

Freephone 0800 917 0222

People to Partners

Ruth Sutherland CBE,
PCC Chairperson

Your Voice,
Our Journey

The Role of the PCC

5 Statutory functions with respect to Health and Social Care Services:

Representing the interests of the public;

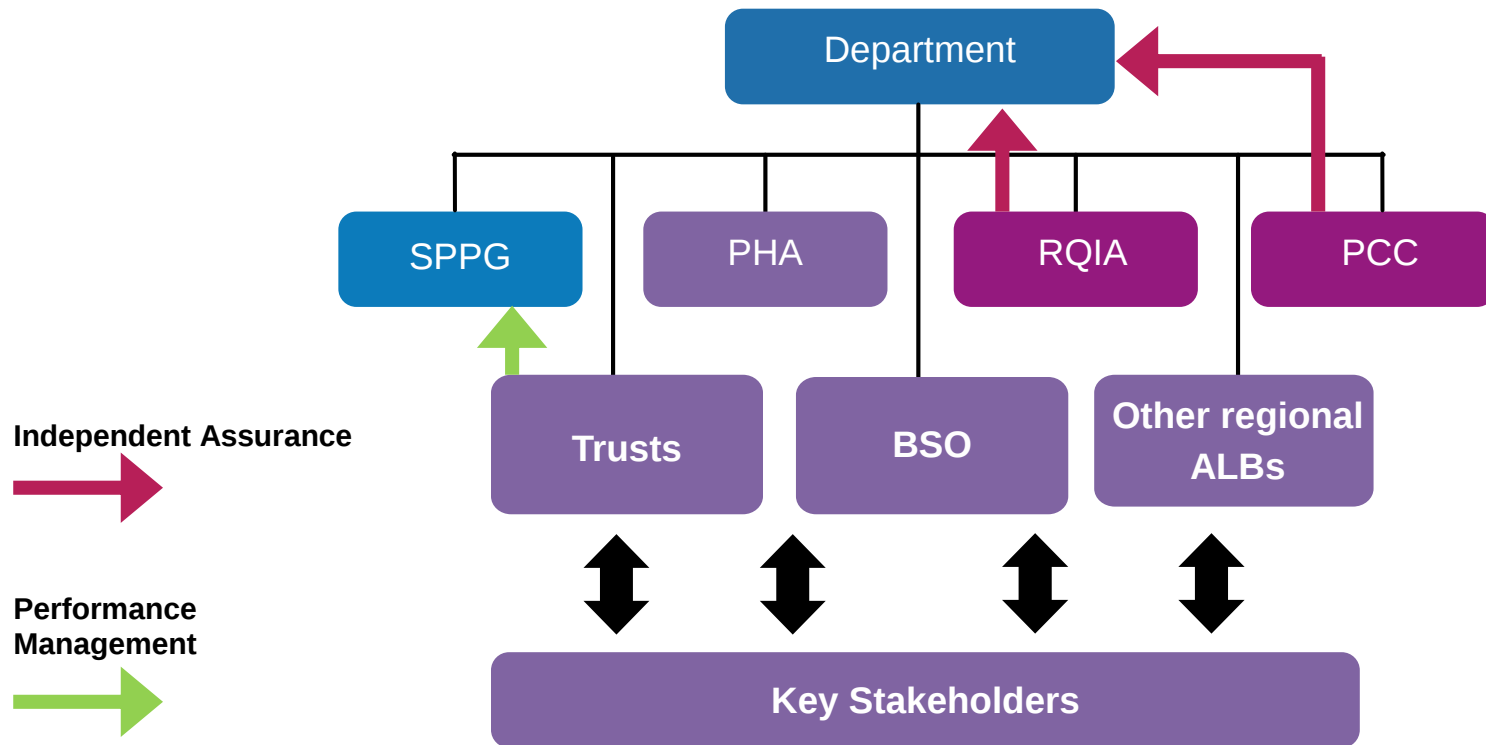
Promote the involvement of the public;

Assist people making or intending to make a complaint (through representation or otherwise);

