

## NHS Business Services Authority Summary of Minutes of the NHSBSA Board Meeting held at 10.00am on 15 October 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
Nigel Zaman	Department of Health
Darren Curry	Business Planning and Assurance Manager (Item 3 only)
Carl Spencer	Head of Change Delivery (Item 3 only)
Mike Turner	Head of Commercial Strategy (Item 3 only)
Anna Butterfield	Acting Head of Learning & OD (Item 3 only)
Gordon Wanless	Head of Internal Governance (Item 5 only)

### 1. Chief Executive's Report

Mr Scholte introduced the report which included:

- Ongoing work in response to the Government-wide spending review,
  - The Oracle customer excellence award which had been awarded to the NHSBSA's Data Analytics Learning Laboratory for return on investment; and
  - The continued exploration of the NHSBSA's ability to offer scanning services to third parties.
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- **Outcome:** The Board **NOTED** the Chief Executive's report.

### 2. Service Delivery Report

Mr McDonald introduced the report, which included:

- Consideration of service delivery against key performance indicators (KPI), including progress made for any KPIs which had missed their targets,
- Work undertaken to rectify a telephone connection issue within the contact centre,
- The encouraging customer satisfaction results relating to Maternity Exemption Certificates, NHS Low Income Scheme, European Health Insurance Card and Pension Active Members; and
- Progress with implementation of the 2015 Pension Scheme.

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

### 3. Change Report

Mr Pink introduced the report, which included:

- Confirmation that the original NHS Supply Chain savings target was back on target,
- Continuation of the process to build the required capability and expertise within the NHSBSA's intelligent client,
- A review of NHS Supply Chain frameworks,
- Good progress with the Pensions Re-procurement project,
- Overview of progress with the 81 current change portfolio projects,
- Update on progress with organisational development,
- An update on digitisation including potential savings,
- The status of various programmes and the issues surrounding them; and
- An update on the Pacific Programme and its forecasted benefits.

**Outcome:** The Board **NOTED** the Change Report.

### 4. Finance and Corporate Services Report

Mr McGahon introduced the report which included:

- An update on the NHSBSA's financial position which was forecasting a breakeven position on the revenue delegated expenditure limit (DEL),
- Progress of HR Shared Services plans which had received positive feedback from clients,
- The process to transfer the procurement service provided to NHS England which was expected to be complete in late November or early December; and

- The impact of plans to relocate data servers linked with Prescription Services upon the existing property strategy.

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

## 5. Spending Review Proposals

Mr McGahon presented progress with the work to address the Government's saving challenge. He outlined the possible scenarios and confirmed discussions were ongoing with the Department of Health.

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

## 6. Cyber Security Report

The report provided members with an update on the NHSBSA's current position regarding cyber security preparedness.

**Outcome:** The Board **NOTED** the report and the ongoing risks in relation to cyber security which were planned to be addressed as the organisation delivered digitised services.

## 7. Governance Report

Mr Dibble provided the Board with an update on health, safety and environment performance.

Mr Pink also raised a recent health and safety incident within NHS Supply Chain.

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

## 8. Any Other Business

The Board also **NOTED an** update on health, safety and environment performance.

Ms Maizey acknowledged this was Mr Hulf's final NHSBSA Board meeting and thanked him for his significant contributions over the last ten years.

## 9. Date and Venue of the Next Meeting

The next meeting would be held on **10 December 2015**, at Stella House in Newburn.