

People to Partners

Ruth Sutherland CBE, PCC Chairperson
2026

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;

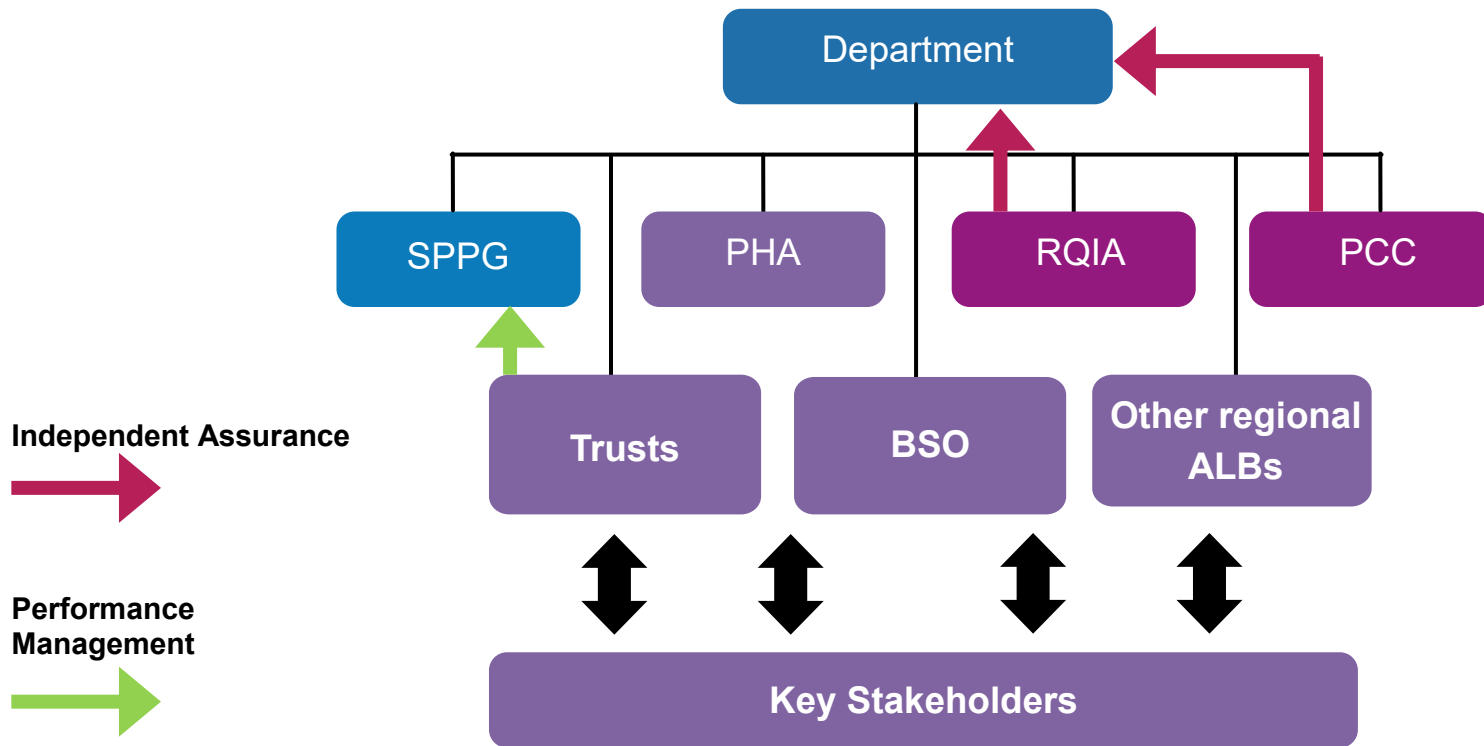
Promote the involvement of the public;

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;

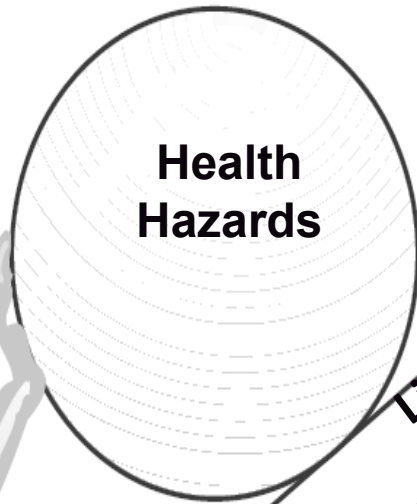
Undertake research into the best methods and practices for consulting and engaging the public.

