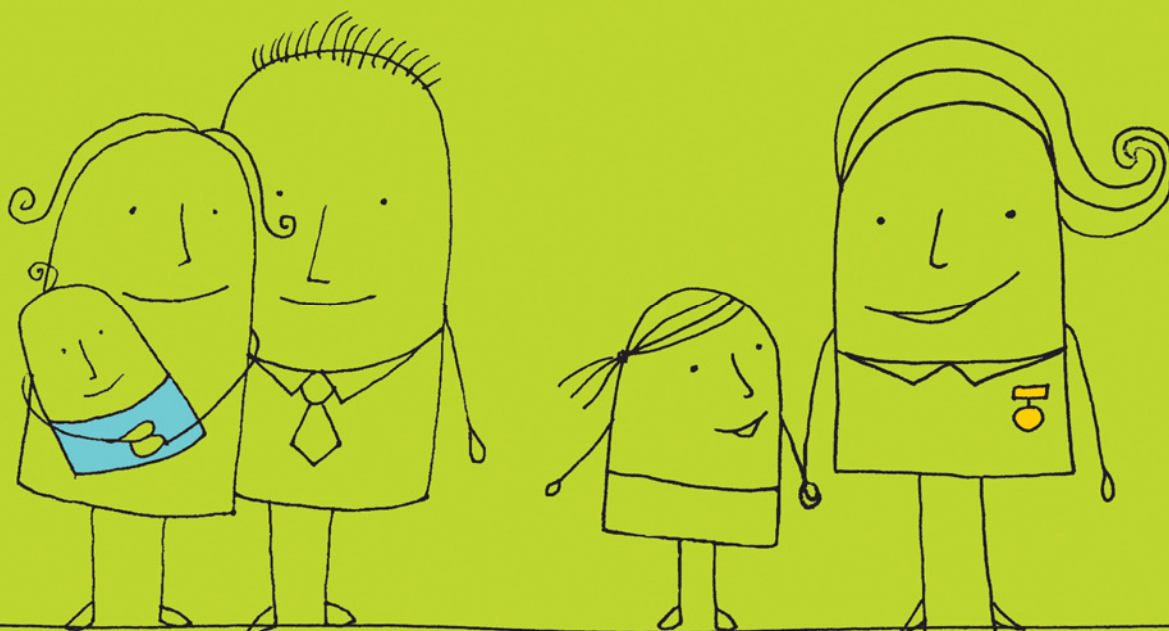


## Patient and Client Council

# Draft - Our Plan 2012-2015

## Consultation document

Issued 24 November 2011



## **Background**

The Patient and Client Council has developed a draft Corporate Strategy entitled 'Our Plan 2012-2015'. The draft plan has been approved by the Patient and Client Council Board to go out for a period of consultation before it is finalised.

'Our Plan for 2012-2015' is a high level document, setting the role, direction and priorities for the Patient and Client Council over the next three years.

The Patient and Client Council would welcome your comments on 'Our Plan 2012-2015' and have provided a set of key questions to guide your consideration of the document. (Appendix 1) Your comments are not restricted to answering our key questions.

Please send comments or completed reply forms to us.

**Responses should be returned by 12 noon on Thursday 16 February 2012 to:**

**By post:**

Sean Brown  
Patient and Client Council  
1<sup>st</sup> Floor, Lesley House,  
25-27 Wellington Place  
Belfast BT1 6GD

**By email:**

[info.pcc@hscni.net](mailto:info.pcc@hscni.net)

Enquiries regarding this consultation can be directed to Helen Mallen or Sean Brown at the above postal and email addresses or by telephone on 028 90 321230.

Please note that responses to this consultation will not be fed back and responded to individually, but will be considered when developing the final document.

## Introduction

Welcome to Our Plan for 2012-2015

The Patient and Client Council was established in 2009 to provide a powerful and independent voice for the public in health and social care. During this time more than 15 000 people have shared with us 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 three years. Our goals are that:

- The voice of people on health and social care is sought, listened to and acted upon.
- The Patient and Client Council is making a positive difference for people.
- The Patient and Client Council promotes the provision of information and advice to the public about health and social care.
- The Patient and Client Council is an effective organisation.

These goals will be supported by yearly plans which will describe how we will make sure they 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.

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

- Listen and act on people's views
- Encourage people to get involved
- Help people make a complaint
- Promote advice and information

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 policy 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 patients, clients, carers and communities.

## **Our Purpose**

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

## **Our Values**

- putting people at the centre of all we do.
- using evidence from people to guide our work.
- speaking independently.
- working in partnership.
- being open and transparent.

## **Corporate Goals**

### **Goal 1**

**The voice of people on health and social care is sought, listened to and acted upon:**

- We are recognised as leaders in involving people in health and social care.
- We use effective ways for people to tell us about their health and social care experience.
- Our complaints service is accessible and effective.
- We inspire health and social care services to place people at the centre of everything they do.

### **Goal 2**

**The Patient and Client Council is making a positive difference for people:**

- We are an influential organisation providing an independent voice.
- Our work is a lever for change in Health and Social Care services.
- Our work is based on the evidence we gather about the patient and client experience.
- We can demonstrate where our work has achieved real change.

### **Goal 3**

**The Patient and Client Council promotes the provision of information and advice to the public about health and social care:**

- We find out what information and advice people want on health and social care services.
- We encourage health and social care organisations to provide information and advice that is accessible to everyone.
- We provide information and advice in an easily understood way.

### **Goal 4**

**The Patient and Client Council is an effective organisation:**

- Our Board provides effective leadership and direction to the organisation.
- We are open and accountable about our work and our decisions.
- We follow clear principles on governance, inclusion, diversity and equality.
- We represent value for money.

## CONSULTATION ON 'OUR PLAN' 2012-2015' – REPLY FORM

Issued Thursday 24 November 2011

Responses should be returned by 12 noon on Thursday 16 February 2012

If you require more space than provided for your comments, please continue on a separate sheet, clearly referencing the question number.

**Name (Required):**

**Home Address or Email Address (Optional):**

**Organisation (if applicable):**

### Question 1

**Does 'Our Plan 2012-2015' feel right?**

Yes  No  ⇔ *Please comment below*

Additional comments:

### Question 2

**Does 'Our Plan 2012-2015' go far enough?**

Yes  No  ⇔ *Please comment below*

Additional comments:

**Question 3**

**Is there anything missing from ‘Our Plan 2012-2015’?**

Yes  ⇔ *Please comment below*    No

Additional comments:

**Question 4**

**Is ‘Our Plan 2012-2015’ understandable?**

Yes             No  ⇔ *Please comment below*

Additional comments:

**Additional comments:**

Comments:

[www.patientclientcouncil.hscni.net](http://www.patientclientcouncil.hscni.net)

Remember you can contact your local office on  
**Telephone 0800 917 0222**

or email [info.pcc@hscni.net](mailto:info.pcc@hscni.net)

**Belfast Area**

1st Floor, Lesley House  
25-27 Wellington Place  
Belfast BT1 6GD

**Northern Area**

Houston's Mill Site  
10a Buckna Road  
Broughshane  
Ballymena BT42 4NJ

**Southern Area**

Quaker Buildings  
High Street  
Lurgan  
Craigavon BT66 8BB

**Western Area**

'Hilltop'  
Tyrone and Fermanagh Hospital  
Omagh BT79 0NS

**South Eastern Area**

1st Floor, Lesley House  
25-27 Wellington Place  
Belfast BT1 6GD

