NHS Direct

UNCONFIRMED

NHS Direct Board Meeting

MEETING HELD IN PUBLIC

Minutes of the Board Meeting held at 10am on 18 October 2010 at Riverside House, 2a Southwark Bridge Road, SE1 9HA.

Present:	Joanne Shaw	Chair
	Nick Chapman	Chief Executive
	Peter Catchpole	Non-Executive Director
	Luisa Dillner	Non-Executive Director
	Stephen Duncan	Non-Executive Director
	Brian Gaffney	Director of Public Health
	Sue Hunt	Non-Executive Director
	Ronnette Lucraft	Chief Operating Officer
	Ruth Rankine	Director of Strategy and Planning
	Trevor Smith	Finance Director
	Tim Walton	Non-Executive Director
	Helen Young	Clinical Director
In attendance:	Keisha Aimiuwu	Corporate Governance Manager
	Alan Bentall	Chief Information Officer
	Liz Eckert	Associate Director of Corporate Business
	Catherine Meaden	Associate Director of Communications
	Roger Rawlinson	Director of Human Resources
	Anne Riddaway	Associate Director of Corporate Business (leaving)
Observing in person:	Two members of staff	(for the public session)
	One member of the public	(for the public session)
	Members of the public online	(for the public session)

1	**Welcome and apologies for absence**
1.1	Apologies were received from Tim Heymann and Trevor Jones, Non-Executive Directors. It was noted that Item 7.6 on the agenda – Service Review paper, would be taken in the private section due to commercial confidentiality. The Chair welcomed Stephen Duncan, new Non-Executive Director and Liz Eckert, new Associate Director of Corporate Business. The Chair thanked Anne Riddaway, the outgoing Associate Director of Corporate Business, for her contribution to NHS Direct and wished her every success for the future.
2	**Declarations of Interest**
2.1	There were none.
3	**Minutes of the previous meeting (10B.101)**
3.1	**Resolved: that the minutes (10B.101) of the September Board meeting held on 27 September 2010, be agreed as a correct record.**
4	**Matters Arising (10B.102)**
4.1	**Action Log**
4.2	It was noted that all the actions within the action log were either in progress and not yet due, completed or on the agenda. Cost effectiveness would be included in service reviews in the future A review of the West Yorkshire Urgent Care Service was about to be commissioned
4.3	**Resolved: that the action log (10B.102) be noted.**
5	**Chair's Report (10B.103)**
5.1	The Chair introduced her report of recent engagements.
5.2	It was noted that the Chair had met with Nigel Edwards, Acting CEO of the NHS Confederation and had discussed the future shape of urgent care and the role of NHS Direct. The Chair had also hosted Richard Fuller, Bedford MP, at the Bedford contact centre.
5.3	**Resolved: that the Chair's Report of recent engagements (10B.103) be noted.**
6	**Chief Executive's Report (10B.104)**
6.1	The Chief Executive introduced his report. The Board's attention was drawn to the following points:
6.1.1	Annual Test of the National Pandemic Flu service: The Board noted that the first test had been finalised on 1 October 2010 and a test closure report would come to the November Board meeting for information. **Action: Ronnette Lucraft**.
6.1.2	Roster Options Project: There were issues with seeing through the roster options changes made through the consultation process and some wider issues with rostering over Christmas. Thirty members of staff still had outstanding issues, but it was expected that these would be resolved by the end of November and staff would be made aware of their allocated Christmas duties shortly.
6.1.3	Home working success criteria: It was noted that this only related to headline staff performance issues and was not a broader financial performance measure, although this would also be provided in the future. The Board queried the target for sickness amongst home workers being 3 days fewer than for contact-centre based staff. The Board would be provided with an analysis of where its overall sickness absence target placed NHS Direct in relation to other organisations. **Action: Roger Rawlinson**

6.1.4	A financial appraisal would also be provided based on the set up costs of homeworking and benchmarking indicators, to illustrate how beneficial the homeworking project was. It was noted that the return on investment for home working differed widely depending on the staff group and circumstances. **Action: Trevor Smith**
6.1.5	The Chief Executive noted that the cost of setting au an NHS Direct home worker compared favourably with the cost incurred by a similar service in Australia
6.1.6	111 Update: The Board noted that the East Midland pilot would go live first week of November and the Luton pilot would go live in the middle of November.
6.2	**Resolved: that the Chief Executive's report (10B.104) be noted.**
7	**Corporate Performance (10B.105A-B)**
7.1	The Finance Director presented the Corporate Performance Scorecard for September 2010 and the Finance report.
7.1.1	It was noted that call volumes were lower than planned, although access to services and patient experience remained good. Clinical assessment times for priority two and three calls had not met the target and urgent and emergency referrals from the core service had missed the target for the first time in the financial year. Board members were keen to understand in more detail the dynamics of promoting the service, forecasting call volumes and matching resources to demand. **Action: Ronnette Lucraft and Catherine Meaden**
7.1.2	The organisation remained in a position to achieve the planned surplus for the year. A report would be provided on capital management schemes at the next meeting. **Action: Trevor Smith**
7.1.3	There was a degree of slippage in plans, but this would be covered by savings in the following year. It was noted that there was a reduced reliance on agency and temporary staff and there was a reduction in frontline staffing expenditure levels.
7.1.4	A critical consideration for the following year was the effect of transition toward 111, the effect on call volumes and the extent to which NHS Direct would be utilised when 111 was rolled out on a larger scale.
7.1.5	**Resolved: that the Corporate Performance Report (10B.105A-B) for September 2010 be noted.**
7.2	The HR Director presented an update on sickness absence levels.
7.2.1	**Resolved: that the update (10B.105C) on sickness levels be noted.**
7.3	The Board received the progress update on the completion of Criminal Records Bureau (CRB) checks. Only 200 CRB checks remain outstanding. Small numbers of staff had positive CRB checks and a report would be provided on this. The Board was assured that clinical checks had been conducted in these instances and patient safety had not been compromised. **Action: Roger Rawlinson**
7.3.1	**Resolved: that the update (10B.105D) on Criminal Records Bureau Checks be noted.**