PCC's Assurance Role in the HSC System



The Case for Change

Information,
education,
treatment,
support and
care



Limited education &
emotional literacy

Poverty, financial pressure

Inadequate housing

Work pressures

Isolation & exclusion

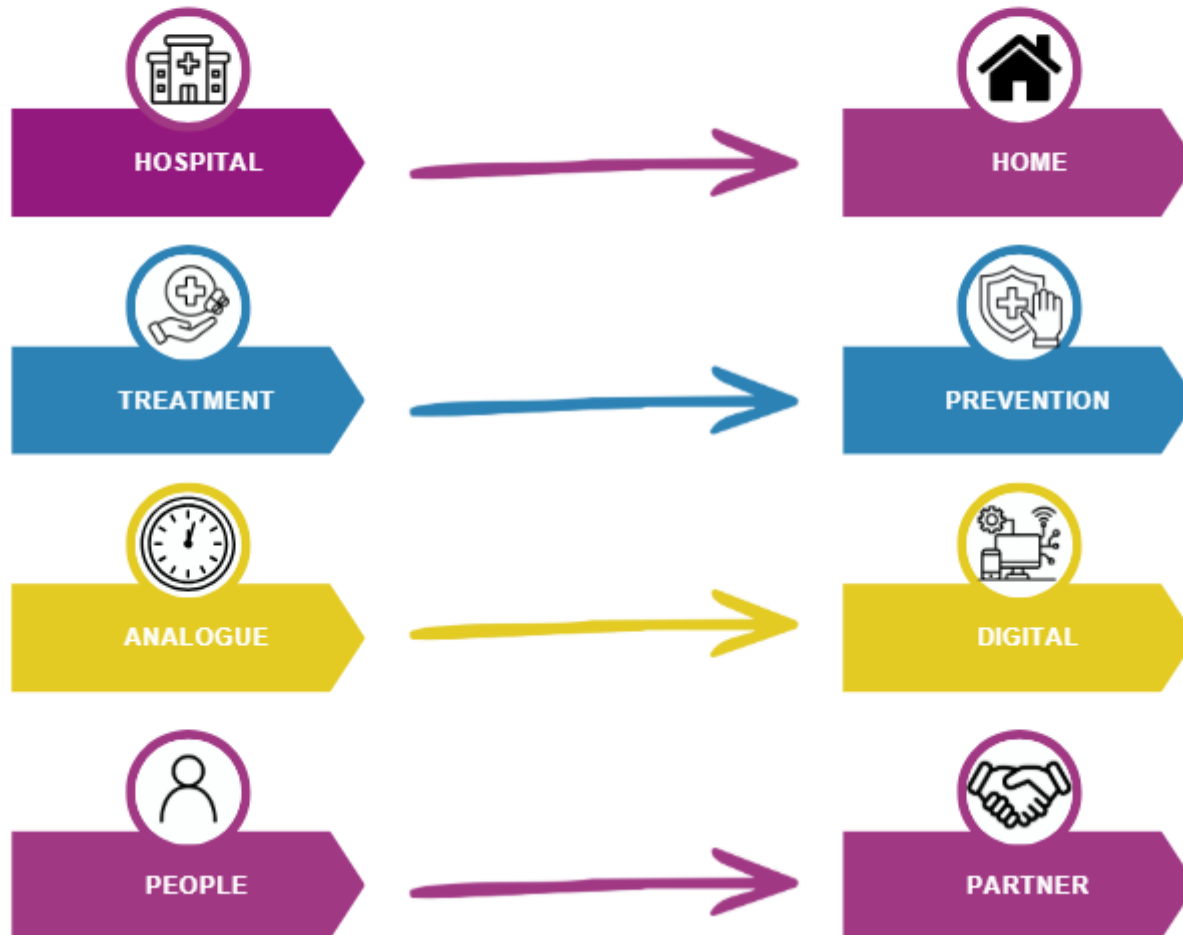
Stigma, Oppression & Abuse

+ Policy + Research + Media + Influence
Public policy

WHO 1986



The Four Shifts



The Case for Change

Connection



51%

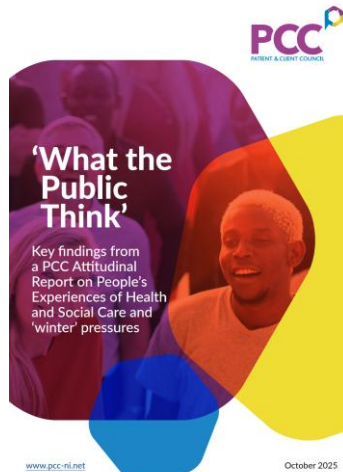
feel disconnected from health and social care services and care

