



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

### Minutes of Meeting - Final

<b>Date</b>	13 <sup>th</sup> June 2019, 3pm (meeting 2)
<b>Location</b>	Department of Health, Miesian Plaza, Dublin 2
<b>Chair</b>	Dr Marian O’Sullivan, Director General, Institute of Public Administration (MOS)
<b>Members in Attendance</b>	Dr Colm Henry, Chief Clinical Officer (CCO), Health Service Executive (HSE) (CH) Dr Cathal O’Keeffe, Head of Clinical Risk, State Claims Agency (COK) Angela Fitzgerald, Deputy 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)
<b>Apologies</b>	N/a
<b>In attendance</b>	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 (PAS)) (LL) Gareth Walsh, Policy, Research and Communications Officer, National Advocacy Service for people with disabilities (GW) Claudia Carr, Bearing Point (CIC) June Boulger, Patient and Public Partnership Lead, Acute Operations, HSE (JB)

### 1. Welcome

MOS welcomed all and members and attendees. JB was welcomed as an observer.

### 2. Approval of minutes, agenda and rules of procedure

Minutes from previous meeting were approved. Rules of Procedure were acknowledged as approved and signed by members. All actions from first meeting were complete apart from work programme which will be updated and circulated to members. The agenda for the current meeting was approved with no changes.

**Action 8: Update work programme**

**Date: June 2019**

### 3. Presentations

DK gave a presentation on developing Key Performance Indicators for the Patient Advocacy Service. LL updated the Forum on the activities of the Patient Advocacy Service. AF presented on the HSE preparation and response to the introduction of the PAS. Discussion followed regarding the development of indicators that would elicit change or change behaviours and an acknowledgement that outcomes in advocacy are difficult to measure. DoH will develop draft indicators in collaboration with PAS and circulate prior to next meeting. It was acknowledged that the support of the HSE is critical to the success of the PAS, and a positive, non-adversarial approach taken by PAS to develop and maintain good relations and mutual respect. CH indicated there is good cooperation and preparedness which needs to continue. It was noted that future updates on PAS will include information on the impact of the service as it commences.



**Action 9: DoH develop draft KPIs for circulation to SAF**

**Date: June 2019**

**Action 10: PAS present on service development and service impact at next meeting**

**Date: October 2019**

#### **4. Discussion on patient journey, scope and demand for service**

LL and CIC presented their proposal for the commencement of the service, outlining a graduated approach from developing an online presence, a phone service and face to face contact and support. This acknowledges the various levels of input a person would need, from access to information to higher level support such as being accompanied at meetings. A high level patient journey was also presented. There was some discussion on developing criteria for access to the service and it was agreed that access should be in keeping with the intention of the service to support those who need it. Therefore access should not be too prescriptive, while acknowledging that the service has a limited resource. It was noted that the journey should continue to acknowledge that the priority for complaints resolution is at the first point of contact, which will reduce the number of complaints escalated and those needing advocacy. Local resolution can be strengthened through improved communication and training in this area.

**Action 11: PAS will develop a high level patient journey and access eligibility in discussion with HSE and present at next meeting**

**Date: October 2019**

**Action 12: HSE will continue to train staff in communication skills and develop signposting and awareness of the PAS.**

**Date: Ongoing**

#### **5. Actions and dates of next meetings**

- Thursday 17<sup>th</sup> October at 1.30pm for 2pm, Department of Health



Table of Actions

Last updated 17 October 2019

	Action	Responsible	Date assigned	Due Date	Status
1.	<b>Action 1:</b> 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.	<b>Action 2:</b> NPSO to liaise with Forum on the development of Standards, KPIs and Codes of Practice.	DK, CN	8 April 2019	ongoing	complete
3.	<b>Action 3:</b> 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.	<b>Action 4:</b> 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.	<b>Action 5:</b> NPSO to update work programme and circulate in advance of next meeting for adoption.	DK, CN	8 April 2019	May 2019	Action 8
6.	<b>Action 6:</b> The PAS to present on establishment and structure progress in June 2019.	LL	8 April 2019	June 2019	complete
7.	<b>Action 7:</b> 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
8.	<b>Action 8:</b> Update work programme	CN	13 June 2019	June 2019	complete
9.	<b>Action 9:</b> DoH develop draft KPIs for circulation to SAF	CN	13 June 2019	June 2019	complete
10.	<b>Action 10:</b> PAS present on service development and service impact at next meeting	LL	13 June 2019	October 2019	complete
11.	<b>Action 11:</b> PAS will develop a high level patient journey and access eligibility in discussion with HSE and present at next meeting	LL	13 June 2019	October 2019	complete
12.	<b>Action 12:</b> HSE will continue to train staff in communication skills and develop signposting and awareness of the PAS.	CH, AF	13 June 2019	Ongoing	ongoing