

NHS Business Services Authority Summary of Minutes of the NHSBSA Board Meeting held at 09.00am on 17 March 2016.

Present:

Silla Maizey	Chair
Nick Scholte	Chief Executive
Mark Ellerby	Non-Executive Director
Andrew Flanagan	Non-Executive Director
Malcolm Green	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
Sharon Constançon	Genius Methods (up to and including item 3 only)
Stephen Cohen	Genius Methods (up to and including item 3 only)
Mike Turner	Head of Commercial Strategy (Items 7 and 8 only)
Miles Drew	Head of Business Performance (Items 7 and 8 only)
Paul McGettigan	Business Lead (Items 7 and 8 only)
Claire Gordon	Benefits Lead (Items 7 and 8 only)
Susan Yallop	Head of Customer Insight and Communications (Item 10 only)
Charlotte Batey	Market Research and Insight Manager (Item 10 only)
Anna Butterfield	Head of Learning and Organisational Development (Item 10 only)
David Jukes	Head of Risk and Assurance (Item 12 only)

Apologies:

Nigel Zaman	Department of Health
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1. Chief Executive's Report

The report and discussion included:

- The strategic review commissioned via internal audit,
- Confirmation that the new Dental Services system, Compass, had gone live in February 2016; and

- Changes made to the IT Infrastructure and Sourcing Programme (ITIS) programme.

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

2. Strategy 2016-21 and Business Plan 2016/17

Mr Scholte introduced the final versions of the Strategy for 2016-21 and the Business Plan for 2016/17. He highlighted changes made since the last meeting.

Outcome: The Board **APPROVED** the Strategy 2016-21 and Business Plan 2016/17.

3. Board Effectiveness

Ms Constançon provided an overview of the review of the Board's effectiveness. Overall she felt that the Board was operating well. Ms Constançon also provided a more detailed view of the potential areas for improvement.

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

4. Service Delivery Report

Mr McDonald introduced the report, which included:

- A progress update on the NHS Pensions 2015 Scheme Project which was on track,
- A progress update on the Electronic Prescription Service; and
- An overview of the latest annual customer satisfaction results.

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

5. Finance and Corporate Services Report

Mr McGahon introduced the report, which included:

- An update on the NHSBSA's financial position which was forecasting a slight year end underspend position,
- An update on the restructure of internal teams; and
- An overview of unit cost reductions and how these should be reported.

6. Annual Budgets

Mr McGahon introduced the annual budget proposal for 2016/17 to the Board. The Board discussed the total budget but recognised that it remained subject to delivery of the cost improvement plan.

Mr McGahon confirmed that external development funding discussions with DH were ongoing.

Outcome: The Board **APPROVED** the net operating expenditure.

7. Change and Commercial Delivery

Mr Pink introduced the report, which included progress towards the overall NHS Supply Chain savings target and NHS Supply Chain profit and loss account, cash flow statement and sales performance.

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

8. Spotlight - Pacific

Mr Turner introduced the report, which included:

- Background to the Pacific programme,
- An overview of benefits; and
- A progress update and current forecasts.

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

9. Spotlight – NHS Supply Chain

Mr Pink introduced the report, which included an overview of the current NHS Supply Chain arrangements and the proposed future operating model.

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

10. NHSBSA Staff Survey 2015-16

Mr McGahon introduced the report, which included:

- An overview of the approach to the survey and the improved response rate,
- Year on year comparison across key issues; and
- Consideration of alternative methods to collect and measure staff engagement.

Outcome: The Board **NOTED** the survey results.

11. Governance Report

Mr Dibble introduced the report, which included:

- The continuing increase in subject access requests under data protection legislation; and
- Consideration of the current corporate risks and how they reflect the current environment within which the NHSBSA was operating.

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

12. Diversity and Inclusion Strategy 2016-19 and Equality Strategy Annual Report Year 4

David Jukes introduced the report highlighting improvements such as improvements within the Stonewall index. The Board discussed some of the statistical changes and potential actions.

Outcome: The Board **APPROVED** the strategy and annual report.

13. Board Approvals

Mr Pink outlined the approval request for NHSBSA spend on postal arrangements, which was expected to exceed £1million over the course of the contract.

Outcome: The Board **APPROVED** the contract award.

14. Any Other Business

The Board also received and **NOTED** the following:

- An update from the Audit Committee; and
- An update from the Remuneration Committee.

15. Date and Venue of the Next Meeting

The next meeting would be held on **28 April 2016**, at 200 Lichfield Lane in Mansfield.