Agency



48%

did not think any action they take would make a difference to pressures on the health service



www.pcc-ni.net

October 2025

Doing With: reinventing public services in a time of crisis

Community services | Voluntary and community sector

21 Jul 2025

Authors



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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.

DEMOS CITIZENS' WHITE PAPER

involve

Health and Social Care NI Reset Plan

STABILISE REFORM DELIVER

9 July 2025

A NEW ERA FOR WIGAN BOROUGH

collaborate
for social change

FROM THE DEAL TO
PROGRESS WITH UNITY

Amy Hurdle
Dawn Hemmer



DEMOS

UPGRADING DEMOCRACY

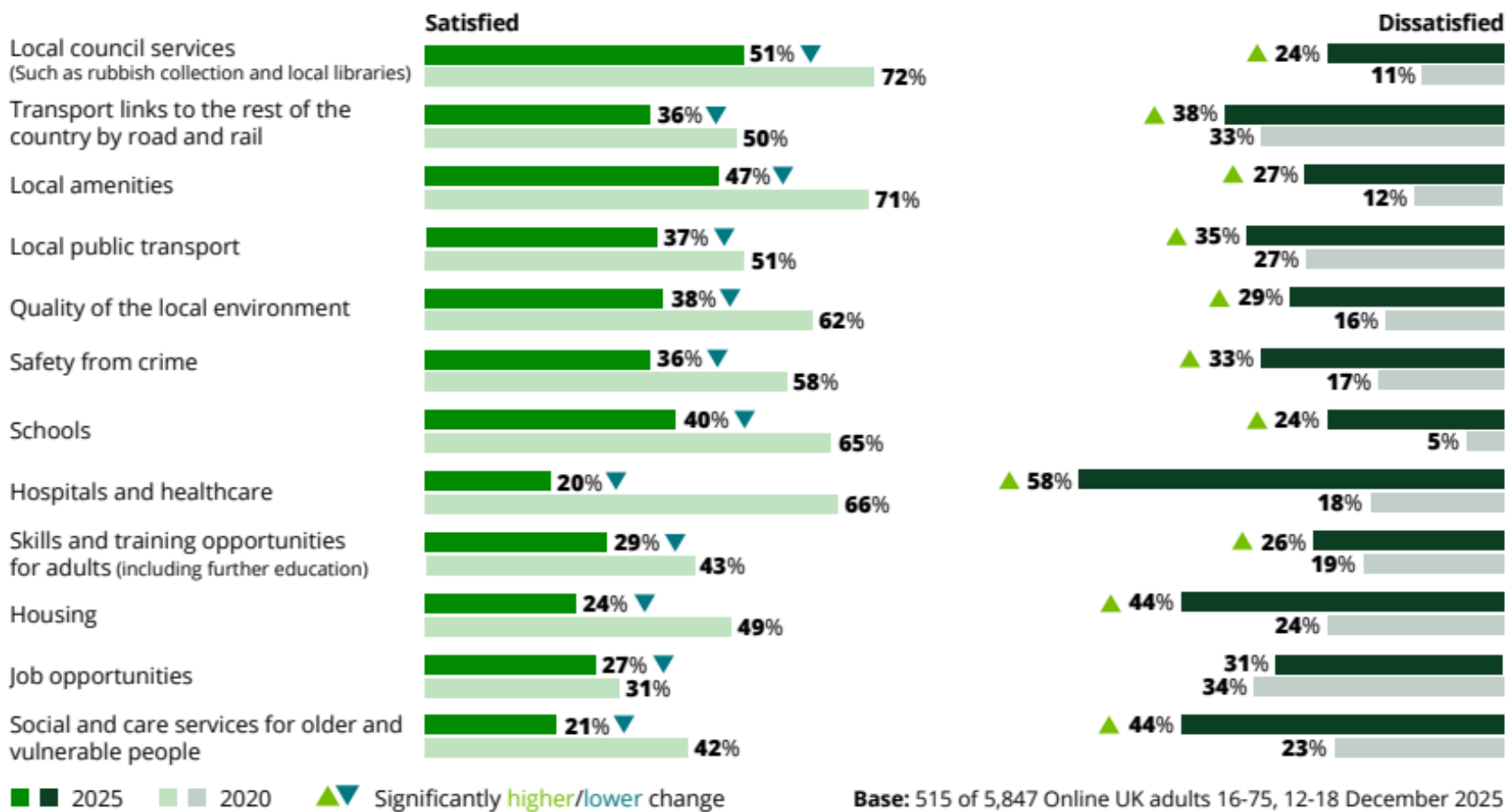
A NEW DEAL TO REPAIR
THE BROKEN RELATIONSHIP
BETWEEN CITIZEN AND STATE

POLLY CURTIS

JULY 2025

