

Patient and Client Council

Your voice in health and social care

As an Arms-Length Body the Patient and Client Council is required to have a corporate plan. The plan should be in line with the Northern Ireland Executive Programme For Government and wider Department of Health strategic goals, as articulated in Ministerial priorities.

The corporate plan seeks to set out the vision, purpose and values of the organisation along with the desired outcomes and practice and activities which will deliver on those outcomes. The corporate plan provides a framework for the annual Business Plan of the Patient and Client Council, which sets out Specific, Measurable, Achievable, Realistic and Time bound objectives.

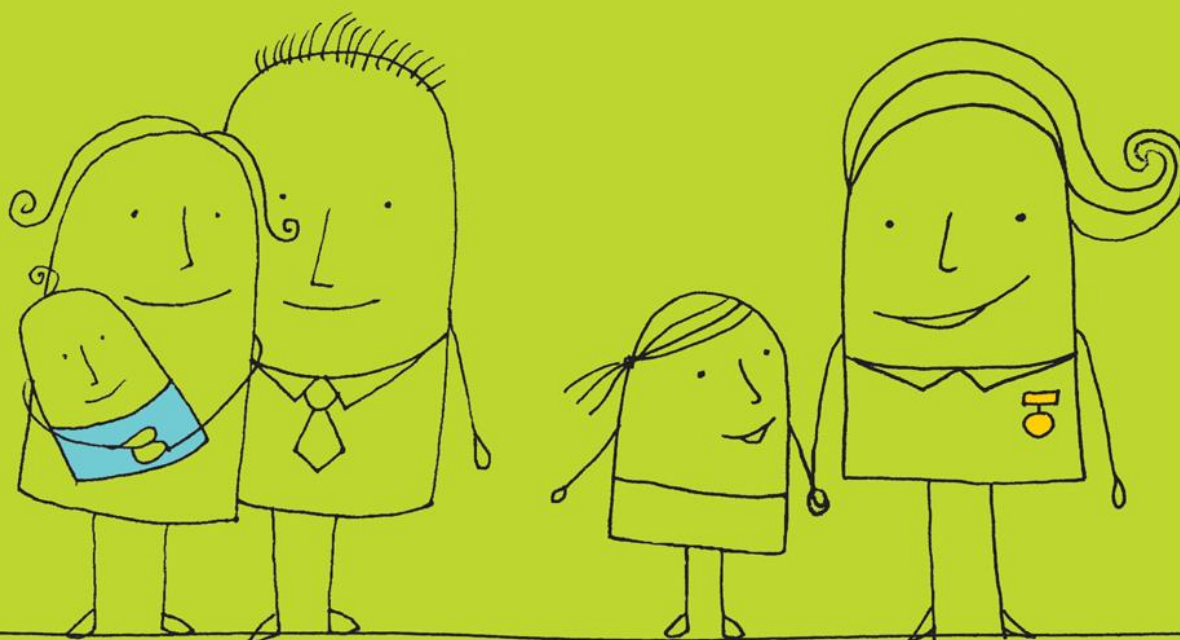
The Board of the Patient and Client Council has reviewed the Programme For Government against its statutory functions. Through exercising those functions the Board views that it makes a contribution to all the major societal outcomes set out by the Northern Ireland Executive. In particular, the Patient and Client Council makes a significant contribution to those outcomes with a specific health and social care theme, specifically:

- We have a more equal society.
- We enjoy long, healthy active lives.
- We care for those and we help those in need.
- We have high quality public services.
- We give children and young people the best start in life.

The Patient and Client Council Corporate Plan is also directed by Ministerial priorities. The organisation will exercise its statutory functions to support the delivery of those priorities. Underpinning this is a commitment to ensure the most vulnerable in our society, including children and adults at risk of harm, are looked after effectively across all our health and social care services.

Patient and Client Council

Our Plan 2017-2021



Our Plan

Introduction

Welcome to **Our Plan** for 2017-2021

The Patient and Client Council was established in 2009 to provide a powerful and independent voice for the public. This independence is based on what people tell us about health and social care.

Our work is based on speaking directly to people and listening to their opinions, experiences and hopes about health and social care. This information is now being used by decision makers to help them make changes to the way that services are provided.

This plan sets out the role, direction and goals of the Patient and Client Council for the next four years.

These goals will be supported by yearly plans which will describe how we will make sure our goals are all achieved.

We are guided in all we do by our vision, purpose and values.



Maeve Hully
Chief Executive

Maureen Edmondson
Chair

About Us

The Patient and Client Council is a powerful, independent voice for people on health and social care.

The Patient and Client Council has four statutory main duties. They are to:

- a) represent the interests of the public;
- b) promote involvement of the public;
- c) provide assistance to individuals making or intending to make a complaint relating to health and social care; and
- d) promote the provision by HSC bodies of advice and information to the public about the design, commissioning and delivery of health and social care;

The Patient and Client Council has a Board made up of a Chair and sixteen non-executive directors, recruited from across Northern Ireland under the Public Appointments Process. The Board is responsible for setting the strategy and direction for the Patient and Client Council and for monitoring progress and performance.

