
Board Meeting Minutes

Pier Room, Fourth Floor, BICS, 177 Preston Rd, Brighton

Tuesday 6th October 2015

12:00 – 17:45

Present

Matthew Riley (MR), Chair, Non-Executive Director

Zoe Nicholson (ZN)-Chief Executive

Jan Austera (JA)-Non-Executive Director

Craig Milne (CM)-Non Executive Director

Peter Devlin (PD)-Dir of Clinical Leadership

Lindsay Coleman (LC)-Non Executive Director

In Attendance

Gillian Howson (GH)-Executive Assistant

Michelle Eades (ME)- Director of Business Development

Jon Ota (JO)-Director of Sussex MSK Partnership

Helen Curr (HC)-Director of Clinical Services

Mark Cannon (MC)-Director of Primary Care Collaboration

1.0 Apologies

Jonathan Serjeant (JS)- Clinical Director of Business Development

Paul Deffley (PDe)-Primary Care Collaboration Clinical Lead

2.0 Declaration of Interests

No new interests were declared.

3.0 Minutes of the last meeting

LC formally signed the previous minutes as an accurate record of the meeting on 9th June 2015

It was agreed that a clear action log should be produced in future. **GH to action.**

4.0 Finance Report

The budget was set in the light of the expectation that a surplus would be made at the beginning of the year, with later months in deficit. Over the last few months this has proved not to be the case.

The Board discussed the impact of:

- clearing down the legacy waiting list taken on by the new Wellbeing Contract in 2011;
- MSK central costs;
- MSK performance penalties;
- Purpose project costs
- Impact of new contract to support SCT in their delivery of the High Weald Lewes Havens (HWLH) Community Services contract

The Board asked for feedback on the impact of discussions with the CCG concerning the clearing down of the legacy waiting list within the Wellbeing Services on our financial health. **ZN to action.**

5.0 RMS Final Service Report

The Board discussed:

- BICS good performance in the final weeks of providing the RMS service;
- the impact on other BICS services due to new supplier implementation issues;
- BICS overriding concern for patient safety during the transition to the new service;
- the risk that referrals arriving in different formats and the concern for a positive message around RMS services in general

It was agreed that BICS would link with the new provider and other providers to discuss any safety concerns and agree any actions, seek to understand the current triage arrangements, ensuring an eRS system is in place for other BICS services and consider communications to shareholders/CCG to ensure positive messages. **HC to action.**

6.0 Integrated Services Performance & Update Report (Quarter 3 2014/15)

6.1 Referral Management Services - Brighton and Hove

Discussed as above.

6.2 CReSS, Croydon

The Board understand that there has been a solid performance in this service with good working relationships with local commissioners. Additionally the Croydon CCG newsletter reported benchmarking data from PWC identifying Croydon CCG as the lowest in its peer group for first outpatient attendances 'suggesting a successful change in GP referral behaviour'.

The Board agreed that reports should include 'demand v contractual volume' and that the PWC data should be shared. **HC to action**

6.3 Community Eye Service

The Board heard that demand had been stable until very recently and the recent survey demonstrated good satisfaction levels.

Discussions were had around concerns regarding delayed referrals relating to RMS handover issues and the risk of empty clinics from mid-October onwards. A robust action was in place and discussions with both the practice provider, the new referral management provider, BSUH and the CCG were in place to ensure that we mitigate the risk that patients do not get access to this service.

HWLH commissioners are exploring in the Community Eye Service and a business case is planned in relation to providing laser services.

6.4 CPAMS

The Board heard that the KPIs for August (24hrs and 5days) were not achieved. A request was made for an action plan to remedy the performance to be brought to the next QUASAR. **HC to action.**

6.5 Memory Assessment Service

The Board discussed the issues affecting this service, the action plan has been agreed with the CCG and received a report which informed them that additional clinics are planned for November.

The CCG have verbally advised that they aim to extend the contract by 1 year.

6.6 Wellbeing

There have been significant cost savings which has led to an improved year end picture. The contract will be extended until March 2017 and performance is steady.

The Board noted that attention will need to be given to contractual changes bringing arrangements more in line with national IAPT structures however the new KPIs should be simpler, clearer and easier to monitor.

It was agreed that a review of the data presented to Quasar and Board should be undertaken to show measures of risks and assumptions. **HC to action**

6.7 MSK Central

The Board noted that performance has improved and further improvements are planned. There are risks relating to the 18 week referral to treatment KPI potentially attracting the financial penalties.

It was agreed that changes to future reports should include National Quality Indicators and alerting the higher priority KPIs. **JO to action.**

6.8 MSK East

The Board agreed that an MSK East performance report for quarter 1 would be received in readiness for the November 24th Board meeting. **JO to action.**

7.0 Project Update Report

7.1 EPiC

The Board noted that currently the project will finish at the end of November and the exit strategy is now being planned. There is a meeting with the CCG to discuss extending funding until the close of March. The local area team is supportive of this extension.

7.2 Proactive Care

The Board heard that all MOUs are now signed. It was agreed that reporting on the Integrated Provider Board would be valuable in future. **MC to action**

7.3 Vedas2

The Board noted the actions that are underway to move the project forwards and the improved import functionality. The planned cost analysis and comparison with Vedas 1 was discussed.

7.4 Tenders and Business Development

The Board were advised that the East Sussex Community Services contract with SCT had been agreed and that SCT has also been awarded preferred bidder for the Brighton and Hove and HWLH diabetes service (with BICS as a partner).

The Board were asked to be aware that the procurement process for Wellbeing, MAS and CRESS will need to commence in 2016 and to consider the significance of providing on-going high quality services, BICS strategic position and areas of learning prior to procurement.

7.5 Circus

The Board noted the main areas of focus for The Circus team in the quarter. It was agreed that Circus should be invited to share their learning with the Board. **ME to action.**

7.6 MSK East

The challenges of managing expectations around this contract were discussed. The Board agreed that further discussions around the IM & T risks and issues were required. **MR/ZN to action.**

8.0 Quality Policy, Quality Strategy and Patient and Public Involvement Strategy.

The Board discussed a presentation by HC. It was agreed that the Quality Policy required a refresh and to hold a focused Quality Meeting should be held within the next 6 weeks, ideas pooled and next steps set out. **GH to action.**

9.0 MSK East Root Cause Analysis and MSK Central Root Cause Analysis

The reports were formally ratified. Discussions were held about the deeper learning for BICS and what is needed within the culture and leadership of the organisation to prevent further incidents of this nature.

10.0 Change in approach to receiving referrals on NHS ERS (Choose and Book)

The Board noted the proposed change in the process aimed at mitigating IG risks, the CCG have requested this change. It was agreed that the change is required subject to thorough testing.

Signed:

Name: Matthew Riley

Date:

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

.

The next meeting will take place:

Date: Tuesday 24th November 2015

Time: 09:00- 15:00

Venue: Palace/Pier Room, 177 Preston Road, Brighton, BA1 6AG
