**NHS Business Services Authority**

**Summary of Minutes of the NHSBSA Board Meeting**

**held at 1.00pm on 13 October 2016.**

**Present:**

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| Silla Maizey | Chair |
| Nick Scholte | Chief Executive |
| Debra Bailey | Non-Executive Director |
| Mark Ellerby | Non-Executive Director |
| Andrew Flanagan | 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) |
| Gordon Wanless | Head of Internal Governance (Item 7 only) |
| Michael Gibson | Information Security Manager (Item 7 only) |

**Apologies:**

|  |  |  |
| --- | --- | --- |
| Malcolm Green | Non-Executive Director |  |

1. **Chief Executive’s Report**

Mr Scholte highlighted the review of the NHSBSA’s IT and Infrastructure Sourcing (ITIS) Programme which was undertaken by the Infrastructure and Projects Authority (IPA), at the invitation of the NHSBSA. The Board discussed the outcome of the review, including recommendations and how they were being addressed.

The Board also discussed the Secretary of State’s plans to expand the use of digital technology across the NHS by establishing twelve new global exemplars to pioneer best practice.

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

1. **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 from the Department of Health (DH) that funding would be made available for the Guaranteed Minimum Pension project, subject to a business case; and
* A review of the customer satisfaction results in relation to the Contact Centre and the impact of changes to opening hours.

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

1. **Change and Commercial Delivery**

Mr Pink introduced the report, which included:

* An overview of NHS Supply Chain performance; and
* The current status of change management and the work required to update and reshape the resource allocation across the whole portfolio.

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

1. **NHS Supply Chain Future Operating Model**

Mr Pink introduced an update on developments with the DH programme to create a new operating model for NHS Supply Chain. He tabled an update on progress towards the creation of the Intelligent Client Co-ordinator (ICC). Mr Pink then confirmed the options discussed at the last Board meeting remained under consideration, alongside an additional structural option.

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

1. **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 capital funding for NHS Protect projects,
* An update on progress towards the 50% unit cost reduction; and
* Confirmation of a new contract the NHSBSA had won to provide payroll services.

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

1. **Governance Report**

Mr Dibble introduced the governance report.

Members discussed the increase in near misses reported by third party organisations. Mr Dibble confirmed this to be as a result of increased training, improved reporting and a wider number of issues being recorded by NHS Supply Chain.

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

1. **Cyber Security Report**

Mr Dibble introduced the report, which included:

* An overview of the on-going information security risks; and
* An explanation of how these risks would be mitigated by the successful delivery of the ITIS programme.

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

1. **Board Approval: Contract Extension for the provision of Professional Interims**

Mr McGahon introduced the report which requested Board approval to extend a contract with Capita Business Services Limited for the provision of professional interims via a CCS framework. The annual value of the extension was expected to be in excess of £1.5million and therefore required Board approval.

The Board **APPROVED** the contract extension.

1. **Any Other Business**

The Board also received and **NOTED** an update from the Remuneration and Nominations Committee.

1. **Date and Venue of the Next Meeting**

The next meeting would be held on **8 December 2016**, at Stella House, Newburn.