

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

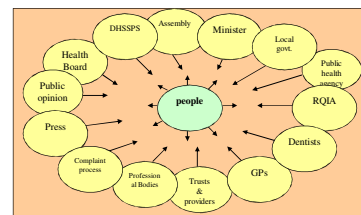
- Patient/client at the centre
- Listen open and approachable
- Determined
- 'Critical friend', frank and honest
- 'Partnership approach'
- Constructive challenge



Landscape

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

External Environment

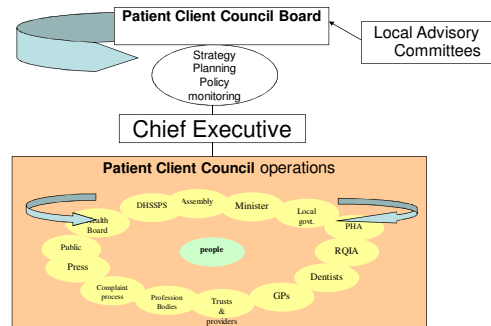


How will Patient Client Council work?

- Chair
- Chief Executive
- 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?



Patient safety work streams

- Priorities for Action
- Patient advocacy
- Mental health and learning disability
- Review of chemotherapy services
- Healthcare Associated Infection
- GP Out of Hours



Contact us

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