



You Spoke – We Listened!

In December, members shared their views and experiences of car parking at Health and Social Care facilities. We have informed the Department of Health, Social Services and Public Safety on what people have said, as part of a public consultation called “Policy for Car Parking Provision and Management in the Health and Social Care Sector”.

From speaking to people, it is clear that the major issue affecting people is the lack of availability of car parking spaces. Disabled people have particular difficulties in finding suitable parking. There are also concerns about staff occupying public car parking spaces and staff being charged to park. Most people

are in favour of free car parking, provided inappropriate usage can be addressed. Where charges are made, they are often considered to be too high. Current criteria for free parking are sometimes too subjective and restrictive.

The Patient and Client Council will be looking to the Department to understand how people’s views will be listened to in future plans for car parking.

You can find the full report on the publications section of our website, or request a hard copy by calling 0800 917 0222.



Advice and Information for Patients and the Public

The Patient and Client Council talks to thousands of people every year about Health and Social Care Services in Northern Ireland. Across Northern Ireland people are telling us they want more advice and information about services - We have been listening.

We are talking to the key people in Northern Ireland who make decisions about Health and Social Care Services. We are talking to them about improving access to advice and information about health and social care for people in Northern Ireland.

We would really value your opinion on what information and advice you need. We would like to hear from you if you would like to be involved in our work in improving the advice

and information given to people in Northern Ireland about their Health and Social Care Services.

If you are interested in helping us with this work, by giving your opinion or taking part in discussions, please either send us an e-mail, telephone or write and let us know.

email: richard.dixon@hscni.net

tel: Call 0800 917 0222 and ask to speak to either Richard Dixon, Fiona McCourt or Sorcha Forbes.

post: “ADVICE AND INFORMATION PROJECT”
Patient and Client Council
Lesley House,
25-27 Wellington Place
Belfast
BT1 6GD.

Get Involved!



Promoting Involvement

The Patient and Client Council is holding a one day workshop for members who want to get the most out of involvement in Health and Social Care.



At the end of the session you should understand:

- Personal and Public Involvement (PPI) within Health and Social Care.
- HSC Structures, policies and procedures relevant to PPI.
- How budget decisions are made, how the annual planning cycle operates, etc.
- How to develop involvement skills.

This workshop will take place:

Date: Thursday 9th February

Time: 10:00am to 4:00pm

Venue: PCC Southern Office
Quaker Buildings
High Street
Lurgan
BT66 8BB

To book a place, or for more information please contact Stella Cunningham on:

email: stella.cunningham@hscni.net

tel: (028) 38 349900

Hospital Information Booklet

The Northern Health and Social Care Trust are creating information booklets about each of their acute hospitals. These will be given to people attending for inpatient services. To help them produce the booklets, they have asked if our members who live in the Northern Area could

answer a few questions on the booklet they've created for Antrim Area Hospital. If you would like to take part, you can find the document & questionnaire online at the following link:

<http://www.patientclientcouncil.hscni.net/surveys/northern-trust-booklet>

You can also request a hard copy of the booklet and questionnaire by contacting Alison Irwin at the Northern Trust on:

email: alison.irwin@northerntrust.hscni.net

tel: (028) 27 661377

Belfast Health and Social Care Trust Clinical Audit Panel

The Belfast Health and Social Care Trust is looking for volunteers to join their Clinical Audit Panel.

Clinical Auditing is a quality improvement process that:

- Examines the services the Trust provides.
- Compares what is done, with what should be done.
- Helps identify areas where improvements are needed.

The Clinical Audit Panel is a new initiative which aims to establish a group of volunteers to bring the user/carer perspective to clinical audit projects with the aim of improving Health and Social Care services.

If you volunteer, your participation can be tailored to suit your individual circumstances.

If you are interested in joining this panel, or would like more information on it, please contact Fintan McErlean at the Belfast Health and Social Care Trust:

email: fintan.mcerlean@belfasttrust.hscni.net

tel: (028) 90 636379

Get Involved!



Learning Disability Service Framework – Have your say, set the standards

Health Minister, Edwin Poots launched the Learning Disability Service Framework for public consultation on 12th December 2011. It aims to improve the health and well-being of people with a learning disability, carers and families by promoting social inclusion, reducing inequalities in health and social well-being, and improving the quality of care.



You are invited to attend a workshop to discuss the Learning Disability Service Framework, and respond to this consultation. Details are as follows:

Date: Thursday 23rd February

Time: 10:30am to 12:30pm

Venue: Include Youth
Alpha House
3 Rosemary Street
Belfast
BT1 1QA.

Places must be booked in advance, space is limited. To attend, or to find out more information please contact Lindsay Smyth:

email: lindsay.smyth@hscni.net

tel: 0800 917 0222

If you cannot attend the meeting but wish to respond to the consultation, it is available by contacting the Department of Health, Social Services and Public Safety:

email: serviceframeworks@dhsspsni.gov.uk

tel: (028) 90 520500

Join the Patient and Client Council Local Advisory Committee in the West

The Patient and Client Council makes sure the voices of patients, clients, carers and communities are heard in Health and Social Care.

We have set up Committees in each local Health and Social Care Trust area to understand what is important to patients, clients and carers in health and social care services, such as hospitals, GPs, Social Services and Community Care.



The Western area includes Derry/Londonderry, Enniskillen, Omagh, Strabane and Limavady. If you live near any of these areas, we want to hear from you. Please contact Kitty Loughran for an application form on:

email: kitty.loughran@hscni.net

tel: (028) 82 252555

Don't forget to let us know if any of your details change, or if you'd like more information on membership:

Tel: 0800 917 0222

Email: pccmembership@hscni.net



What matters to me... Joined up action!

The Department of Health, Social Services and Public Safety and the Patient and Client Council are jointly hosting two conference events to explore how Government departments must work together to meet the needs of people with mental health problems and learning disabilities, carers and families in Northern Ireland. The details are:

Focus on Mental Health Conference

Date: Wednesday 14th March

Time: 9:30am to 1:00pm

Venue: Wellington Park Hotel
21 Malone Road
Belfast
BT9 6RU

Focus on Learning Disability Conference

Date: Wednesday 21st March

Time: 9:30am to 1:00pm

Venue: Wellington Park Hotel
21 Malone Road
Belfast
BT9 6RU

Detailed programmes and confirmation of running times will be made available closer to the events.

To register your interest to attend please contact Lindsay Smyth:

email: lindsay.smyth@hscni.net

tel: 0800 917 0222

Have you had your appendix taken out recently?

To understand more about people's experiences of unscheduled emergency care, we are asking people who have had their appendix out recently (within the past 12 months) to share their stories.

We want to ask people in **Belfast** and in **the West of Northern Ireland** (Derry/Londonderry, Fermanagh, Limavady, Omagh, Strabane) about their experience of having to go into hospital in an emergency.

For more information on how you can share your views and experiences, please contact the Patient and Client Council:

email: info.pcc@hscni.net

tel: 0800 917 0222

All views shared will be treated in the strictest confidence.



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[@patientclient](https://twitter.com/patientclient)**

If you have questions or would like more information about this newsletter or the Membership Scheme please contact:

Matthew Weatherall
Membership Scheme Co-Ordinator

email: matthew.weatherall@hscni.net

tel: 0800 917 0222