



Who we are and What we do

Your Voice, Our Journey



www.pcc-ni.net Easy Read Version

The Patient Client Council - Who we are



We are known as the **PCC**. We are a strong voice for people who use health and social care services, their carers and local communities.



We find out what health and social care issues are important to people in **Northern Ireland**.



We want to make changes so people can live their best lives.

What we do



We help people understand health and social care services.



We make sure people who run health and social care services know what is most important to the people who use them.



We help people to use their knowledge and experience to make health and social care better.



We help people to make complaints about their health and social care services.



We find out the best ways to find out what people want.

How the Patient Client Council works with local people - PCC Engage



There are many ways you can be involved with the **Patient Client Council**.



You can become a member and sign up for regular news on our website:
<https://pcc-ni.net/>



We have meetings for people in their local Trust area to talk about local issues.



Engagement Platforms help people speak to staff from health and social care, about key issues and topics.

Patient Client Council Support for people - PCC Support



We provide independent advice and information to try and sort out problems quickly.



If we can't sort out the problem quickly, we will work with you, and with the people who provide services, to try and sort the problem.



If this doesn't work, we will help people make a formal complaint.

Get in touch with us - PCC Connect



If you have something to say about health and social care, and you would like to have your voice heard please get in touch.



Our trained staff can sort out your problems or put you in touch with the people who can help.



You can call the PCC helpline:
0800 917 0222. Lines are open **Monday to Friday** (excluding bank holidays), **9am - 4pm**.



You can send us an email: **info@pcc-ni.net**



Further information about **PCC** and a contact form is available on the **PCC** website: **pcc-ni.net**

info@pcc-ni.net

www.pcc-ni.net