Our Vision

A health and social care service that is shaped by the experiences of patients, clients, carers and communities.

Our Purpose

To be an independent and influential voice that makes a positive difference to the health and social care experience of people across Northern Ireland.

Our Values

We will:

- put people at the centre of all we do;
- use evidence from people as a guide to our work;
- speak independently;
- work in partnership; and
- be clear about what we do and how we do it.

Our Plan

This plan sets out the long terms aims of the Patient and Client Council. It is aligned to the strategic direction determined by the current Northern Ireland Executive Programme For Government objectives and targets and the strategic aims of the Department of Health as driven by Ministerial targets.

Programme for Government

The Programme For Government sets out the big issues facing our society and the challenges that have to be addressed. It sets out a different way of working which the Patient and Client Council supports. Namely:

- Focusing on outcomes to improve the wellbeing of people;
- Seeking to make a difference to the things that matter most to people;
- Contributing to a system that works across boundaries, groups organisations and communities for the common good; and
- Collaboration between the public sector, local government, private sector, community sector and voluntary sector and beyond to maximise what can be achieved collectively.

Ministerial Targets

For the overall health, social services and public safety system, the Health Minister has identified the following key priority areas:

- To improve the design, delivery and evaluation of health and social care services through the involvement of individuals, communities and the independent sector;
- To improve and protect health and well-being and reduce inequalities; through a focus on prevention, health promotion, anticipation and earlier intervention;

- To improve the quality of services and outcomes for patients, clients and carers through the provision of safe, resilient and sustainable services;
- To improve the management of long-term conditions in the community, with a view to improving the quality of care provided and reducing the incidence of acute service admissions for patients with one or more long term conditions;
- To improve productivity, by ensuring effective and efficient allocation and utilisation of all available resources in line with priorities; and
- To ensure the most vulnerable in our society, including children and adults at risk of harm, are looked after effectively across all our services.

If the Patient and Client Council delivers its statutory functions it contributes directly to many of the outcomes of the Programme For Government and the priorities of the Health Minister. In particular, the Patient and Client Council through its work will seek to ensure the voice of the most vulnerable in our society continues to be heard.

These outcomes and aims inform our corporate goals which are;

- a.** The Patient and Client Council represents the interests of the public;
- b.** The Patient and Client Council promotes involvement of the public in health and social care;
- c.** The Patient and Client Council provides assistance to individuals making or intending to make a complaint relating to health and social care;
- d.** The Patient and Client Council promotes the provision by HSC bodies of advice and information to the public about the design, commissioning and delivery of health and social care; and

e. The Patient and Client Council is an effective organisation.

Annually the Patient and Client Council will produce an annual Business Plan with a set of objectives which will be: Specific, Measurable, Achievable, Realistic and Time bound.

The Patient and Client Council's relationship with other health and social care bodies is characterised by, on the one hand, its independence from health and social care delivery bodies in representing the interests and promoting the involvement of the public in health and social care and, on the other, the need to engage with the wider health and social care family in a positive and constructive manner to ensure that it is able to efficiently and effectively achieve changes and thus discharge its statutory functions on behalf of patients, clients and carers.

Our Goals

Goal 1

The Patient and Client Council represents the interests of the public

We will:

- Base our work on what people tell us
- Ensure a strong citizen voice in policy making, commissioning and delivery of services.
- Promote the rights of patients and service users at all levels within the health and social care system.
- Ensure that decision makers are listening to and acting on what people say.
- Use what we hear to influence health and social care services.
- Be an influential voice in the health and social care system to make services better

Goal 2

The Patient and Client Council promotes involvement of the public in health and social care;

We will:

- Be the leader in meaningful citizen involvement and engagement in health and social care.
- Work with the service to create an environment where all patient feedback is sought and acted upon.
- Use new ways to hear from service users.
- Share learning from our work with other organisations
- Support and equip individuals and communities of service users to challenge the system.

Goal 3

The Patient and Client Council provides assistance to individuals making or intending to make a complaint relating to health and social care

We will:

- Ensure that decision makers are listening to and acting on what people say.
- Influence change to make services better
- Use the information from our complaints service and engagement work to campaign for real and sustained positive change.

Goal 4

The Patient and Client Council promotes the provision by HSC bodies of advice and information to the public about the design, commissioning and delivery of health and social care;

We will:

- Challenge health and social care services to provide people with information and knowledge to improve their health and their experience of the service.
- Promote the provision of advice and information about the health and social care services

Goal 5

The Patient and Client Council is an effective organisation:

We will:

- Base our work on what people tell us
- Be clear and confident about our role.
- Provide effective leadership and direction to the organisation.
- Be open and accountable about our work and our decisions.
- Represent value for money
- Be flexible and innovative to increase our efficiency
- Follow good practice on governance, inclusion, diversity and equality.

Remember you can contact us by

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