



Board Meeting Minutes

BICS, Beach Room, 177 Preston Road, Brighton

Tuesday 4th September 2012

14.00 – 17.30

Present

Nick Patton (NP – Chair)

Peter Devlin (PD)

Jan Austera (JA)

Zoe Nicholson (ZN)

Lindsay Coleman (LC)

Jonathan Serjeant (JS)

Paul Macauley (Minutes)

In Attendance

Jon Ota (JO)

65/12 Apologies

The meeting was in full attendance.

66/12 Declaration of Interests

No new interests were declared.

67/12 Minutes of the last meeting

The minutes of the last meeting were reviewed. It was agreed that in order for the board to be updated on the progress of the Wellbeing Service, minutes of the most recent Wellbeing Service Board should be reviewed at this meeting. This will now go onto the agenda as a standing item.

68/12 Integrated Service Performance Report (June/July 2012) and Clinical Services Update (June/July 2012)

JO gave an overview of the actions taken in order to help the gateway recover from large numbers in the system. Discussion then centred on the learning that has come out of the organisational response, with the board seeking to understand how a large backlog situation may be avoided in the future.

The daily numbers meeting has been restructured to focus on what needs to be achieved rather than what can be achieved. The triage rota is being completed earlier and telephony issues, which slowed response to the backlog, are being explored with the HIS.

The board noted the Integrated Service Performance Report's easier to read format and asked that this plaudit be passed on to the team responsible for its authoring.

68c/12 Finance Report 2012/13 Q1

ZN presented the report which shows a year end deficit based on the current debtor and creditor situation which is currently being resolved. The creditor and debtor situation will be clearly illustrated in the next finance report seen by the board.

69/12 Information Governance Update

There were no new matters rising from Information Governance issues.

70/12 Complaints Procedure

This updated policy was reviewed and approved by the board.

71/12 Abusive and Distressed Patients and Visitors Procedure

This updated procedure was reviewed and approved by the board.

72/12 Information Governance Policy

This updated policy was reviewed and approved by the board.

73/12 Safeguarding Children Policy

This updated policy was reviewed and approved by the board, pending minor changes to references regarding support line contacts.

74/12 Safeguarding Vulnerable Adults Policy

This updated policy was reviewed and approved by the board, pending minor changes to references regarding phone contacts.

ACTION: JO to amend policy's references regarding phone contacts.

75/12 Brighton and Hove Wellbeing Service – Staff Handbook

This new document was reviewed and approved by the board.

ACTION: JO to amend policy's references regarding phone contacts.

76/12 Brighton and Hove Wellbeing Service – Lone Working Procedure

This new document was reviewed and approved by the board.

77/12 Brighton and Hove Wellbeing Service – Confidentiality Agreement

This new document was reviewed and approved by the board.

78/12 Reporting Patient Safety Concerns Policy

The board reviewed this new policy which articulates how information and intelligence should be used to report potential concerns on clinical triage to professional support groups. The paper was agreed, pending minor amendments as to make the policy flexible enough to apply to both CReSS and Brighton and Hove.

79/12 Clinical Appraisal and Supervision Policy

This new document was reviewed and approved by the board, pending minor typo changes.

80/12 Clinical Triage Policy (currently Clinical and Referral Policy)

This new document was found to still need work and shall go onto the agenda for review and approval for the next board meeting.

81/12 Project Progress Report (July 2012)

JO reported that the CReSS service ramp up continues, with more practices coming on board. The service looks forward to the increased engagement that the soon to start Service Clinical Leads will bring.

JO provided an overview of the encouraging information on the success of the MSK ICATS GP Survey results and data on Demand Management. It was agreed that discussion of a more detailed report should be placed on the agenda for the next board.

The status of the neurology pilot was discussed, with PD updating that the current plan is for the pilot to be rolled out across the city and delivered by other consultants. LC to collaborate with RG to work with the CCG on managing the external message for this development.

ACTION: JO to circulate graphs demonstrating increase in surgical conversion rates within MSK ICATS.

82/12 Tendering Update

The Executive team updated on several opportunities for collaboration with outside organisations. Dates for these exploratory meetings to be circulated to the Non-Executive team.

ACTION: PM to circulate meeting times and further information on tendering collaboration meetings to NEDs.

83/12 Communication Action Plan Update (August)

LC updated the board on the key current comms actions, including a redesigning of the Patient Choice leaflet to promote BICS as a resource to which patient referral queries can be directed by GPs in consultation. PD raised the need to have on the BICS website clear presence or branding for the Wellbeing Service and MSK ICATS.

ACTION: LC to add Wellbeing Service and MSK ICATS web presence to comms actions.

84/12 External Relationships Update**Shareholder event**

There was discussion on the timely need for a shareholder event to share further on BICS organisational developments and to engage on views for the future. A date in October is being pursued with further details to follow.

85/12 Telephony Incidents

The board were updated on the recent incidents surrounding telephony issues. The incident report outlined remedial actions taken and sought to identify any themes arising. While not all of the incidents were as the result of one issue, it was agreed that Quasar

should further explore the papers recommendations including upgrading the telephony support package and looking at the possibility of staff training to deliver basic support functions.

86/12 Date & Time of Next Meeting

The next board meeting will be held on Tuesday 16th October.

Signed:

Name: Nick Patton

Date:

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

The next meeting will take place:

Date: 16th October 2012

Time: 14.00 – 17.00

Venue: Beach Room, 4th Floor, 177 Preston Road