State of the State 2026

Satisfaction with NI public services

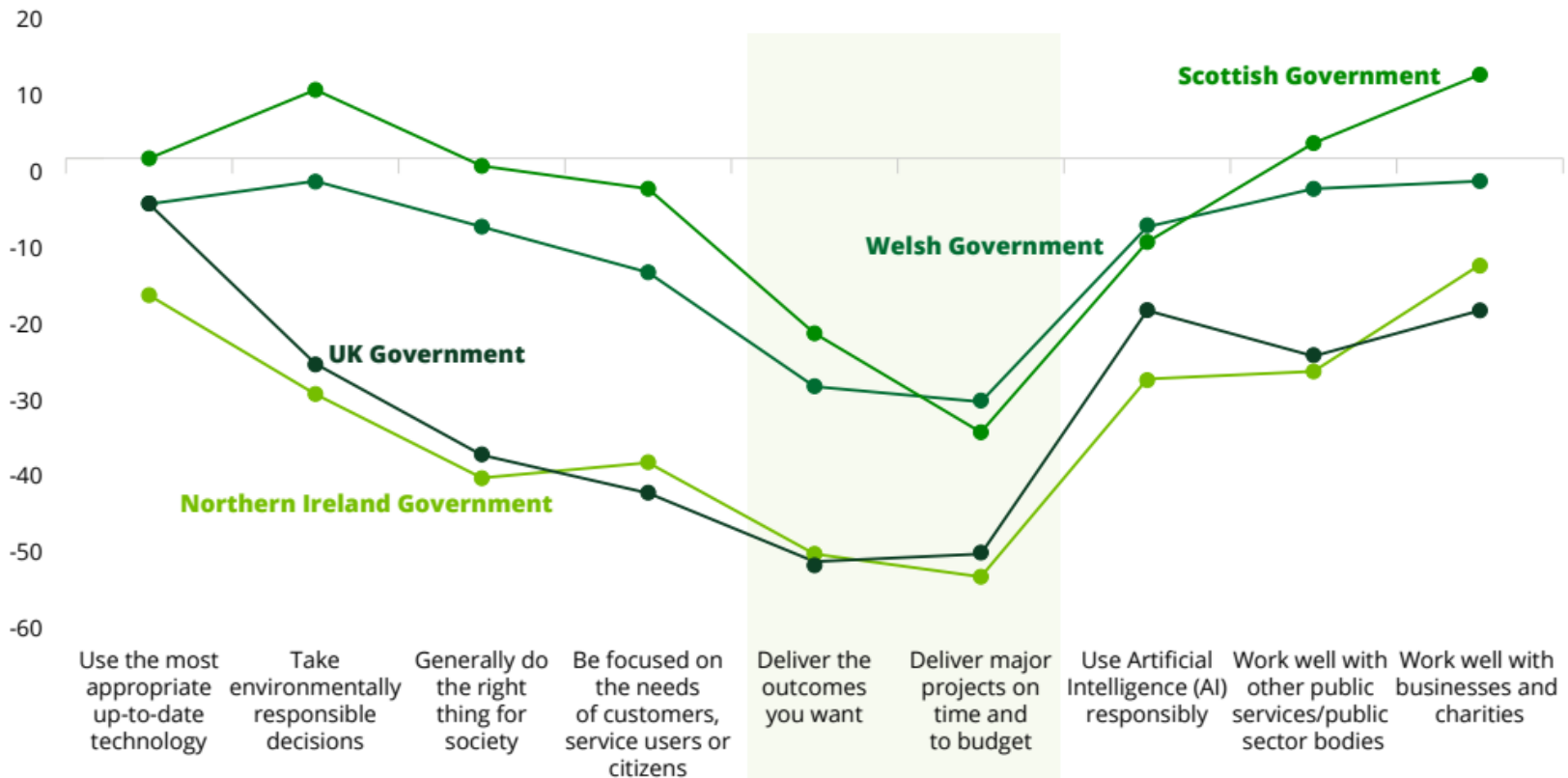


State of the State 2026

Public Trust in Government across nine capabilities

Q: To what extent, if at all, do you trust to...?

Chart shows % net trust (great deal/fair amount minus not very much/not at all)



Base: 5,847 Online UK adults 16-75, 12-18 December 2025

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?

To Develop Vision,
Strategies, Policy &
Commissioning



To Oversee
and Assure



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

- 1 Establish an NI-specific, collaborative, cross government strategic framework
- 2 Support and build on **This is our health.**
- 3 Quantify the impact of community initiatives to public services
