

Patient and Client Council

Business Plan 2016-2017

March 2016



Patient and Client Council Business Plan 2016 - 2017

Introduction

Our business plan sets out the Patient and Client Council's priorities and key deliverables for the year 2016 - 2017.

Our business plan has three sections:

- **Role of the Patient and Client Council**
- **Patient and Client Council objectives for 2016-2017**
- **Management team and structure**

The Patient and Client Council Board will monitor progress against the objectives and the effective running of the organisation at each of its Board meetings, which are held in public.

Role of the Patient and Client Council

The Patient and Client Council was established on 1st April 2009 to provide a powerful independent voice for people in Northern Ireland on health and social care issues.

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 Goals

The Patient and Client Council Board has approved a Corporate Plan for 2015-2018 with four strategic goals to underpin the realisation of its vision and purpose. These are:

- 1. The Patient and Client Council is an independent and reliable voice for people using health and social care services.***
- 2. There is an improved health and social care system.***
- 3. Decisions in health and social care are made in partnership between the public and Health and Social Care organisations.***
- 4. The Patient and Client Council is an effective organisation.***

The Patient and Client Council's role within Northern Ireland health and social care

As part of the Health and Social Care Framework for Northern Ireland the Patient and Client Council seeks to support the Department of Health, Social Services and Public Safety's (DHSSPSNI) overall duty to promote an integrated system of health and social care designed to improve the health and social well-being of the people of Northern Ireland. The Patient and Client Council will seek to do this by providing a powerful, independent voice for patients, clients, carers, and communities on health and social care issues.

The Patient and Client Council's performance framework is determined by the Department in the light of its wider strategic aims and of current Programme For Government objectives and targets. The priorities and objectives for the Patient and Client Council are set out in its annual business plan, the key objectives of which are subject to approval by its Sponsor Branch in the Department. In common with all Arms-Length Bodies (ALBs), on issues of governance and assurance, the Patient and Client Council is directly accountable to the Department.

Health and Social Care bodies must co-operate with the Patient and Client Council in the exercise of its functions. This means that health and social care bodies must consult the Patient and Client Council on matters relevant to its role and must furnish the Patient and Client Council with the information necessary for the discharge of its functions. Furthermore, health and social care bodies must have regard to the advice provided by the Patient and Client Council about best methods and practices for consulting and involving the public in health and social care matters.

The Patient and Client Council's relationship with the other health and social care bodies is therefore characterised by, on the one hand, its independence from health and social care 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 in a positive and constructive manner to ensure that it is able to efficiently and effectively discharge its statutory functions on behalf of patients, clients and carers. The Patient and Client Council's functions do not include a duty to consult on behalf of health and social care. Each health and social care body is required to put in place its own arrangements for engagement and consultation.

Our Statutory Function

The work and activities of the Patient and Client Council are set within its legislative framework.

The legislation sets out four core statutory functions of the Patient and Client Council, which are;

- a) representing the interests of the public;
- b) promoting involvement of the public;
- c) providing assistance (by way of representation or otherwise) to individuals making or intending to make a complaint relating to health and social care;
- d) promoting the provision by HSC bodies of advice and information to the public about the design, commissioning and delivery of health and social care;

Patient and Client Council objectives for 2016-17

The Patient and Client Council Board has agreed the following objectives for this year. Whilst most will be delivered within the coming year, some will take longer to complete. This is reflected in the completion dates.

This Business Plan has been developed using an agreed criteria to assess objectives:

- **The PCC core statutory functions**

Does the objective fall within the statutory functions of the Patient and Client Council?

- **A demonstrable evidence base**

Does the Patient and Client Council have an evidence base, through its engagement work, helpline or complaints support service, that the objective is a priority or issue of concern to the public?

- **Resources required**

Does the Patient and Client Council have the capacity within its resources to undertake and deliver the project?

- **Is another organisation undertaking this work?**

Is the work a duplication of work already planned or being undertaken by another HSC organisation or elsewhere?

