

HSC BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The fifteenth meeting of the Regional Business Services Organisation (BSO) was held on Tuesday 22 June 2010 at 2.00 pm in the Boardroom, BSO HQ, 2 Franklin Street, Belfast.

Present

Mr Alexander Coleman (Chairman)

Mrs Geraldine Fahy

Mr Alan Hanna

Mr Greg Irwin

Mrs Hilary McCartan

Mr Robin McClelland

Mr Brian McMurray

Mr David Bingham

Mr Larry O'Neill

Mrs Teresa Molloy

Mr Hugh McPoland

In Attendance

Mr Shane Devlin

Mr Alphy Maginness

Miss Amanda Mills (Secretary to the Board)

1. **Apologies**

Apologies for absence were received from Sean Mahon and Gerry Strong.

2. **Chairman's Business**

The Chairman informed members that he was pleased to announce that Shane Devlin has been appointed as Programme Director to the BSTP on a secondment basis. Shane took up post with immediate effect, however he will also continue in his role as Director of Customer Care and Performance until this post has been filled, which will also be on a secondment basis. The interviews for the Director of Customer Care and Performance are scheduled to take place on the afternoon of Wednesday 7 July.

The Chairman confirmed that the Chief Executive's Office will issue a schedule relating to his forthcoming meetings with non-executives on Friday 25 June 2010 to finalise the annual self assessment appraisal forms.

3. **Minutes of the Meeting held on 27 May 2010**

The minutes of the Board meeting held on 27 May 2010 were agreed as a true and accurate record of proceedings and were signed by the Chairman.

4. **Matters Arising from Minutes**

There were no matters arising.

5. **Financial Plan for 2010/2011**

The Director of Finance presented the financial plan for the Business Services Organisation for the 2010/2011 financial year which is the basis upon which the BSO will base its revenue income and expenditure budgets and its capital expenditure. Members were briefed on the process undertaken to calculate the budgets and these have all been agreed with the BSO's budget holders. It was recognised that the BSO is a very complex organisation and commended the Director of Finance and his team on the work involved in setting the budget.

Members considered and approved 3 capital expenditure projects for Unitas Software Development (£46,000), a Goods Marshalling Facility (£40,000) and Voice Picking Software (£150,000). It was noted that the bid for Voice Picking Software had previously been approved by the Board in the 2009/2010 financial year however the purchase had to be deferred. It was confirmed that the capital allocation for 2010/2011 is £275,000 and a further list of capital schemes will be presented to the Board in the Autumn to use the remaining balance.

Members approved the financial plan for 2010/2011.

6. **Update on Business Services Transformation Programme (BSTP)**

The Chief Executive presented paper BSO 41/2010 which set out the BSTP plan of activities, and in particular focussed on the procurement exercise which commenced in May 2010 with the publication of the OJEU contract notice. The BSTP Project Team are now working on assessing the responses from the Prequalification Questionnaires (PQQ).

Shane Devlin will brief the Board on a regular basis on the progress with this project.

Members noted the position.

7. **Draft Annual Report for 2009/2010**

The Director of Customer Care and Performance presented an initial draft of the Annual Report for 2009/2010 and advised members that the final version will be presented to the July Board meeting as part of the Annual Accounts for 2009/2010. Members put forward a number of suggestions on the presentation and wording of the document and Shane Devlin agreed to take these on board.

Discussion ensued on the publication of the final version of the Annual Report and it was agreed that in light of the financial climate it would not be appropriate to publish the document in a glossy format. It was recognised that there may be a need to publish some copies and this will be checked with DHSS PS. It was agreed that distribution in the main should be done via the internet and intranet.

8. **Directorate of Operations**

(i) **Update on GP Superannuation Certificate Backlog and DM&D Project**

As agreed at the February Board meeting the Director of Operations presented an update on addressing the backlog of GP Superannuation certificates. It was noted that a target was set of 80% to process certificates received through the reasonableness test by the end of June and this target has been met. A target of 80% was set for stage 2 of the GP Superannuation process – the Verification Statement – however this target has not been met due to a high number of queries received from GPs and their accountants on the initial release of statement during May, resulting in further data validation work, which has delayed the process. Notwithstanding the delay in the process the GP Superannuation Team are planning to have 80% of all cases processed in time for a single financial adjustment to be made to GPs in their August 2010 payment. Teresa Molloy confirmed that the key stakeholders involved in this project have been kept informed of the progress in completing this matter.

The Chairman on behalf of members acknowledged the excellent effort of Mrs Molloy and her team on tackling the backlog and resolving the obstacles which they have incurred.

Mrs Molloy briefed members on the implementation of the system based on EPES technology to “auto code” some prescriptions, enabling these to bypass the Data Prep department and in turn deliver efficiencies through reductions in staff in that area of work. It was noted that the Pharmaceutical Contractors Committee (PCC) supported this initiative following negotiations over the first four months of 2010.

The first payment using the auto coding modification system is scheduled to be processed on 23 June 2010.

Members noted the position.

9. **Draft Business Continuity Plan for BSO**

The Director of Human Resources presented paper BSO 44/2010 which set out the management arrangements for business continuity if an emergency situation arises to ensure the provision of essential services. It was noted that it is planned to undertake a major incident exercise during the Summer to test the Plan. Members suggested minor changes to the document which the Director of Human Resources agreed to include.

The Business Continuity Plan for BSO was approved.

10. **Counsel Panels – Update**

The Chief Legal Adviser presented paper 45/2010 which updated members on developments since the implementation of Counsel Panels on 1 January 2010. A sub-committee has been established to consider fees submitted by Counsel which are in excess of the limits set out in the terms and conditions signed by all Counsel on the Panels. The key task of the sub-committee is to determine whether the circumstances of the case for which Counsel has submitted the excess fee are “wholly exceptional” in order to justify payment of the excess fee.

It was noted that since its implementation savings of £336,867 have been achieved, from in the main Medical Negligence cases. The Chairman congratulated Alphy Maginness and his team for this significant achievement and it was agreed that a communiqué should be sent to the Department advising them of the savings to date.

It was agreed that the Board would be updated on this matter later in the year.

11. **Any Other Business**

(i) **Banking – NI Social Care Council (NISCC)**

The Director of Finance informed members that the BSO operates a bank account on behalf of the NISCC. The Chief Executive of NISCC has asked if the Council could have a facility where they could operate a bank account to draw down direct debits. Two resolutions were put forward to Board members for their approval:-

- (i) to authorise BSO to join the Direct Debit Scheme on behalf of NISCC;
- (ii) to authorise the introduction of a direct debit indemnity.

Members granted approval to both resolutions subject to the caveat that BSO receives a parallel indemnity from the NISCC.

10. **Date of Next Meeting**

The next meeting of the BSO Board will take place at 10.30 am on Wednesday 7 July 2010 in the Boardroom, BSO HQ.

It was noted there would be no Board meeting in August.

The Chairman also suggested further dates for the Board meetings from September to December 2010 which members agreed to enter into their diaries. The dates were as follows:-

Thursday 23 September 2010 – 2.00 pm
Thursday 21 October 2010 – 2.00 pm
Thursday 25 November – 2.00 pm
Thursday 16 December – 10.30 am

It was suggested that as the BSO is a regional organisation two of the meetings should be held outside Belfast. The Chairman will discuss this matter with the Chief Executive and inform members of the venues.

The Chairman thanked everyone for attending and closed the meeting.

Chair

Chief Executive

Date _____