- 4 Build our evidence base and support for shared learning
- 5 Foster interdepartmental collaboration



Recommendations

- 6 Listen, reflect and do
- 7 Promote integrated care as part of a wider approach to wellbeing
- 8 Encourage citizen activation through education and resources
- 9 Embed citizen-centred design methods



People as Partners

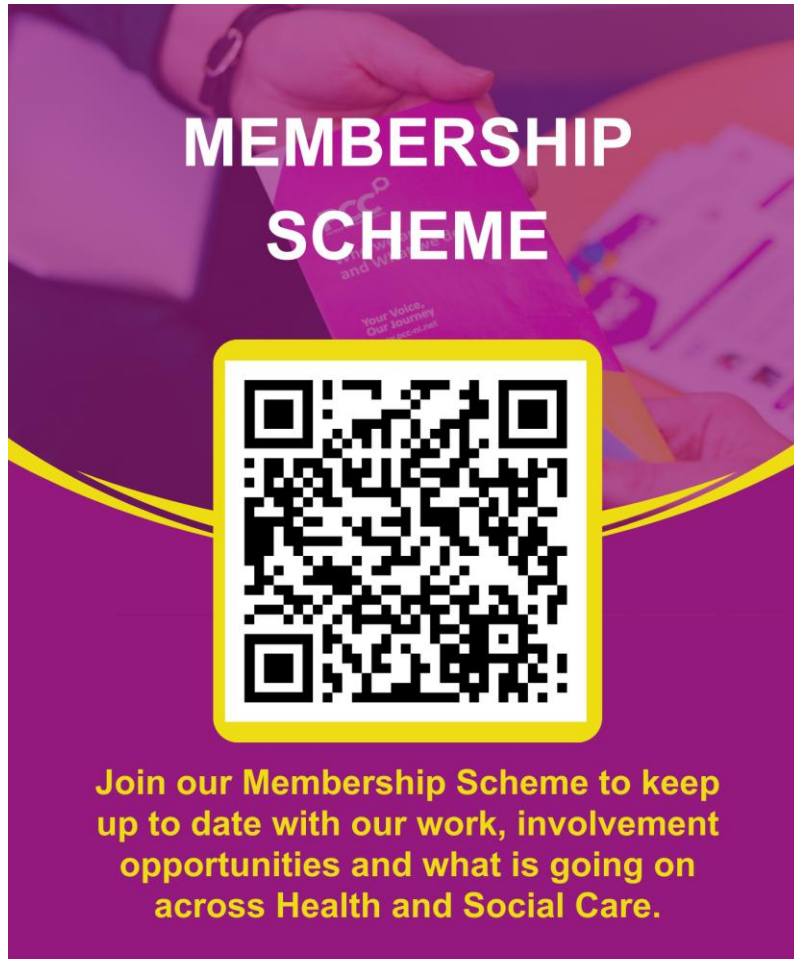
*‘Our commitments to improve care can **only be achieved by working with people as partners**, increasing community orientated care and strengthening social infrastructure. **The benefits of changing our culture and approach in this way are very clear** with evidence of improved health and wellbeing 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

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Our Journey