Throughout the year the Patient and Client Council will undertake projects and activities in addition to its business plan. This additional work will be informed by health and social care service developments (including consultation requests) and issues raised with the Patient and Client Council in its engagement with the public, its complaints support

service and its Helpline intelligence. This work will be reported on by the Operations Function in its regular reporting to the Board and where appropriate, recommendations will be made. Where this work is considered a priority by the Chief Executive and is identified as resource intensive it will be brought to the Board for consideration in light of the agreed Business Plan objectives.

Work outside the Business Plan will include attending meetings and groupings hosted by HSC organisations, including the DHSSPSNI, Health and Social Care Trusts, the Regional Health and Social Care Board and the Public Health Agency and other organisations involved in the delivery of health and social care. Examples of this work include regional and local planning groups, facilitation of focus groups for arms-length bodies and supporting patient led groups. Patient and Client Council attendance and contribution to these groups will focus on fulfilling its statutory functions.

The objectives in the Business Plan are set out within the statutory duties of the Patient and Client Council.

Function	Objectives	Timescale for completion of objective
1.0	REPRESENTING THE INTERESTS OF THE PUBLIC	
<p>In exercising its function the Patient and Client Council shall;</p> <p>Consult the public about matters relating to health and social care</p> <p>Report the views of those consulted to the DHSSPSNI and to any other HSC body appearing to have an interest in the subject matter of the consultation, in accordance with legislation.</p>	<p>1.1 The Patient and Client Council will seek to understand the care experience of people with Dementia. It is envisaged this project which will extend beyond 12 months.</p> <p>The Patient and Client Council will conduct a scoping exercise to understand what the health and social care issues are for people living with Dementia.</p> <p>The Patient and Client Council will report the findings of the scoping exercise.</p>	Feb 2017
	<p>1.2 PCC will contribute to DHSSPS understanding of programmes delivered through ICPs by determining and sharing the patient experience of service developments.</p> <p>The Patient and Client Council will collate the experience of patients in stroke, diabetes and respiratory services and share this with the DHSSPS and other HSC stakeholders</p>	May 2016
	<p>1.3 The Patient and Client Council will seek to understand the key issues in relation to the end of life care experience.</p> <p>This will be the second phase of a two year project which will explore people's recent experience of end of life care.</p> <p>The Patient and Client Council will report to key stakeholders in HSC on the key issues in relation to the end of life care experience.</p>	Mar 2017

Function	Objectives	Timescale for completion of objective
	<p>1.4 The Patient and Client Council will gather the views of people regarding their priorities for health and social care services.</p> <p>The Patient and Client Council will gather People’s Priorities for health and social care services, including asking people what has worked well for them.</p> <p>The Patient and Client Council will share the report with key stakeholders in HSC.</p>	Oct 2016
	<p>1.5 The Patient and Client Council will seek to understand how patients want to be involved in decisions regarding their medication.</p> <p>The Patient and Client Council will support and advise the DHSSPSNI to gather independent views of people on how they wish to be involved in decisions about their medication, the type of information they wish to receive about their medicines and views on the new extended role of pharmacists.</p> <p>The Patient and Client Council will ensure that information gathered is reflected in decisions about peoples medication, the type of information they receive about their medicines and the new extended roles of pharmacists</p>	Jun 2016
	<p>1.6 The Patient and Client Council will gather people’s views on dental services.</p> <p>The Patient and Client Council will facilitate people sharing their views on dental services.</p> <p>The Patient and Client Council will work with relevant stakeholders to ensure people’s views on services shape future service provision.</p>	Nov 2017

