



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

Minutes of Meeting

Date	17 th October 2019, 3pm (meeting 3)
Location	Department of Health, Miesian Plaza, Dublin 2
Chair	Dr Marian O’Sullivan, Director General, Institute of Public Administration (MOS)
Members in Attendance	Dr Cathal O’Keeffe, Head of Clinical Risk, State Claims Agency (COK) 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	Dr Colm Henry, Chief Clinical Officer (CCO), Health Service Executive (HSE) (CH) Angela Fitzgerald, Deputy National Director, Acute Hospital Operations, Health Service Executive (AF)
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 (PAS)) (LL) Gareth Walsh, Policy, Research and Communications Officer, National Advocacy Service for people with disabilities (GW) Claire Lehane, Service Manager, Patient Advocacy Service (PAS) (CL)

1. Welcome

MOS welcomed all members and attendees and welcomed Claire Lehane as new Service Manager, PAS. Apologies were noted for CH and AF, HSE. In their absence, a brief verbal update on progress on the engagement between PAS and HSE had been provided to the Department of Health by June Boulger, National Lead, Patient and Public Partnership, Acute Hospital Division, HSE.

2. Approval of minutes, actions and agenda

Minutes from the previous meeting were approved. All actions will be updated and circulated to members with approved minutes. The agenda for the current meeting was approved with no changes.

Action 13: Circulate final minutes and actions from June 2019

Date: October 2019

3. Presentations

DK gave a presentation on progress made in delivering Patient Safety Complaints Advocacy training, with 25 advocates trained to date and over 100 expected by April next year. Feedback has been positive, with the additional benefit of health service staff and independent advocates training side by side and networking and learning from each other. The course will be evaluated next year and a plan on its continuation decided. DK also presented the proposed outline of the Annual Report. It was suggested that the Annual Report includes feedback and comments on the impact of the Patient Advocacy Service (PAS).

Action 14: Include feedback and comments on the impact of the PAS in the annual report



Date: First draft to SAF in February 2020

CN discussed the outline of the work programme for the SAF to the end of its term in October 2021. The work programme was adopted by the SAF

Action 15: Adoption of the SAF Work Programme

Date: October 2019

CN gave a brief update on the progress from HSE. LL and CL presented on progress in preparing the PAS for commencement on 31st October 2019. Nine staff in total have been recruited and the service is on target to commence in October. The formal launch will take place at the National Patient Safety Conference on 13th November 2019. It was agreed that it is critical the service is seen as independent.

The draft KPIs were presented by LL and CL and feedback given. It was agreed that a record is kept of all types of contact, from once-off calls to more detailed cases, as all contribute to the workload and show the benefit of the service. It was suggested to also consider broader KPIs to measure the impact of the service and the extent to which it is involved in knowledge sharing, training and other activities. These are important functions of the service and will be useful to measure and assess when the service is being evaluated for its benefits and future direction. KPIs can be reviewed once they are put in to practice and will be reviewed at the next SAF meeting. The KPIs were recommended by the SAF to be adopted with these changes.

LL presented the PAS draft Code of Practice. It is a working document and will be reviewed in 6 months as the service commences. It refers to empowerment advocacy as the model for the service. There was some discussion and suggestions raised which PAS will take on board and develop in to a final draft for acceptance by their Board.

Action 16: SAF recommendations on KPIs and Code of Practice to be included in a review of the documents in preparation for their adoption by the PAS.

Date: October 2019

LL presented the draft criteria for access to and eligibility for the PAS service. There was some discussion and feedback regarding the need to inform the user clearly about what the service can provide and its scope, e.g.; the health service it is provided for; distinguishing between response to complaints and incidents; distinguishing between offering information, advice and advocacy; and the need to understand the processes in the HSE. PAS will update the criteria and circulate to SAF prior to adopting criteria for use.

Action 17: PAS revise access and eligibility criteria and circulate to SAF

Date: October 2019

4. Actions and dates of next meetings

Actions and draft minutes will be circulated to SAF. The next meeting will take place on 23rd April 2020, meeting at 1.30pm for 2pm to 4pm, Department of Health.



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	Action 8
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
8.	Action 8: Update work programme	CN	13 June 2019	June 2019	complete
9.	Action 9: DoH develop draft KPIs for circulation to SAF	CN	13 June 2019	June 20219	complete
10.	Action 10: PAS present on service development and service impact at next meeting	LL	13 June 2019	October 2019	complete
11.	Action 11: PAS will develop a high level patient journey and access / eligibility policy in discussion with HSE and present at next meeting	LL	13 June 2019	October 2019	complete
12.	Action 12: HSE will continue to train staff in communication skills and develop signposting and awareness of the PAS.	CH, AF	13 June 2019	Ongoing	complete
13.	Action 13: Circulate final minutes and actions from June 2019	CN	17 October 2019	October 2019	complete
14.	Action 14: Include feedback and comments on the impact of the PAS in the annual report	CN, DK	17 October 2019	First draft to SAF in February 2020	complete



	Action	Responsible	Date assigned	Due Date	Status
15.	Action 15: Adoption of the SAF Work Programme	SAF	17 October 2019	October 2019	Complete
16.	Action 16: SAF recommendations on KPIs and Code of Practice to be included in a review of the documents in preparation for their adoption by the PAS.	LL, CL, CN, DK	17 October 2019	October 2019	Complete
17.	Action 17: PAS revise access and eligibility criteria and circulate to SAF	LL, CL	17 October 2019	October 2019	Complete