



## Board Meeting Minutes

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BICS, Beach Room, 177 Preston Road, Brighton

Tuesday 12<sup>th</sup> June 2012

14.00 – 17.00

### Present

Lindsay Coleman (LC - Chair)

Zoe Nicholson (ZN)

Jan Austera (JA)

Paul Macauley (Minutes)

### In Attendance

Michelle Croucher (MC)

Lyndon Johnson (LJ)

### 50/12 Apologies

Apologies were received from Peter Devlin, Jonathan Serjeant and Nick Patton.

### 51/12 Declaration of Interests

No new interests were declared.

### 52/12 Minutes of the last meeting

The minutes of the last meeting were reviewed. Previously agreed changes to Gateway reporting have been actioned by JA and NP. The minutes were approved.

### 53/12 Integrated Service Performance Report (April 2012) and Clinical Services Update (April 2012)

MC and LJ joined to update the board on the performance of respective service areas:

#### Dermatology

ZN updated on the progress in working with partners at BSUH on the integrated clinical delivery of a community consultant led Dermatology service. The PCT, BICS and BSUH are working together to arrive at a mutually beneficial integrated care solution.

#### CES

JA queried the increase in follow-ups relating to KPI 26, a percentage which MC clarified as negligible in terms of actual numbers.

#### Gynaecology

MC reported that the service wait times are improving following capacity issues as a result of clinician leave. Options to increase clinic capacity are being discussed with PCT ahead

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of BICS supplying a cost response to the resulting specification.

### MSK ICATS

LJ reported on efforts towards sourcing new resource for delivery of the Hand and Wrist service, including developing Band 6 Hand Therapists. Threshold updates have improved service triage effectiveness. Progress has been made on the agreement for direct listing for CTS and epidural, with similar work being furthered for the Knee service. LJ is developing work around understanding the rate of surgical conversion from MSK ICATS referrals, which it is anticipated, will offer a compelling demonstration of triage effectiveness.

MC updated on the projection to deliver more with less in the MSK service, with the drive to consolidate the model and its quality.

### **54/12 2011/12 Year End Finance Report**

ZN updated the board on the organisation's financial status at the end of year 2011/12. The finishing operating surplus is in no small part attributed to the hard work of staff, whose efforts towards value savings significantly bettered the situation in the latter part of the year. The board expressed their appreciation to all BICS staff for all their efforts towards helping the organisation close out the financial year in a strong position.

### **55/12 Quarterly Complaints and Plaudits Report (Jan-Mar 2012)**

The board noted the report. It was agreed that it is important to ensure that information is fed back to staff on plaudits received, and on the learning made as a result of complaints and not just numerical data.

**ACTION:** LC and PM to consider how information on plaudits is fed back to staff.

### **56/12 Quarterly Incidents Report (Jan-Mar 2012)**

No major themes of concern were identified within the report. It was agreed that going forward the report would benefit from a slight reframing to better identify learning outcomes as a result of incident data analysis. This will be communicated to the appropriate report authors.

### **57/12 Information Governance Update**

There were no new matters rising from Information Governance.

### **58/12 Privacy and Dignity Policy**

This policy has been revised to incorporate changes around required document awareness, Equality Impact and amendments based on the Essence of Care 2010. The policy was reviewed and approved.

### **59/12 Work Equipment Policy**

This new policy was reviewed and approved.

### **60/12 Grievance Procedure**

This procedure has been revised to incorporate recent changes around legislation of grievance procedures. The changes were agreed and the procedure approved.

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### **61/12 Project Progress Report**

ZN updated the board on the work being done by GCLs and the project team on outlining the approach for this year's practice visits relating to QP for elective and non-elective care. The key focus is to make this process as useful as possible to practices.

Work is underway to highlight 6 potential pathways for development ahead of September's PCT deadline, with the goal being to identify those pathways that would have the highest impact on referral behaviour. The final selection will appear in the next board Project Progress Report.

There was discussion around the cessation of the successful Neurology pilot. Of interest will be to measure the subsequent anticipated change in referral behaviour around neurology referrals. It was agreed that a communication outlining the situation in should be sent to GP practices.

**ACTION:** LC to organise a GP practice comms regarding the cancellation of the Neurology pilot.

ZN reported that BICS will be entering for CQC registration as a Primary Care Provider once the window opens in July. It is currently anticipated that this registration will be extended to encompass the Mental Health service.

### **62/12 Mental Health Project Progress Report**

ZN updated the board on the implementation of the new Wellbeing Service which went live on the 1<sup>st</sup> June, following contract signature. Minutes of the Mental Health Project Board will be made available to directors to provide a more detailed operational overview.

**ACTION:** PM to circulate minutes of the Mental Health Partnership board to the BICS Board.

### **63/12 Communication Action Plan Update (June)**

LC presented key updates to the action plan, including the implementation of regular email operational updates for GP practices and the adoption of new 'communications standards' surrounding website maintenance, consistency of comms material presentation, regular frequency of internal and external updates and the monitoring of soft feedback in order to identify opportunities for learning that can be communicated with practices.

**ACTION:** PM to include all Directors on distribution for all comms.

### **64/12 Date & Time of Next Meeting**

The next board meeting will be held on Tuesday 24<sup>th</sup> July.

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**Signed:**

**Name:** Lindsay Coleman

**Date:**

I agree the above as an accurate record of the meeting held.

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The next meeting will take place:

**Date:** 24<sup>th</sup> July 2012

**Time:** 14.00 – 17.00

**Venue:** Beach Room, 4<sup>th</sup> Floor, 177 Preston Road

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