



Board Meeting Minutes

BICS, Beach Room, 177 Preston Road, Brighton

Tuesday 27th November 2012

14.00 – 17.00

Present

Lindsay Coleman (LC – Chair)

Peter Devlin (PD)

Nick Patton (NP)

Zoe Nicholson (ZN)

Lindsay Coleman (LC)

Jonathan Serjeant (JS)

Paul Macauley (Minutes)

In Attendance

Jon Ota (JO)

Lesley Oliveros (LO)

Rita Garner (RG)

102/12 Apologies

The meeting was in full attendance.

103/12 Declaration of Interests

No new interests were declared.

104/12 Minutes of the last meeting

Minutes of the last meeting were reviewed and actions closed. The minutes were approved.

105/12 Integrated Service Performance Report (September 2012) and Clinical Services Update (November 2012)

JO and RG joined to provide updates on services.

Dermatology

The board discussed the need to change reporting on particular KPIs to account for the recent clarification on their aims (eg KPI 6).

Operational issues regarding DNAs and cancellations were raised and it was agreed that

this should be raised for further discussion and clarification at the service's next Management Board.

Gynaecology

JO reported on lower numbers of referrals to the service, the response to which of reducing clinics is being balanced with ensuring access targets are still being met. In terms of reporting, the service is cognisant of measuring performance against not only contractual expectations but also expectations based on experience of the service's historical performance.

There are currently no commissioning plans to expand the scope of the service.

MSK

The board identified the usefulness in being able to understand the service's performance in terms of KPI performance over time. This will be incorporated into the Performance and Information team's redevelopment of the board reports.

ACTION: MR to prioritise development of revised board reports, to include reporting on KPI performance over time etc.

Wellbeing

ZN reported that the service is currently working to resolve backlog issue and that the service's Clinical Lead is currently driving an improvement of support service performance.

The board discussed the possibility of making available to the service's GP Leads those patients on waiting list in order to identify whether these individuals still require appointments. This will be discussed at the next Wellbeing Clinical Quality Group.

106/12 End of Year Accounts 2011/12

Year-end accounts for 2011/12 were reviewed and approved by the board and signed by ZN and LC on behalf of the board.

107/12 Quarter 2 Finance Board Budget

The second quarter finances were reviewed, reporting that good cash flow is now being maintained between BICS and its partners.

108/12 2013/14 Projected Budget

The budget for next year was discussed by the board. This will be added to the agenda for further discussion at the next board.

109/12 Quarterly Complaints and Plaudits Report (Apr-Sep 2012)

The board reviewed this paper and noted the report's improved presentation was welcomed.

110/12 Quarterly Incidents Report (Apr-Sep 2012)

The board noted that there have been no recent incidents reported that relate to telephony, providing assurance that adequate corrective measures have been taken by the organisation in response to earlier telephony issues.

In future these quarterly reports will combine reporting for BICS and the Wellbeing Service.

111/12 Information Governance Update

No matters for update were raised with respect to information governance.

112/12 CQC Registration

JO updated the board on the status of the BICS application for CQC registration. A revised application has been submitted following advice received pointing towards a provider category more appropriate to the nature of BICS operations.

113/12 SRI Report

JO presented a report on a recent SRI incident that has highlighted the risk issues that sit between BICS and general practice. The Wellbeing Service took steps to reduce the risk during the transition of the mental health service, though it is acknowledged that risk can never be fully mitigated.

In the case of this particular incident, the report has determined that the initial GP referral and triage of the patient was appropriate.

114/12 Managing Change Policy

This policy was approved by the board.

115/12 Project Progress Report (November 2012)

JO reported that the BICS bid for the GP A+E Streaming project was unsuccessful. The specification for the project has been changed.

116/12 Procurement Update

ZN updated on the status of tender applications, confirming that decisions are expected in December/January.

117/12 Discussion on Strategic Focus

The board discussed strategic focus for the organisation.

118/12 Communications Board Update (November 2012)

This paper was reviewed by the board. No matters were raised and the meeting was concluded at 17:00.

119/12 Date & Time of Next Meeting

The next board meeting will be held on Tuesday 29th January 2013.

Signed:

Name: Lindsay Coleman

Date:

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

The next meeting will take place:

Date: 29th January 2013

Time: 14.00 – 17.00

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