Function	Objectives	Timescale for completion of objective
	<p>1.7 The Patient and Client Council will gather people's views on their experience of access to Sexual Health Services.</p> <p>The Patient and Client Council will gather people's views on access to Sexual Health Services.</p> <p>The Patient and Client Council will report accordingly, to ensure people's experience of Sexual Health Services shape future service provision.</p>	Sept 2017
	<p>1.8 The Patient and Client Council will seek to understand the experiences of carers of people with mental ill health and learning disability in relation to carer assessments.</p> <p>The Patient and Client Council will gather the views of carers of people with mental ill health and learning disability in relation to carer assessments. This work will be informed by the Bamford Monitoring Group.</p> <p>The Patient and Client Council will report and share findings, with the wider Health and Social Care service, on the experiences of carers of people with mental ill health and learning disability in relation to carer assessments.</p>	Jan 2017
	<p>1.9 The Patient and Client Council will seek to understand the experience of service users accessing Mental Health Acute Services.</p> <p>The Patient and Client Council will hold a workshop for service users and service providers to understand their experience of people using Mental Health Acute Services. This work will be informed by the Bamford Monitoring Group.</p> <p>The Patient and Client Council will report and share findings of the workshop.</p>	Oct 2016

Function	Objectives	Timescale for completion of objective
2.0	PROMOTING INVOLVEMENT OF THE PUBLIC	
<p>In exercising its function the Patient and Client Council shall;</p> <p>Promote the involvement of the public in consultations or processes leading (or potentially leading) to decisions by a HSC body which would or might affect (whether directly or not) the health and social well-being of the public.</p> <p>Undertake research and conduct investigations into the best methods and practices for consulting the public about, and involving</p>	<p>2.1 The Patient and Client Council will seek to ensure the service user voice is embedded in the development of proposals for the 'Reform of Adult Care and Support'. It is envisaged as a project which will extend beyond 12 months.</p> <p>The Patient and Client Council will work with the DHSSPSNI on production of proposals for adult social care reform.</p>	Mar 2018
	<p>2.2 The Patient and Client Council will work in partnership with the DHSSPSNI to shape the delivery of an Evaluation of the Bamford Action Plan 2012-2015.</p> <p>This work will be informed by the Bamford Monitoring Group.</p>	Sept 2016
	<p>2.3 The Patient and Client Council will promote the involvement of the public in consultations and engagement processes in Health and Social Care.</p> <p>The Patient and Client Council will promote opportunities for people to share their views on consultations by HSC bodies through its Membership Scheme and engagement work. This will be an ongoing objective for the Patient and Client Council throughout 2016-17.</p>	
	<p>2.4 The Patient and Client Council will identify changes and agree a plan for its Membership Scheme to better inform and influence matters relating to health and social care.</p> <p>The Patient and Client Council will complete a review of its Membership Scheme and work in partnership with HSC bodies to enable its Membership Scheme to better influence health and social care services.</p>	Mar 2017

Function	Objectives	Timescale for completion of objective
them in, matters	<p>2.5 The Patient and Client Council will provide advice and information to health and social care organisations on the best methods and practices for consulting and involving the public in health and social care matters.</p> <p>a) The Patient and Client Council will jointly host a conference on how service user engagement is making a difference to services.</p> <p>b) The Patient and Client Council will agree an action plan for the recommendations on the jointly commissioned report: “Personal and Public Involvement (PPI) and its impact - Monitoring, measuring and evaluating the impact of Personal and Public Involvement (PPI) in Health and Social Care in Northern Ireland.”</p>	<p>Jun 2016</p> <p>Mar 2017</p>

Function	Objectives	Timescale for completion of objective
3.0	Providing assistance (by way of representation or otherwise) to individuals making or intending to make a complaint relating to health and social care	
<p>In exercising its function the Patient and Client Council shall;</p> <p>Arrange for the provision (by way of representation or otherwise) of assistance to individuals making or intending to make a complaint of a prescribed description relating to health and social care.</p>	<p>3.1 The Patient and Client Council will provide a support service for anyone wishing to make a complaint about health and social care services.</p> <p>This Patient and Client Council will meet its service standards on responses to client contacts and carry out a satisfaction survey on the service it provides.</p>	Mar 2017
	<p>3.2 The Patient and Client Council will highlight the issues raised by people through its complaints support service</p> <p>The Patient and Client Council will produce a 2015/16 PCC complaints support service report, including a three year trend analysis on complaint themes.</p> <p>The report will be shared with key stakeholders in Health and Social Care.</p>	Sept 2016
	<p>3.3 The Patient and Client Council will seek to understand the experience of children and young people making a complaint about health and social care services.</p> <p>This is the second year of a two year project.</p> <p>The Patient and Client Council will scope the mechanisms available to children and young people to support them to make a complaint about health and social care services.</p>	Dec 2016

