An Roinn Sláinte
Department of Health

Independent Patient Safety Council (IPSC) - ZOOM

Minutes of Meeting 2 – Approved

Date	2pm, 15th July 2020 (zoom)
Location	Department of Health, Miesian Plaza, Dublin 2
Chair	Ms Noeline Blackwell, CEO, Dublin Rape Crisis Centre
Members in Attendance	Assoc Prof Paul D'Alton, UCD School of Psychology and Head of Psychology, St. Vincent's University Hospital Ms Brigid Doherty, patient/public voice Mr Brian Fitzgerald, Deputy CEO, Beacon Hospital Prof Gerry Fitzpatrick, Anaesthesia and Intensive Care Consultant, Tallaght Hospital and Vice President, College of Anaesthesiologists of Ireland Dr Una Geary, Director for Quality and Safety Improvement, St. James's Hospital Dr Colm Henry, Chief Clinical Officer (CCO), Health Service Executive (HSE) Ms Kerrie Leonard, patient/public voice Ms Peggy Maguire, Director General of the European Institute of Women's Health Ms Niamh Muldoon, CEO/Registrar of the Veterinary Council of Ireland Dr Brian Place, patient/public voice Mr Phelim Quinn, Chief Executive Officer, Health Information and Quality Authority (HIQA) Dr Suzette Woodward, Patient Safety Specialist, Visiting Professor, Imperial College London
Apologies	Prof Charles Normand, Edward Kennedy Professor of Health Policy and Management at the University of Dublin, Trinity College Mr Martin O'Halloran, former CEO, Health and Safety Authority Dr Cathal O'Keeffe, Head of Clinical Risk, State Claims Agency (SCA)
In attendance	Ms Ciara Norton, (Secretary), Policy Officer, Patient Safety and Advocacy Policy, NPSO Mr Maurice O'Donnell, Principal Officer, Patient Safety and Advocacy Policy, NPSO Ms Rosarie Lynch, Principal Officer, Patient Safety Surveillance, NPSO Ms Catherine Bannon, Principal Officer, NPSO Ms Celeste O'Callaghan, Principal Officer, Acute Hospitals Division, Department of Health Ms Vanya Sargent, Crowe Consultants, for item 3 only Mr Shane McQuillan, Crowe Consultants, for item 3 only Dr Gabriel Scally, Crowe Consultants, for item 3 only Sarah O'Brien, facilitator and technological support, Department of Health Liam Hawkes, facilitator, Department of Health, item 2 only Martha Purcell, facilitator, Department of Health, item 2 only

1. Welcome, introductions and apologies

The Chair welcomed all the members to the second meeting of the Independent Patient Safety Council which was held via Zoom. The chair acknowledged the exceptional times we are in due to COVID, the strain it has caused and the prioritisation the Department of Health has given to the continuation of the work of the Independent Patient Safety Council.

Mr Brian Fitzgerald was welcomed to his first meeting of the Council and he gave a short introduction. Apologies were noted for Prof Charles Normand, Mr Martin O'Halloran and Dr Cathal O'Keeffe. Members who could not attend had been invited to submit comments to the Chair in advance. NPSO Principal Officers Maurice O'Donnell and Catherine Bannon were introduced and welcomed as attendees to their first meeting. The chair also introduced Sarah O'Brien who provided the technological support throughout the online Zoom meeting, and

facilitators Liam Hawkes and Martha Purcell who provided facilitation for item 2 on the agenda; *Discussion on principles and ways of working of the Independent Patient Safety Council*.

2. Approval of minutes and actions arising

The minutes for the meeting of 27th January 2020 were proposed by BP, seconded by NM and were approved and adopted. CN gave an update on actions arising from meeting 27 January 2020. MO'D indicated that work on the Complaints and Advocacy policy and the Selection and Payment to Patient Representatives' policy had proceeded at a slower pace than anticipated due to COVID-19 work, although work on both was still ongoing.
Concern was expressed by some members around the involvement of the Council in issues considered to be more procedural than policy, as had been noted at the first meeting. This was to be factored into the discussion for later in the meeting regarding principles and ways of working. It was suggested that it may be more important to ensure the appropriate selection (rather than payment) of patient representatives through supporting the concept of a database of patient representatives who are linked to various patient issues or voluntary agencies and to be able to use this as a resource to select the most relevant representative to suit the particular issue.

Action 10: Publish approved minutes.

3. Adoption of Rules of Procedure

The Rules of Procedure had been circulated to the Council before the meeting. A short discussion took place. It was agreed that the document was sufficient to describe the current role and scope of the Council. As the role of the Council evolves, the document can be re-examined to assess its ongoing applicability and adapted where agreed by the Council. The Rules of Procedure were adopted.