7.4	The Chief Executive presented the Major Programme Reports
7.4.1	The Board requested that a summary sheet be provided covering the Major Programme reports for future meetings to highlight areas of particular concern. **Action: Liz Eckert.**
7.4.2	There would be a more detailed paper provided to the Board on specific projects. **Action: Ruth Rankine**
7.4.3	The Health Information Directory was being delivered in several phases. There would be a Board Seminar after the first launch. **Action: Ronnette Lucraft**
7.4.4	The Chair of the Finance Committee noted that there were some projects where costs were green on costings but red in savings. It was agreed that the Committee would examine these projects in more detail and report to the Board in December. **Action: Trevor Smith**
7.4.5	**Resolved: that the Major Programme reports (10B.105E) be noted.**
8	**Trust Board Engagement Visits (Oral Item)**
8.1.1	The Chair provided feedback on her visit to Bedford to host the Bedford MP, which had been referred to earlier in Item 5, Chair's Report (10B.103). The Chair would be revisiting the Bedford Contact Centre with Roger Rawlinson to spend more time with staff. **Action: Roger Rawlinson**
8.1.2	A paper would be provided on outcomes from MP visits. **Action: Catherine Meaden**
8.2	**Resolved: that the Trust Board Engagement Visits be noted.**
9	**Any Other Business (Oral Item)**
9.1	No other business was discussed.
10	**Next Meeting**
10.1	The next Ordinary Board Meeting will be held at 10.30am on 29 November 2010 at NHS Direct, 8th floor, 2a Southwark Bridge Road, London SE1 9HA.

11	**PRIVATE SESSION – RESOLUTION**
11.1	The Board passed the following resolution to move into private session to consider private items of business: **<u>Resolved</u>: that in accordance with the Public Bodies (Admission to Meetings) Act 1960 representatives of the press and other members of the public be excluded from the remainder of this meeting having regard to the confidential nature of the business to be transacted, publicity on which would be prejudicial to the public interest.**
12	**Contracts Awarded report 10B.028P**
12.1	*This item was considered in the private session as it contained commercially sensitive information.*
12.1.1	The paper detailed a summary of contracts signed or originated between 14/09/10 – 04/10/10 and noted that one contract was awarded during this period for branded pharmacy bags.
12.2	**<u>Resolved</u>: that the Contracts Awarded report 10B.028P be noted.**
13	**Service Review Paper (10B.029P)**
13.1	*This item was considered in the private session as it contained commercially sensitive information.*
13.1.1	The Board agreed that cost effectiveness was a fundamental aspect of providing these services and should be included in all future service reviews.
13.1.2	Some Board members had not been able to listen to the call recording that had been sent with the paper and it was asked that this be resolved. **Action: Helen Young**
13.2	**<u>Resolved</u>: that the** • **Service Review Paper (10B.029P) be noted; and** • **Recommended actions be agreed.**
14	**111 Update Presentation (10B.030P)**
14.1	*This item was considered in the private session as it contained commercially sensitive information.*
14.1.1	Ruth Rankine presented the paper to the Committee.
14.2	**<u>Resolved</u>: that the 111 Update Presentation (10B.030P) be noted.**
15	**Evaluation of the Meeting (Oral Item)**
15.1	*This item was considered in the private session as it contained commercially sensitive information.*
15.1.1	Stephen Duncan evaluated the Trust Board meeting and noted the following:

	• The quality of the reports were very good but there were too many acronyms; • The Board focus had been quite operational but this was in part due to the Strategy Days due to follow; • Board members would be given the opportunity to understand forecasting dynamics.
15.1.2	Board members were reminded to contact authors of the papers to ask questions of clarification and information in advance of the meeting where possible. This should not deter Non-Executives from raising questions at the meeting.
15.1.3	The Board contact list would be updated and re-circulated. **Action: Keisha Aimiuwu**
15.2	**Resolved: that the Evaluation of the Meetings be noted.**

Keisha Aimiuwu
Corporate Governance Manager
19 October 2010