Function	Objectives	Timescale for completion of objective
4.0	Promoting the provision by HSC bodies of advice and information to the public about the design, commissioning and delivery of health and social care	
	<p>Promote the provision of advice and information by HSC organisations to the public about the design, commissioning and delivery of health and social care.</p> <p>4.1 The Patient and Client Council will promote the provision of advice and information by Health and Social Care organisations on Health and Social Care services. This will include information being provided in a user friendly, easily understood format.</p> <p>The Patient and Client Council will continue to contribute to the development of a web based information portal by ensuring the voice of citizens across Northern Ireland is part of the process.</p>	Mar 2017
	<p>4.2 The Patient and Client Council will complete a review of its Helpline service and its value to the public and wider Health and Social Care.</p> <p>The Patient and Client Council will review its Helpline service. The Patient and Client Council will make recommendations on the future development and operation of the service.</p>	Oct 2016

Function	Objectives	Timescale for completion of objective
5.0	The Patient and Client Council will operate as an effective and responsive public body.	
5.1	<p>Corporate</p> <p>The Patient and Client Council Board will receive assurances on the governance arrangements through an effective Governance and Audit Committee and submission of timely information on:</p> <ul style="list-style-type: none"> • Governance statements; • An appropriate assurance framework; • Effective business planning arrangements; • Appropriate business continuity plans; • Audit reports; and • A dynamic risk register that deals with the primary risks to delivery of the business plan. <p>The Patient and Client Council Senior Management Team will monitor its current and emerging risks to continue to deliver on its core statutory functions within its resource capability.</p>	Mar 2017
5.2	<p>Resources</p> <p>The Patient and Client Council will manage its resources effectively and provide value for money in all its operations. Success will be demonstrated by:</p> <p>The Patient and Client Council will ensure it has appropriate financial management arrangements in place including those for planning, forecasting, procurement and prompt payments. It will also ensure achievement of its breakeven target and presentation of its annual accounts within timescales set out by the DHSSPSNI.</p> <p>The budget for the year 2016/17 is £1,571,437</p> <p>The Patient and Client Council will manage its accommodation assets efficiently.</p>	Mar 2017

Function		Objectives	Timescale for completion of objective
5.3	People	<p>The Patient and Client Council will manage its people effectively. Success will be demonstrated by:</p> <p>Delivering effective recruitment, appraisal, absence management and personal development arrangements.</p> <p>The absence management target for 2016/17 is 4.03%</p>	Mar 2017

Management structure of the Patient and Client Council

The Patient and Client Council has a Board with a complement of 16 non-executive directors and a Chair, all appointed under the public appointments process.

The Board of the Patient and Client Council is responsible for;

- Setting the strategic direction for the Patient and Client Council;
- Monitoring the performance of the Patient and Client Council;
- Ensuring highest standards of corporate governance and personal behaviour;
- Ensuring proper financial stewardship; and
- Appointing and appraising Senior Officers.

The Patient and Client Council has a relatively small staff team who deliver the work programme as agreed by the Patient and Client Council Board.

Key roles within the organisation include:

The Chief Executive:

- Is accountable to the Board of the Patient and Client Council for the efficient and effective management of the organisation and ensuring it fulfils its statutory functions and meets the objectives agreed by the Board;
- Is the Accounting Officer for the Patient and Client Council and in that capacity is directly responsible to the Permanent Secretary of the DHSSPNI for accounting of public funds; and
- Is answerable through the Patient and Client Council Board, to the Minister for Health Social Services and Public Safety.

The Head of Operations:

- Leads the Patient and Client Council operations in the delivery of the annual operating plan; and
- Ensures the development of the Patient and Client Council's ability to ensure patient and client views are heard.

The Head of Development and Corporate Services:

- Manages corporate services functions of the organisation;
- Manages the controls assurance and risk management of the organisation.