

## **BUSINESS SERVICES ORGANISATION**

### **Minutes of Proceedings**

The hundred and twelfth meeting of the Board of the Business Services Organisation was held on Thursday 23 August 2018 at 10.00 am in the Boardroom, BSO HQ, 2 Franklin Street, Belfast, BT2 8DQ.

#### **Present:**

Mrs Julie Erskine (Chair)

Mr Robert Bannon  
Mr Mark Campbell  
Miss E P Gordon  
Mr Sean McKeever  
Mr Deep Sagar  
Mr Jeremy Stewart  
Professor D Whittington

Mr Sam Waide (Director of Operations)

#### **In Attendance:**

Mrs Karen Bailey (Director of Customer Care and Performance – CCP)  
Mr Alphy Maginness (Chief Legal Adviser)  
Mrs Andrea Henderson (AD Finance)  
Miss Amanda Mills (Board Secretary)  
Mr Mark Bradley (Head of FPS) for Agenda Item 10.

#### **1. Chair's Welcome and Opening Remarks and Apologies**

The Chair welcomed everyone to the meeting.

Apologies for absence were received from Mr Liam McIvor, Mrs Karen Hargan and Mrs Wendy Thompson.

#### **2. Declaration of Conflicts of Interest**

There were no conflicts of interest declared.

#### **3. Minutes**

##### **(i) *Minutes of Meeting held on 28 June 2018***

The minutes of the meeting held on 28 June 2018 were agreed as a true and accurate record of proceedings.

**4. Matters Arising from Minutes**

**(i) *Action Template – Paper BSO 55/2018***

Members noted the action template arising from the June Board meeting.

**5. Chair’s Business**

The Chair updated members on meetings she had attended during July and August 2018. In particular she referred to her attendance at the NHS 70<sup>th</sup> Anniversary Event in Parliament Buildings and the NI Electronic Care Record 5<sup>th</sup> anniversary event. She also advised members that the NI ECR E Triage in conjunction with the Northern Trust were successful in winning an award at the Public Sector Paperless Awards ceremony. The award category was “To reward a system that has demonstrated that digital systems can offer enhanced flexibility and improved services with secure access and data protection, especially for remote sites or lone workers, with omni-channel access to online digital services.” A key reason for the successful award was the collaboration between the GMS, Integration and ECR teams within ITS and the exemplary work with clinical, administrative and IT staff in the Northern Trust.

The Chair confirmed that the Board workshop will take place on Wednesday 17 October and an agenda will follow in due course. An invitation was issued to the Permanent Secretary to address the start of the workshop however he is unable to attend.

**6. Chief Executive’s Report**

The Director of Operations obo the Chief Executive briefed members on key business activities which have taken place since the last Board meeting.

***HSCB Closure***

The Chief Executive continues to attend regular meetings of the HSCB Oversight Board which is chaired by the Permanent Secretary. It has been agreed that the majority of HSCB activities will be undertaken by a self contained unit, hosted by the BSO under the direction of the Department of Health (DOH), and headed by a Chief Operating Officer (COO) who will be a member of the DOHs top management group and report to the Permanent Secretary. Members were reminded that the areas of Social Care and Children will be the responsibility of the PHA once the HSCB closure occurs. The next stage in this process is the formation of Design Groups which will be led by Co Chairs from the HSCB and DOH and BSO will be asked to nominate a member of staff, where pertinent, to sit on these groups. One of the tasks of the Design Group will be to bring forward relevant recommendations arising from the recently completed Risk Assessment exercise.

***Transformation Implementation Group (TIG)***

The Director of Operations informed members that the Encompass Programme was endorsed by TIG. An update on the implementation of the HSC Collective Leadership Strategy was made to TIG, with particular emphasis to the communication and engagement plan. TIG endorsed this initiative.

***PSSSP***

Members were advised that work is continuing on the Outline Business Case (OBC) scheduled for completion to the end of September 2018 with the focus still remaining on in-sector developments. A PSSSP Health Sector Workshop took place on 17 August 2018 to consider the Draft Sector Work Programme and a number of officers from BSO attended. Karen Bailey who attended this event briefed members on the key issues discussed at the meeting and in particular where savings could be made via a regional shared service approach.

**7. Items for Approval**

**7.1 Board Governance Self Assessment for 2018- Paper 56/2018**

The Chair presented the Board Governance Self Assessment questionnaire and appended action plan for 2018/19 which also included 2 case studies (Migration of Data Centres and Debts get Ready to Tumble initiative) for members' consideration and approval. Following a number of questions to the Chair members approved the Board Governance Self Assessment for 2018 and in particular thanked the staff from Customer Care and Performance Directorate for the significant amount of work taken to compile this document.

**8. Items for Noting**

**8.1 *Finance Report – Month 4 – Paper BSO 57/2018 refers***

The Assistant Director of Finance (DOF) presented paper BSO 57/2018; a finance report for the four month period ending 31 July 2018.

