

HSC BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The fourteenth meeting of the Regional Business Services Organisation (BSO) was held on Thursday 27 May 2010 at 2.00 pm in the Boardroom, BSO HQ, 2 Franklin Street, Belfast.

Present

Mr Alexander Coleman (Chairman)

Mrs Geraldine Fahy

Mr Alan Hanna

Mrs Hilary McCartan

Mr Robin McClelland

Mr Brian McMurray

Mr Sean Mahon

Mr Gerry Strong

Mr David Bingham

Mr Larry O'Neill

Mrs Teresa Molloy

Mr Hugh McPoland

In Attendance

Mr Shane Devlin

Mr Alphy Maginness

Miss Amanda Mills (Secretary to the Board)

1. **Apologies**

Greg Irwin

2. **Chairman's Business**

The Chairman reminded his non-executive colleagues to complete their performance assessment forms and return to the Chief Executive's Office as soon as possible.

The Chairman will arrange to meet with non-execs on an individual basis before the end of June.

The Chairman advised members that the Minister for Health launched the single regional uniform for all uniformed HSC staff on Monday 24 May 2010 at the Belfast City Hospital. Pals staff had worked with the Regional Steering Group on the design of the new uniform and in the procurement exercise. The contract was awarded in April 2010 and members were advised of the benefits to the HSC which included an average saving of approximately 50% on recurrent uniform costs and of course one standard uniform which will have a single HSC logo.

Members noted the position.

3. **Minutes of the Meeting held on 29 April 2010**

The minutes of the Board meeting held on 29 April 2010 were agreed as a true and accurate record of proceedings and were signed by the Chairman.

4. **Matters Arising from Minutes**

(i) **Action Sheet Arising from Board Meeting**

The actions arising from the BSO Board meeting held on 29 April 2010 were noted by members.

The Chief Executive briefed members on the recent meetings which the BSO management team, comprising of members of the HSCB and the Department of Health team, held with the Pharmaceutical Contractors Committee (PCC), regarding the payment of a compensatory payment in respect of Category M drugs across the period 2007/2008 to 2009/2010. The talks concluded on 24 May and PCC will now recommend to the Board of Directors of the PCC (NI) Ltd at its next meeting in June 2010 that they accept the offer which was negotiated between both parties.

Members noted the position.

5. **Final Draft Service Delivery Plan for 2010/2011**

The Director of Customer Care and Performance presented the final draft of the BSO's Corporate Plan and Service Delivery Plan for 2010/2013 for approval. Following comments from both Board members at the March Board meeting and the DHSSPS, further amendments were made. Discussion ensued regarding, in particular, the section on the Business Drivers for 2010/2013 it was suggested and agreed that a further sentence should be added on the section titled "the Financial Climate".

Members approved both the Corporate Plan and Service Delivery Plan for 2010/2011 subject to further minor amendments suggested by members.

The Director of Finance informed members that a paper on the budgets for 2010/2011 will be presented to the June Board meeting.

6. **Governance Framework for the Business Transformation Programme (BSTP)**

The Chief Executive presented paper 38/2010 which set out the governance arrangements for the BSTP. It was noted that following the Minister's approval for the commencement of the of the procurement process for the new business systems an OJEU notice was issued. It is expected that the funding and the overall responsibility for the operation of the BSTP will transfer from the Department to the BSO in the very near future. An advert has been placed throughout the HSC Trawl for a Programme Director for the Project. It was agreed that once the formal transfer of the project has taken place that this matter be placed on the Board agenda on a regular

basis for accountability purposes. The Chief Executive advised that he will arrange for the incoming Programme Director to be in attendance for this item.

With regard to the location of Shared Services Centres the Chief Executive advised that the consultation process will commence in the Autumn.

Members noted the position.

7. **Presentation on Customer Survey**

The Director of Customer Care and Performance gave a presentation on the customer surveys which were undertaken in January – March 2010 in nine service areas. It was noted that the overall positive average of all responses and all customers was 70.5%. Arising from the customer survey results the Customer Care and Performance Directorate in liaison with Directors/Heads of Departments are now producing action plans to focus on the critical areas highlighted in the survey.

Members noted the position.

8. **Governance and Audit Committee**

(i) **Minutes of Meeting held on 23 March 2010**

Members noted the minutes of the Governance and Audit Committee meeting held on 23 March 2010. Mr McMurray advised that a further meeting of the GAC had taken place on 4 May 2010 and briefed members on the issues discussed.

9. **Any Other Business**

(i) **NI Audit Office – Good Practice Checklist for Public Bodies**

The Chairman advised that the NIAO have recently issued a checklist to help Board members and senior managers to check, challenge, monitor and support their organisations in delivering efficiency and productivity improvements. The Chief Executive's Office will circulate this document to members for information.

10. **Date of Next Meeting**

The next meeting of the BSO Board will take place at 2.00 pm on Tuesday 22 June 2010 in the Boardroom, BSO HQ.

The Chairman thanked everyone for attending and closed the meeting.

Chair

Chief Executive

Date _____