Action 11: Publish Rules of Procedure.

4. Discussion on Principles of Working of the Council

SW had met with the Chair prior to this meeting and developed a draft set of principles for discussion which had been circulated to the Council. SW gave an overview of the draft principles and the rationale for their inclusion. They describe the unique, enabling role a national council can play to allow the biggest impact on the most people and to build on context and lessons learned e.g. impact of COVID-19. Members were then divided into two breakout rooms and worked with facilitators to discuss their positives, negatives and alternative suggestions. Facilitators gave a summary of the feedback at the end. Overall, the principles were considered to be a good delineation of what the council should work on, clearly articulated and at an appropriate level. Some comments/suggestions under each of the principles included the need to promote a culture of patient safety and ensure service users are equipped with knowledge. In general, it was considered that the patient safety principles needed to be connected to the high-level objectives of the Council while also accounting for the implementation landscape. It was thought that there is a need for transparency and accountability in patient safety at both operational and policy level.

Action 12: Output from the discussion will be circulated. Members will be invited to join a meeting with SW and NB to prepare the final draft on principles for sign off at the next meeting.
Action 13: Council to consider the development of high-level objectives that link to the principles.

5. Discussion on Ways of Working of the Council

Members again attended two break out rooms to have a facilitated discussion on the following statement and what ways of working would lead them there – *"the year is 2025, and the work of the Independent Patient Safety Council has had a significant positive impact on the work of the Department in their development of national patient safety policy…".* Facilitators gave a summary of the discussion at the end. In summary, the Council considered that an important benchmark for success in 2025 is that their work leads to meaningful positive change in patient safety at operational level. It will be evident to everyone, healthcare workers and public alike, that patient safety is central to everything the health service does. In the discussion, they emphasised that the positive

impact of the Council at an operational level in patient safety will be enabled by the inclusion of patient safety training for all healthcare workers, knowledge sharing with patients and the public, and by the policies being effectively implemented. Accordingly, they identified ways of working, for example being open and transparent, listening, and creative thinking. These will be documented by the facilitators and circulated.

Action 14: Output from the discussion on ways of working will be documented and circulated. Members will be invited to join a meeting with SW and NB to discuss finalisation of the document.

6. Independent Patient Safety Council Project on Open Disclosure in Healthcare Policy

NB introduced Crowe Consultants who attended for this item on the agenda. Crowe presented a summary of their project plan, their progress so far and an outline of their approach from now until the end of the project. The Council discussed the presentation. The Council agreed the project scope described was true to its terms of reference and the progress report was clear. The Council discussed adding to the draft list of stakeholders to be consulted; additional items that could be considered for the literature review; and the design and circulation of the consultation survey. It was considered that the list of stakeholders should be inclusive of public and private healthcare, reach out to vulnerable or disadvantaged groups and include those that have been disclosed to and their experience as well as those who have had to disclose and their experience. It was agreed that there are relevant documents in Ireland from more than 10 years' ago and the literature review would need to capture these. Members' suggestions were noted by Crowe and members agreed to submit further suggestions and comments on all three items to CN after the meeting for collation and onward transfer to Crowe. The Council would like to see revisions to the draft survey questions for the patient/family/community survey to include issues such as language, ease of understanding, its scope and style of questions. Members SW, PM and PD'A offered to join Crowe in a workshop regarding development of the questionnaire. The Council recommended the assessment of the confidentiality of data by using the HIQA Privacy Impact Assessment tool.

Action 15: Crowe to assess the confidentiality of data by using the HIQA Privacy Impact Assessment tool.
Action 16: CN gather feedback from Council on the draft list of stakeholders to be consulted; additional items that could be considered for the literature review; and the design and circulation of the consultation survey. Collate with comments from meeting and forward to Crowe.
Action 17: Members to advise CN if they wish to attend workshop on questionnaire. Crowe to organise workshop and finalise questionnaire.
Action 18: CN to provide members with relevant updates on Open Disclosure project.

7. Review progress of Work Programme 2020 and set meeting Dates

The Council reviewed their 2020 workplan and MO'D gave an update on the position of the 'policy on selection and payment of patient representatives' and the 'policy on complaints and investigations'. The Council recommended, following their earlier discussion on the role and impact that the Council can have, that providing recommendations on the 'policy on selection and payment of patient representatives' is likely not fitting with the role of the Council or makes the best use of the Council's time. It was suggested that this policy is part of the bigger issue of patient engagement and empowerment and not specifically a patient safety issue. It was noted however that a policy in this regard would be beneficial and allow for objective and transparent patient representation on a formal basis. MO'D agreed to prepare an update on these policies for the next meeting, having regard for the Council's advice.