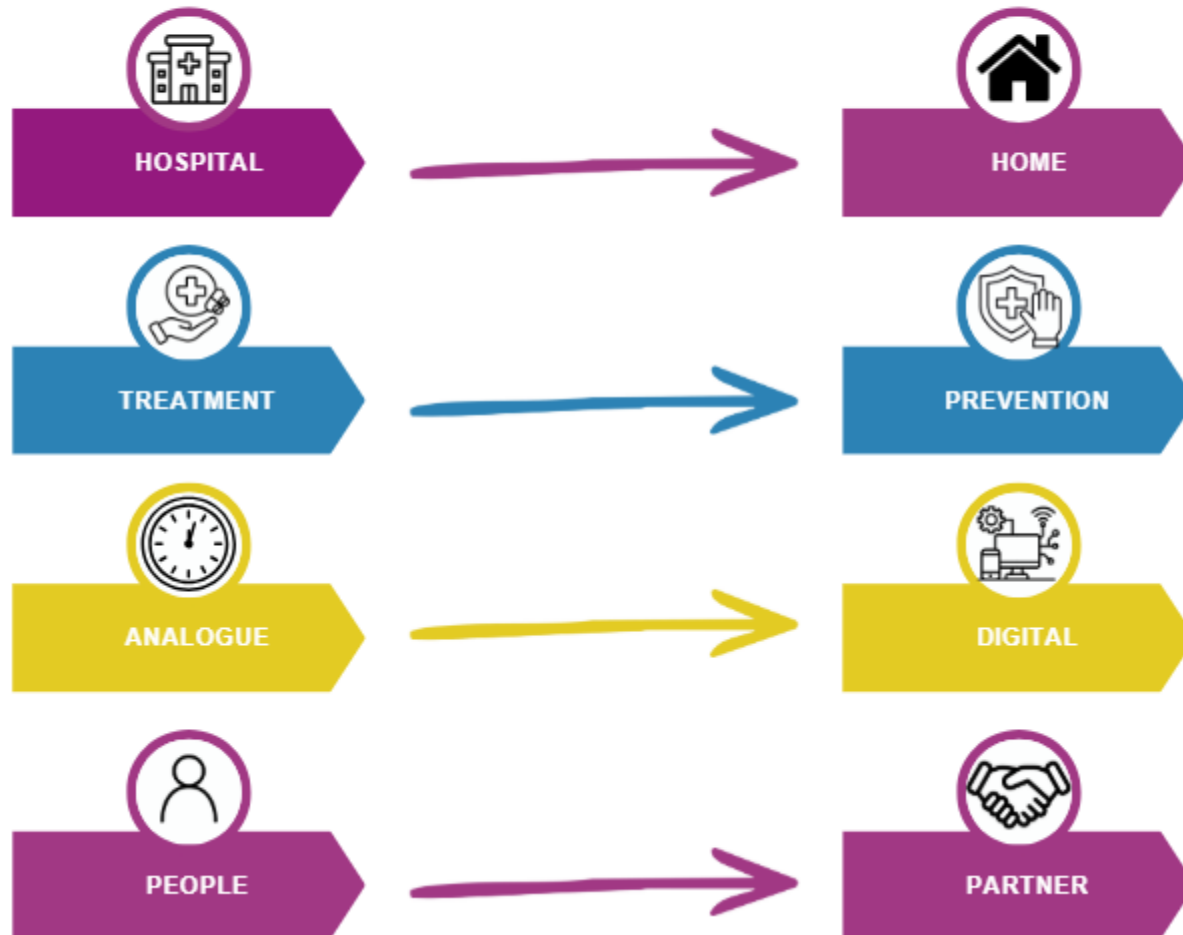
Promote the advice and information by HSC bodies to the public about the design, commissioning and delivery of services;

Undertake research into the best methods and practices for consulting and engaging the public.

