Chief Executive's Report
Agenda Item: 5
Reference: 11B.085

Board Meeting: 26 September 2011

Summary

1. E-Health Awards nomination

NHS Direct has been shortlisted in this year's prestigious E-Health 2011 awards under the category of 'Excellence in Major Healthcare IT Development'. The submission is a joint effort with our software provider, InferMed, and looks at the innovative use of technology to deliver better choice and access to our services for patients. This is the fifth year of the awards, organised by the influential online magazine EHealth Insider.

2. Long service and recognition awards

On 21, 22 and 23 September we held our annual divisional events to celebrate and thank the 238 staff with 10 years' service with NHS Direct.

This year for the first time we also incorporated the Values Recognition Awards which award 18 individuals (six per division) for outstanding achievement and for demonstration of our values. Nominations were made by staff for their colleagues. In total over 160 were received.

3. Board Assurance Framework

The BAF has been revised to take account of the key challenges facing NHS Direct in securing future 111 business and is linked to the Our Future Programme. In respect of the corporate objectives, twenty three risks have been identified with related controls, assurance and actions. It has been agreed that the BAF will be submitted to the Board on a bi-monthly basis.

The BAF is attached at **Appendix 1** which shows the detail.

4. Our Future workforce:- Staff Consultation

Following a workshop with staff side representatives, a staff consultation entitled "Our Future Workforce" was launched on 21st July. The consultation proposes a number of measures to shift the working patterns of some of our front line staff from "in hours" to "out of hours" periods by reviewing the current roster patterns, and to develop more flexibility for our front line services through the removal of some existing restrictions to working patterns and some of the current standards working practices. Launch meetings have taken place, four collective consultation group meetings have taken place, and we are in the process of arranging individual 1:1 meetings and further group meetings with staff affected by the proposals. Board members are being asked to be present at site meetings, which are planed for the three weeks commencing 27th September. Around 30 meetings are planned for staff in all of the call centre sites, together with 'webinars' for staff unable to attend. We are also planning to hold a board seminar

	on the proposals before the end of the consultation period. **5. Clustering of SHAs** NHS modernisation plans have seen the establishment of four cluster of SHAs. The following appointments were made: • North of England (comprising of North West, North East and Yorkshire and The Humber). Chair: Kathryn Riddle. Chief Exec Ian Dalton CBE • South of England (South West, South Central and South East Coast). Chair: Dr Geoff Harris. Chief Exec: Sir Ian Carruthers • Midlands and East (east of England, east Midlands and the west Midland). Chair: Sarah Boulton. Chief Exec: Sir Neil McKay • London. Chair: Professor Mike Spyer. Chief Exec: Dame Ruth Carnall. The new Clusters will assume responsibility with effect from the 3 October 2011 SHA Clusters will exist until the 31 March 2013 when they will be abolished. By then, subject to Parliamentary approval, the NHS Commissioning Board, Public Health England and other new statutory bodies will be established and they will assume their new responsibilities. Our Contract for the 0845 service will continue to be held by the East of England as part of the Midlands and East SHA Cluster. **6. Chief Operating Officer** Ronnette Lucraft, our Chief Operating Officer has decided to leave NHS Direct after four and a half years. She will complete her period of notice and will leave NHS Direct at the end of November. Ronnette has made huge contribution to NHS Direct, and we are very sorry to see her go. I would like to put on record my personal thanks to Ronnette for her determined leadership and service to the organisation.
Issues to be considered	None
Action required	The Board is asked to note the report.
Accountable Executive Director	Nick Chapman, Chief Executive
Author of Paper	Nick Chapman, Chief Executive
Date prepared	14 September 2011