Action 19: NPSO to consider advice of the Council in the development of the selection and payment to patient representative policy and will report progress on this at the next meeting.
Action 20: NPSO present progress report on Complaints and Investigations policy at next meeting.
Action 21: NPSO update the Work Programme.

8. Actions and dates of next meetings

Actions and draft minutes will be circulated to Council. The Council's planned meeting with the Minister for Health was cancelled in January and the NPSO will try to reschedule this in advance of the next meeting. The next meeting will take place in October and members will be contacted shortly to select a date.

Action 22: CN arrange meeting date in October.
Action: 23: CN to seek to rearrange Council's meeting with the Minister in advance of the next meeting

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Table of Actions

	Action	Responsible	Date assigned	Due Date	Status
1	**Action 1: NPSO will support the IPSC by engaging with the members that volunteer in developing or contributing to briefs in advance of meetings.**	Chair, CN	January 2020	Ongoing	Ongoing
2	Action 2: NPSO to engage with the Chair in advance of the next meeting on the development of the principles to underpin the work of the Council.	Chair, CN	March 2020	2nd IPSC Meeting for update	Complete
3	Action 3: Update Rules of Procedure and circulate.	CN, Chair	January 2020	March 2020	Circulated to members 5 March 2020 for consideration. Complete
4	Action 4: The IPSC approved the Work Programme for 2020.	Chair, CN	January 2020	2nd IPSC Meeting for update	Work Programme issued to Minister March 2020. Complete
5	Action 5: NPSO to update Open Disclosure tender proposal based on Council feedback and recirculate for sign-off.	CN	January 2020	March 2020	Circulated to members 5 March 2020 for comments by 16th March 2020. Complete
6	Action 6: NPSO to schedule next meeting of Council at a time when the successful tenderer is in place and available to present project overview.	CN	January 2020	March 2020	Complete
7	**Action 7: NPSO to review parameters of the research for this policy to include the best evidence for hearing the patient/public voice.**	MK, CN	January 2020	2nd IPSC Meeting for update	Under review
8	**Action 8: Further discussion on complaints and investigations policy to take place at a future meeting of the IPSC.**	MK, CN	January 2020	2nd IPSC Meeting for update	Under review
9	**Action 9: NPSO and Chair IPSC to develop suggestions for informing IPSC on various themes.**	Chair, MK, CN	January 2020	2nd IPSC Meeting for update	Under review
10	**Action 10: Publish minutes.**	CN	August 2020		
11	**Action 11: Publish Rules of Procedure.**	CN	August 2020		
12	**Action 12: Output from the discussion will be circulated. Members will be invited to join a meeting**	CN NB SW	August 2020		

	with SW and NB to prepare the final draft on principles for sign off at the next meeting.				
	Action	**Responsible**	**Date assigned**	**Due Date**	**Status**
13	**Action 13: Council to consider the development of high-level objectives that link to the principles.**	NB	August 2020		
14	**Action 14: Output from the discussion on ways of working will be documented and circulated. Members will be invited to join a meeting with SW and NB to discuss finalisation of the document.**	CN NB SW	August 2020		
15	**Action 15: Crowe to assess the confidentiality of data by using the HIQA Privacy Impact Assessment tool.**	CN, Crowe	August 2020		
16	Action 16: CN gather feedback from Council on the draft list of stakeholders to be consulted; additional items that could be considered for the literature review; and the design and circulation of the consultation survey. Collate with comments from meeting and forward to Crowe.	CN	July 2020		Complete
17	**Action 17: Members to advise CN if they wish to attend workshop on questionnaire. Crowe to organise workshop and finalise questionnaire.**	CN, Crowe	August 2020		
18	**Action 18: CN to provide members with relevant updates on Open Disclosure project.**	CN	Ongoing to October 2020		
19	**Action 19: NPSO to consider advice of the Council in the development of the selection and payment to patient representative policy and will report progress on this at the next meeting.**	MO'D, CN	October 2020		
20	**Action 20: NPSO present progress report on Complaints and Investigations policy at next meeting.**	MO'D	October 2020		
21	**Action 21: NPSO update the Work Programme.**	CN	August 2020		
22	**Action 22: CN arrange meeting date in October.**	CN	August 2020		
23	**Action: 23: CN to seek to rearrange Council's meeting with the Minister in advance of the next meeting.**	CN	August 2020		