PCC's Assurance Role in the HSC System

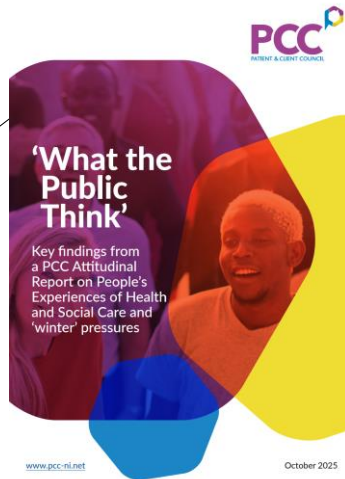


The Four Shifts



The Case for Change

Connection



Agency

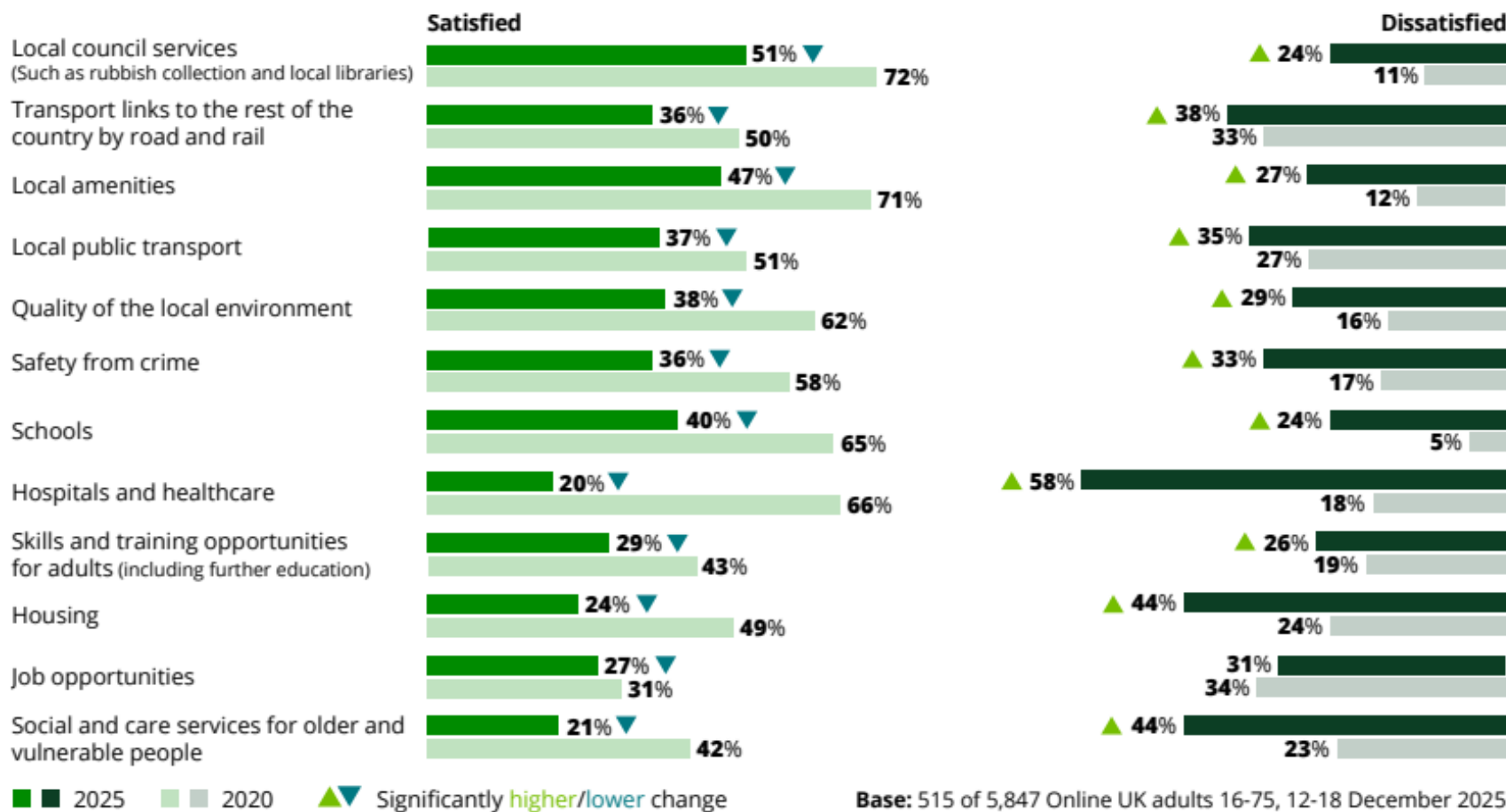


The public sector still operates as though we live in the era of post stability when, in fact, services now face a permanent high demand resource reality created by multiple, overlapping crises. If the UK sector is to avoid irreversible decline, we need a radical shift from to a 'do with' mindset, led by a grassroots movement for change.



State of the State 2026

Satisfaction with NI public services



People to Partner/People as Partners

- the necessary shift



‘Do With’, not (just) for...



