



Strategic Advisory Forum to the Minister for Health on the Patient Advocacy Service

Minutes of Meeting

Date	8 th April 2019, 2pm (meeting 1)
Location	Department of Health, Miesian Plaza, Dublin 2
Chair	Dr Marian O’Sullivan, Director General, Institute of Public Administration (MOS)
Members in Attendance	Dr Colm Henry, Chief Clinical Officer (CCO), (HSE) (CH) Dr Cathal O’Keeffe, Head of Clinical Risk, State Claims Agency (COK) Angela Fitzgerald, A/National Director, Acute Hospital Operations, Health Service Executive (AF) Cynthia Clampett, public representative (CC) Brian Place, public representative (BP) Phelim Quinn, Chief Executive Officer, Health Information and Quality Authority (PQ) John Farrelly, Chief Executive Officer, Mental Health Commission (JF)
Apologies	N/a
In attendance	Marita Kinsella, Director, National Patient Safety Office (NPSO) (MK) David Keating, Head of Patient Safety and Advocacy Policy, National Patient Safety Office (DK) Ciara Norton, (Secretary), Policy Officer, Patient Safety and Advocacy Policy, National Patient Safety Office (CN) Louise Loughlin, National Manager, National Advocacy Service for people with disabilities (service contracted to deliver the Patient Advocacy Service) (LL) Gareth Walsh, Policy, Research and Communications Officer, National Advocacy Service for people with disabilities (GW)

1. Welcome

MOS welcomed all and thanked them on behalf of the Minister for taking up the appointment with the Forum. Everyone gave a short introduction and background.

2. Confidentiality and Declarations of Interest

All in attendance agreed to complete and sign the confidentiality and declaration of interest forms.

3. Rules of Procedure

Members read through the draft rules of procedure. There was discussion on the concept of Key Performance Indicators and the role of the Strategic Advisory Forum in developing them. The NPSO is responsible for progressing the development of Standards, KPIs and Codes of Practice. KPIs will be developed based on objectives set by the Department of Health as the contracting body for the Patient Advocacy Service. The NPSO will liaise with the Forum for advice in their development. There was discussion about the role of the Forum in relation to the governance of the PAS. The Department of Health is the contracting body for the PAS and oversees the governance of the PAS by means of the contract put in place. In addition, it was noted that the corporate governance responsibilities for the PAS lie with the National Advocacy Service for People with Disabilities and its Board of Directors. This is the company (limited by guarantee) which was awarded the tender.

Action 1: Amend Rules of Procedure based on discussion and circulate to members by email to print off for signing and return by post.

Date: April 2019



Action 2: NPSO to liaise with Forum on the development of Standards, KPIs and Codes of Practice.

Date: Ongoing

Action 3: NPSO to prepare and circulate a paper on the objectives outlined in the contract for services as agreed with the PAS, which will form the basis for the KPIs to be developed.

Date: May 2019

4. Presentations

DK gave a presentation on the commissioning of the Patient Advocacy Service by the Department of Health. LL and GW gave a presentation on establishing the Patient Advocacy Service. Discussion followed regarding the type of empowerment advocacy that the service will offer, and the need for clarity in communications on what type of service will be provided, how or if complaints will be triaged, how it will be accessed, how expectations will be managed and how those who need more substantial or specialised support can be signposted to the relevant service. It was suggested that all health service staff receive training in communication, complaints and feedback procedures. LL indicated that advocates will be available to brief staff in locations and AF indicated that a number of key personnel from the HSE who are involved in complaints and advocacy are attending the QQI level 7 Patient Safety Complaints Advocacy training being delivered by the Open Training College and funded by the Department of Health.

Action 4: The PAS have engaged consultants to conduct a service design and mapping exercise and will factor in issues raised regarding access and referral and how to respond to advocacy for patient safety incidents.

Date: June 2019

DK clarified that the intention is for the PAS to be operational in public acute hospitals in 2019, expanding to public community and primary care in the future. It was noted that the success of implementation of the service will depend to a large extent on being able to link with key personnel in the HSE. AF indicated that the capacity of hospitals to respond to complaints is being addressed through training, ensuring clear lines of responsibility are in place and implementing learning from the National Patient Experience Survey.

5. Introduction to Work Programme of the SAF

A short discussion took place and it was agreed to include for each meeting a report from the PAS on progress on their establishment and structure for the information of members.

Action 5: NPSO to update work programme and circulate in advance of next meeting for adoption.

Date: May 2019

Action 6: The PAS to present on establishment and structure progress in June 2019.

Date: May 2019

6. Actions and dates of next meetings

The SAF agreed to dates for the next two meetings as follows;

- Thursday 13th June at 3pm, Department of Health
- Thursday 17th October at 1.30pm for 2pm, Department of Health

Action 7: MOS agreed to circulate her email and mobile to allow for any members to raise declaration of interest issues with her, as allowed for in the Rules of procedure

Date: April 2019



Table of Actions

	Action	Responsible	Date assigned	Due Date	Status
1.	Action 1: Amend Rules of Procedure based on discussion and circulate to members by email to print off for signing and return by post.	CN	8 April 2019	April 2019	complete
2.	Action 2: NPSO to liaise with Forum on the development of Standards, KPIs and Codes of Practice.	DK, CN	8 April 2019	ongoing	complete
3.	Action 3: NPSO to prepare and circulate a paper on the objectives outlined in the contract for services as agreed with PAS, which will form the basis for the KPIs to be developed.	DK, CN	8 April 2019	May 2019	complete
4.	Action 4: Consultants engaged by the PAS/NAS to conduct a service design and mapping exercise and will factor in issues raised regarding access and referral and how to respond to advocacy for patient safety incidents.	LL & external consultants	8 April 2019	June 2019	complete
5.	Action 5: NPSO to update work programme and circulate in advance of next meeting for adoption.	DK, CN	8 April 2019	May 2019	In progress
6.	Action 6: The PAS to present on establishment and structure progress in June 2019.	LL	8 April 2019	June 2019	complete
7.	Action 7: MOS agreed to circulate her email and mobile to allow for any members to raise declaration of interest issues with her, as allowed for in the Rules of procedure	CN	8 April 2019	April 2019	complete