The summary financial position shows the reported income and expenditure position for the period, with an overall surplus reported for this period. The surplus has been generated by core services. Meetings are scheduled to take place with all heads of service areas in October to review the forecast for the financial year. The outworkings of those meetings will be collated and Board members will be appraised of the projected financial position.

Members noted the finance report.

**8.2 *Report on BSO Prompt Payment for Period Ending 31 July 2018 – Paper BSO 58/2018***

The Director of Operations presented paper BSO 58/2018 which set out the percentage of invoices paid within 10 working days and within 30 calendar days in July 2018 by Accounts Payable Shared Services. It was noted that 93.09% of HSC invoices had been paid within 30 calendar days.

Members noted the prompt payment report.

### **8.3 *Corporate Balanced Scorecard – Paper BSO 59/2018***

The Director of CCP presented paper BSO 59/2018 which set out the performance of key service areas in the BSO for the period up to 31 July 2018. She highlighted those measures with a red rag rating and explained the circumstances which led to this evaluation.

In light of the forthcoming workshop to review the Corporate Scorecard and the Risk Register, the Chair stated that members will have the chance to review the current indicators and also the addition of new indicators.

Members noted the Corporate Balanced Scorecard.

### **8.4 *Annual Business Plan Performance Report – Period Ending 30 June 2018 – Paper BSO 60/2018***

The Director of CCP presented paper BSO 60/2018 which set out a summary exception report on the performance against the Annual Business Plan for 2018/19 as at 30 June 2018. It was noted at the end of quarter one of 2018/19 85% of the actions within the Business Plan were reported as complete within the agreed tolerance level. A query was raised regarding the BRAG status of Key Priority no 2 “Deliver a contracting programme on behalf of HSC for 2018/19 with the regulations and minimising successful legal challenges ....” The Director of Operations agreed to review this action.

Members noted the Annual Business Plan Performance Report for period ending 30 June 2018.

### **8.5 *BSO Management Statement and Financial Memorandum – Paper BSO 61/2018***

Members noted the updated Management Statement and Financial Memorandum as required under 1.1.4 of the BSO Management Statement.

### **8.6 *Executive Summary of Annual Reports for 2017/18 for HSC Research Ethics Committees – Paper BSO 62/2018 refers***

The Director of CCP presented paper BSO 62/2018 which set out the activity undertaken by the Research Ethics Committees (RECs) in 2017/18. Members were asked to note that both RECs (A and B) continue to have the most efficient Key Performance Indicators (KPIs) in the UK exceeding the KPI targets on ethical decision timelines in all areas.

Members noted the Executive Summary for the RECs for 2017/18.

## **9. Business and Development Committee (BDC)**

### **9.1 *Report from BDC Meeting held on 16 August 2018***

The Chair of BDC briefed members on the key issues considered at its meeting on 16 August 2018. An updated Whistleblowing Action Plan was presented to members where it was noted that a number of actions remain outstanding relating to staff awareness and recording of information.

The Chief Executive, who was in attendance at the BDC, suggested that Whistleblowing should become a standing Board agenda item on a quarterly basis. The HR&CS Report, Growth paper and PSSSP were also on the BDC agenda.

## ***9.2 Minutes of BDC Meeting held on 18 April 2018 – Paper BSO 63/2018***

Members noted the minutes of the BDC meeting held on 18 April 2018.

## **10. Presentation**

### ***10.1 Overview of Family Practitioner Services (FPS)***

Mr Mark Bradley, Head of FPS made a presentation to members on the work of the FPS Directorate. It was noted that FPS delivers services across five strategic themes:-

- The registration of patients
- The payment of health professionals in the Dental, Pharmacy, GP and Ophthalmic sectors
- The issuing of invitations and running of patient helpline for Bowel and Cytology screening
- First-line support for primary care contactors accessing new technology via the E Business team
- Information and analytics for Family Practitioner Services provided by staff seconded from the Northern Ireland Statistics and Research Agency (NISRA)

## **11. Any Other Business**

### ***(i) Amended Declaration and Register of Interests – Paper BSO 64/2018***

Members noted a further amendment to the Declaration and Register of Interests for 2018/19.

### ***(ii) 24/7 IT Out of Hours Cover – Outline Business Case***

In answer to a question from a Board member the Director of CCP advised on the current status of the OBC for 24/7 – Out of Hours Cover.

### ***(iii) Infected Blood Public Inquiry***

The Chief Legal Adviser stated the Infected Blood Inquiry formally commences in September 2018 and the Directorate of Legal Services is providing legal advice. It was agreed that members would be kept apprised on this issue.

## **12. Date of Next Meeting**

The next meeting of the BSO Board will take place on Thursday 27 September 2018 at 10.00am in the Boardroom, BSO HQ, 2 Franklin Street, Belfast, BT2 8DQ.

The Chair thanked everyone for attending and closed the meeting.

\_\_\_\_\_  
Chair

\_\_\_\_\_  
Chief Executive

Date \_\_\_\_\_