Deep understanding

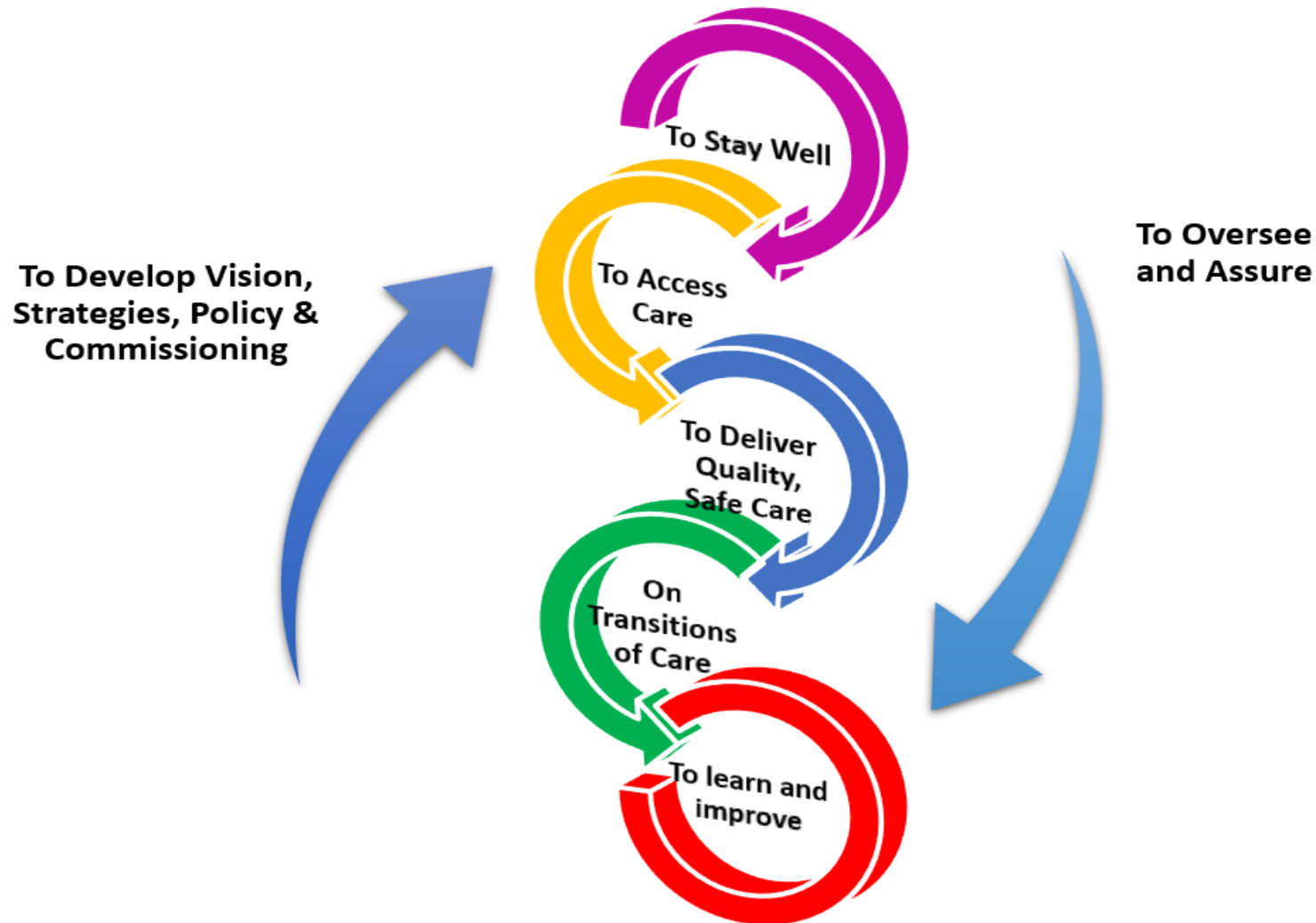


Versatile response



Collaborative delivery

What can/should we partner on?



Opportunities across the NI Executive

Interdepartmental collaboration

Harnessing the potential of the public

Policy Integration and decision-making

Building trust - removing barriers to access and participation

Opportunities within Health and Social Care

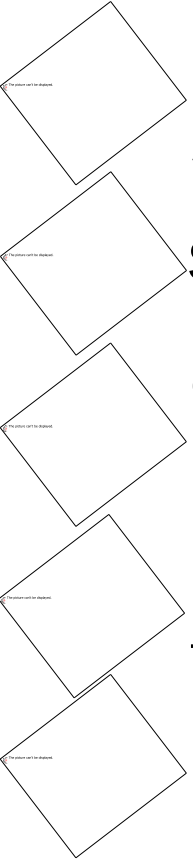
Collaborative partnerships and citizen activation

