

NHS Business Services Authority Summary of Minutes of the NHSBSA Board Meeting held at 9.00am on 30 April 2015.

Present:

Silla Maizey	Chair
Nick Scholte	Chief Executive
Mark Ellerby	Non-Executive Director
Andrew Flanagan	Non-Executive Director
Malcolm Green	Non-Executive Director
David Hulf	Non-Executive Director
Alistair McDonald	Director of Service Delivery
Patrick McGahon	Director of Finance and Corporate Services
Steven Pink	Director of Change and Commercial Delivery

In Attendance:

Mark Dibble	Corporate Secretary
Michael Richardson	Department of Health
Darren Curry	Business Planning & Assurance Manager (Item 4 only)
Mike Turner	Head of Commercial Strategy (Item 4 only)
Susan Yallop	Head of Communications & Customer Insight (Item 6 only)
Charlotte Batey	Customer Insight & Research Manager (Item 6 only)
Jane Miller	Equality & Diversity Manager (Item 8 only)

1. Chief Executive's Report

The report and discussion included:

- Progress with the Electronic Prescription Service, including the recent decision by the Department of Health (DH) to enable the electronic prescribing of controlled drugs,
- Successful implementation of the new 2015 NHS Pension Scheme; and
- An update from the accountability review with the DH earlier that month.

Outcome: The Board **NOTED** the Chief Executive's report.

2. NHSBSA Strategy 2015-20

Mr Scholte introduced the draft Strategy to the Board for their approval.

The Board discussed the strategy and suggested some small amendments.

Outcome: The Board **APPROVED** the Strategy for 2015-20, which would now be published on the NHSBSA's website and shared with staff.

3. Service Delivery Report

Mr McDonald introduced the report. The update and discussion included:

- An update on recent contact centre performance, which reflected the increased in demand particularly driven by changes to the NHS Pension Scheme,
- Consideration of the latest customer satisfaction results relating to Dental and Prescription Services,
- Confirmation that a communications plan was in place to engage with independent pharmacies to share the NHSBSA's processes and levels of accuracy,
- An overview of performance within Supplier Management, including NHS Supply Chain.

Outcome: The Board **NOTED** the Service Delivery Report.

4. Change Report

Mr Pink introduced the report which included:

- An update on progress across the NHSBSA's change programme,
- Any issues amongst projects were highlighted along with plans to bring them back on track,
- An update on progress with Pensions re-procurement which was on schedule; and
- Progress made with the Pacific Programme.

Outcome: The Board **NOTED** the update.

5. Finance and Corporate Services Report

Mr McGahon introduced the report which included:

- An overview of the outturn position,
- Confirmation of the delegated expenditure limits of 2015-16 by the DH,
- Delivery against the £1bn savings target,
- An improvement plan for HR Shared Services which was being discussed with customers,

- Ongoing discussions with NHS England relating to the procurement shared service; and
- The recent restructure of the technology solutions service.

Outcome: The Board **NOTED** the update.

6. Staff Survey 2014-15

Ms Yallop introduced the report. The update and discussion included:

- The methodology and approach used in the staff survey,
- The engagement score which was consistent with the previous year's score of 81%; and
- Changes in overall scores, including comparisons with previous years.

Outcome: The Board **NOTED** the update.

7. Spend Approval: Fleetwood Repairs

Mr McGahon introduced the report which requested expenditure in excess of £1million to replace the roof of the main building at Hesketh House in Fleetwood.

Outcome: The Board **APPROVED** the expenditure in the region of £850,000 + VAT.

8. Equality and Diversity Update

Jane Miller introduced the update. The update and discussion included:

- Progress following the Board's approval of the Equality Strategy Annual Report in March,
- The silver award received from the Employers Network on Equality and Inclusion; and
- A reminder of the NHSBSA's staff diversity network which had helped to develop an inclusive workplace culture.

Outcome: The Board **NOTED** the report.

9. Governance Report

Mr Dibble introduced the report which covered health and safety, the latest risk register and environmental issues.

The Board also discussed the responsibilities of directors in relation to health and safety.

Outcome: The Board **NOTED** the report.

10. Other Issues Discussed

The Board also **NOTED** an update from the Audit Committee.

11. Date and Venue of the Next Meeting

The next meeting would be held on **11 June 2015**, at Stella House in Newburn.