

The Patient & Client Council

Maeve Hully
Chief Executive



What is the Patient & Client Council?

A powerful, independent voice in health and social care for

- patients
- clients,
- carers
- communities



Statutory Functions

- Engages with the public
- Promotes the involvement of the public
- Helps people making a complaint
- Provides advice and information



Values

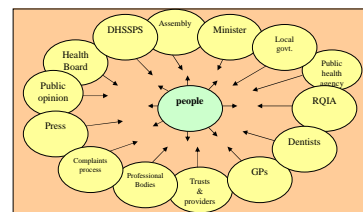
- Patient/client at the centre
- Listen, open and approachable
- Determined
- 'Critical friend', frank and honest
- 'Partnership approach'
- Constructive challenge



Landscape

- National Health Service 3rd largest employer in world
 - HSC workforce 78,000
 - More than 10% of workforce in NI
- Health and Social Care budget 48% of local budget spend
- Dynamic environment
- Local Minister
- Trusts established for 2 years
- 4500 independent community and voluntary sector organisations in Northern Ireland

External Environment

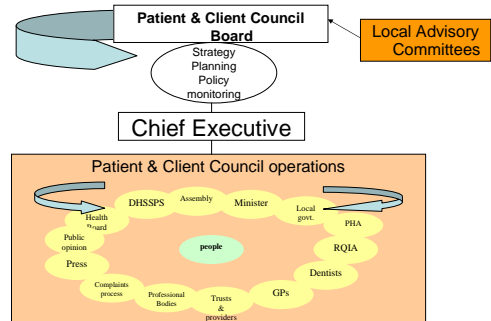


How will Patient & Client Council work?

- Chair – John Keanie
- Chief Executive – Maeve Hully
- Board with 16 members
 - Lay people
 - Community and Voluntary sector
 - Local councillors
 - Trade Union
- Meet monthly
- Local Advisory Committees



How will Patient & Client Council work?



Local Advisory Committees

- 5 committees
- Advisory input to Board through Chair
- Local people
- Rooted in community
- Appointed through public recruitment process



Where is the Patient & Client Council?

- Regional Office (Antrim, soon!)
- 5 local offices
 - Belfast
 - Lurgan
 - Omagh
 - Broughshane
 - Newtownards (soon!)



Current Key Work Streams

- Priorities for Action
- Bamford Monitoring Group
- Review of chemotherapy services
- Healthcare Associated Infection
- GP Out of Hours
- Dental Survey – Access to services



Current Key Work Streams

- Advocacy
 - Over 2000 people have contacted us since 1st April
 - Provided information
 - Helped people through complaints process
 - Current case load approaching 200



Current Key Work Streams

- Patient and Public Involvement
 - Statutory duty to promote
 - Spoken to almost 1000 people
 - Research
 - Best practice



Contact us

Telephone

0800 9170222

Website

www.patientclientcouncil.hscni.net

Local offices

Belfast, Omagh, Lurgan, Broughshane



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