Place-based initiatives and Integrated Care Models

Applying “Citizen-Centred” Design Methods

Data, Digital, insights and evaluation

9 Recommendations



Establish an NI-specific, collaborative, cross government strategic framework

Support and build on **This is our health.**

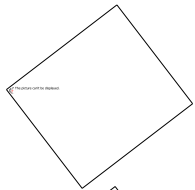
Quantify the impact of community initiatives to public services

Build our evidence base and support for shared learning

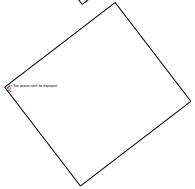
Foster interdepartmental collaboration



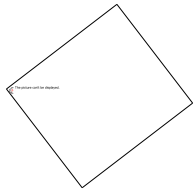
Recommendations



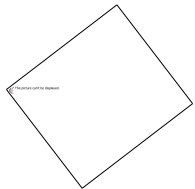
Listen, reflect and do



Promote integrated care as part of a wider approach to wellbeing



Encourage citizen activation through education and resources



Embed citizen-centred design methods



People as Partners

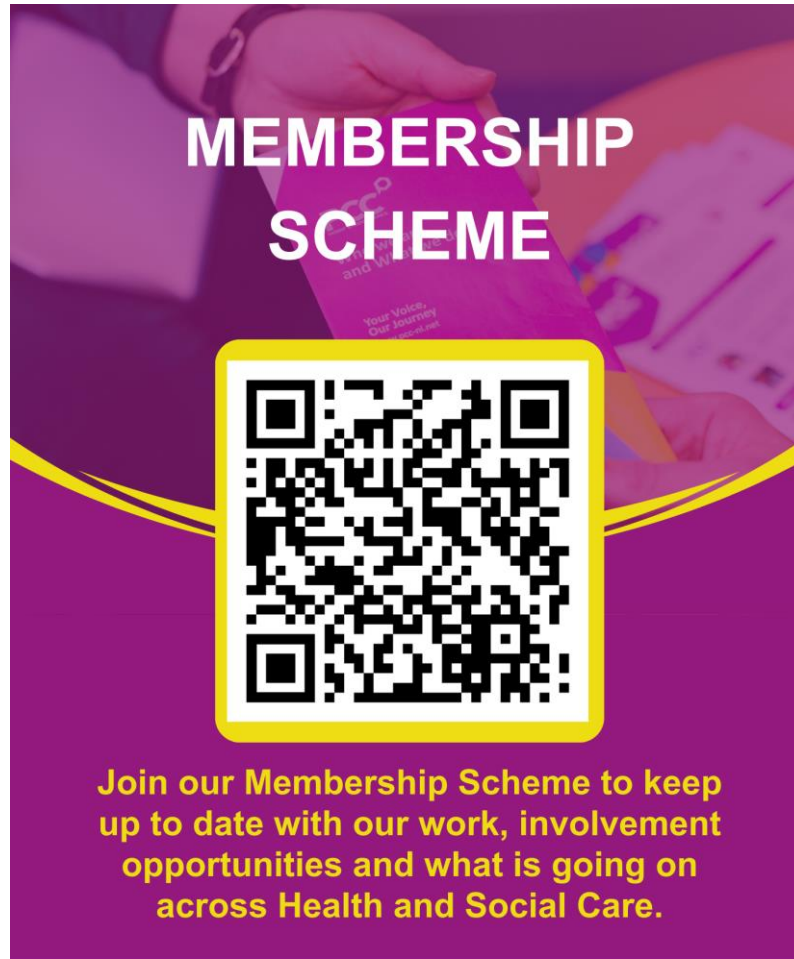
*‘Our commitments to improve care can **only be achieved by working with people as partners**, increasing community orientated care and strengthening social infrastructure. **The benefits of changing our culture and approach in this way are very clear** with evidence of improved health and wellbeing status, better shared care, improved engagement with medication and treatment plans, improved outcomes from health and social care episodes and greater insights into priority setting, service evaluation and improving value for money. **We will seek to ensure that we work with people as partners in all aspects of our business.**’*

DoH Strategic and Operational Planning Guidance 26/27

Discussion

- Connecting the system
- Role of Trust Board
- Questions and Reflections

Connect with PCC



**MEMBERSHIP
SCHEME**

Join our Membership Scheme to keep up to date with our work, involvement opportunities and what is going on across Health and Social Care.



@PatientAndClientCouncil



Patient & Client Council



@patientclientcouncil4508



@PatientClient



Find out more

0800 917 0222



Visit our Website

www.pcc-ni.net



Connect with Council



Thank you

Your Voice,
Our Journey