

NHS Business Services Authority
Summary of Minutes of the NHSBSA Board Meeting
held at 09.00am on 15 September 2016.

Present:

Silla Maizey	Chair
Nick Scholte	Chief Executive
Debra Bailey	Non-Executive Director
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
Ben Masterson	Department of Health (DH)
Nigel Zaman	Department of Health (DH)

1. Chief Executive's Report

The report and discussion included:

- An overview of recent ministerial changes,
- An update following the accountability review with the DH,
- Confirmation that funding for the ITIS programme had been approved, subject to final ministerial approval, for the lifetime of the programme; and
- A summary of the special meeting of the Audit and Risk Management Committee (ARC) which was in response to concerns raised by Mr Flanagan, Chair of the Committee. Mr Flanagan informed the Board that he was assured that there were no systemic issues to address and that funding issues had been addressed.

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, any areas highlighted to be underperforming and the reasons behind this,
- Confirmation the High Court had upheld an appeal by DH and NHSBSA against the Pensions Ombudsman's determination to provide Special Class Status to Nursery Nurses,
- An update on the 2015 Pensions scheme implementation project which was planned to close and remaining work would be managed as part of the Pensions re-procurement programme,
- An update on utilisation of the Electronic Prescription Service which had seen the smallest monthly increase since January 2014; and
- Consideration of the 'temperature check' of customer satisfaction for active members of the NHS Pension Scheme.

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

3. Change and Commercial Delivery

Mr Pink introduced the report and provided an overview of the change programme. He highlighted the status of a number of projects within the Pacific Programme and gave an overview of the benefits delivered by the Programme to the end of July 2016.

The Board reviewed NHS Supply Chain performance and discussed how the savings had been achieved and the way in which they were measured.

Mr Pink provided an overview of the IT and Infrastructure sourcing (ITIS) programme which had made significant progress following confirmation of funding for 2016/17.

Mr McDonald updated the Board on the Pensions re-procurement project and confirmed that it was progressing well.

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

4. NHS Supply Chain Future Operating Model

Mr Pink introduced an update on progress to develop a new operating model for NHS Supply Chain. He outlined the rationale behind the policy decision relating to the customer aspects of NHS Supply Chain transferring to NHS Improvement. He then gave an overview of an options appraisal which considered alternative legal forms for, the future NHS Supply Chain delivery organisation, the Intelligent Client.

The Board discussed the options and the assessment criteria and requested clarity in some areas.

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

5. Finance and Corporate Services Report

Mr McGahon introduced the report, which included:

- Confirmation of funding agreed in principle with DH, except the revenue for external development funding for digitisation activity and also capital funding for NHS Protect projects,
- The break-even forecast outturn on revenue DEL; and
- An update on the net promoter scores for HR Shared Services transactional services which had increased across all client groups.

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

6. Corporate Governance Framework

Mr Dibble introduced the updated Corporate Governance Framework. He outlined the process followed and the recommended changes to both Committees' terms of reference and Standing Financial Instructions. No changes were proposed to those matters reserved to the Board.

Outcome: The Board **APPROVED** all proposed changes.

7. Governance Report

Mr Dibble introduced the governance report. He explained the changes to the risk register since the last Board meeting.

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

8. Any Other Business

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

9. Date and Venue of the Next Meeting

The next meeting would be held on **13 October 2016**, at Stella House, Newburn.