>b) <u>Fraud awareness update</u> Mrs McNeill was happy to announce for the record no issues of fraud.</p> <p>Chair suggested board members having access to on-line e-learning modules</p> <p>c) <u>David Charles (IAO) Internal Audit</u> Mr Charles explained he was present at the board meeting as part of the Board Effectiveness Audit to observe the board. Mr Charles gave a very informative presentation of the overall role of Internal Audit. Mr Charles said that while BSO Internal Audit is hosted in BSO it is very much independent and a separate identity. IA provides a service to BSO and to the other seventeen organisations across HSC. BSO, IA is based across the province of five offices and made up of thirty-five staff. Effectively IA provides assurance to the accounting officer through providing assurance on the effectiveness of the organisation's framework of governance, risk management and control.</p>	<p>For noting</p> <p>Ms Devlin Interim Board secretary to create users for members who aren't already set up with user credentials.</p> <p>Ms Collins suggested we receive support from IA IT Specialist for online user friendly mileage claims for service users.</p>
13. Board Paper 569 Draft Board Schedule Meetings 2019/20	Board agreed on third Tuesday of each month for Board meetings/Workshops.	Interim Board Secretary to circulate the schedule of Board meetings for 2020/21 to Board, Michelle Tennyson and Sponsor branch
14. Chairs Report	Ms Collins explained she was approached by David Finnegan, new Chair of Harmoni who had invited her and the Chief Executive to support them to rebrand themselves through a radical strategic planning process. Ms Collins said there could be reciprocal benefit in this, as the PCC is also embarking on its strategic planning process, and that David Finegan's skills and experience, could be of assistance to the PCC	For noting

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AOB	Ms McConvey announced the departure of Mr Richard Dixon who will be resigning and taking on a post within the Belfast Health and Social Care Trust, complaints department. The Board congratulated Mr Dixon on his new role; and expressed their thanks to him for his contribution to the PCC from its inception.	
15. Input From the members of the Public	There were no members of the public present	
16. Next Meeting	Board workshop Tuesday 21st April 2020 at 10:30am – 2:30pm in PCC, Quaker Buildings, High Street, Lurgan, BT66 8BB	

Signed Christine Collins

Signed Vivian McConvey

Date 10 March 2020.
Christine Collins
Chair of PCC

Date 10/3/20.
Vivian McConvey
Chief Executive of PCC