

HSC BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The thirty second meeting of the Business Services Organisation (BSO) was held on Tuesday 20 December 2011 at 10.00 am in the Boardroom, BSO, 2 Franklin Street, Belfast.

Present

	Mr Alexander Coleman (Chairman)
Mrs Geraldine Fahy	Mr David Bingham (Chief Executive)
Mr Alan Hanna	Mr Paddy Anderson (Director of Finance)
Mr Greg Irwin	Mrs Teresa Molloy (Director of Operations)
Mr Sean Mahon	Mr Hugh McPoland (Director of HR & Corporate Services)
Hilary McCartan	
Mr Robin McClelland	
Mr Brian McMurray	
Mr Gerald Strong	

In Attendance

Mrs Karen O'Loan – Director of Customer Care and Performance
Mr Shane Devlin – BSTP Programme Director
Miss Amanda Mills (Secretary to the Board)
Ms Tracey Reid (HR Trainee)

1. **Apologies**

An apology for absence was received from Alphy Maginness.

2. **Chairman's Business**

The Chairman on behalf of Board members welcomed Tracey Reid, HR Trainee who was observing the meeting. The Chairman referred to the recent publication:- "Transforming your Care" "A Review of Health and Social Care in Northern Ireland". It was agreed that the Board should hold a separate session to consider the outcomes of the review and also the implications for BSO. It was agreed that this event should be held in the New Year.

3. **Minutes of Meeting held on 29 November 2011**

The minutes of the Board meeting held on 29 November 2011 were agreed as an accurate and true reflection of the meeting and were signed by the Chairman.

4. **Matters Arising from Minutes**

There were no matters arising.

5. **Finance Update**

The Director of Finance advised that due to the Board meeting taking place a week earlier in the month it was not possible to produce a full finance report for the eight months ended 30 November 2011. A full finance report for the nine months ended 31 December 2011 will be presented to the January Board meeting. As advised to members on previous occasions the level of funding deficit continues to rise iro Healthy Start (circa £225k at 30 November 2011). A formal letter has been sent to the Department registering both the BSO's and the Board's concerns and the Director of Finance has requested an urgent meeting with the Director of Finance at the Department. The Chairman requested from the Director of Finance an assurance that there was no adverse financial issues which would destabilise the BSO's financial position at the end of November. The Director of Finance confirmed that the only issue of concern was Healthy Start.

Members noted the financial update.

6. **Update on BSO Services:- Potential Areas for Growth**

The Director of Customer Care and Performance presented Paper BSO 85/2011 setting out the areas into which BSO would propose to expand its services if an amendment to the legislation the 2009 Reform Act was approved. BSO is working closely with its Sponsor Branch in the Department on taking this matter forward and it is planned that a Marketing Strategy could be developed in the New Year.

Members were supportive of this proposal it was agreed that BSO needed to maintain the momentum especially taking cognisance of the competitive environment which is developing in the public sector.

Members noted the position.

7. **Outcome from BSO Strategic Planning and Training Day, 25 October 2011**

The Director of Customer Care and Performance presented Paper BSO 86/2011 which detailed the outcomes from the BSO's Strategic Planning and Training day held on 25 October 2011. The paper set out the proposed strategic direction for the BSO over the next 3 years detailing the guiding strategic themes which will form the Service Development Plan (SDP) for 2012 – 2015. An issue which arose at the planning event was that BSO should produce some literature on its remit and background for use by the general public. It was agreed that this should be done in tandem with the production of the Service Delivery Plan. Mrs O'Loan agreed that the strategy/marketing material will be produced and presented to the Board for information before formal publication.

Members approved the paper subject to a few minor amendments.

8. HSC Data Centre Developments

As agreed at the September Board meeting the Director of Operations provided a further update to members on the developments from the outstanding actions identified by the SAI Review Team in respect of the shutdown and restoration of the HSC Datacentres.

In answer to a query regarding the vulnerability of the “Unidata” based systems it was agreed that a letter should be sent to Trusts advising them to take account of this issue in their risk register and business continuity arrangements. It was noted that a number of critical systems will move of Unidata this year but there were no current plans in the Regional ICT Strategy to change remaining systems and Trusts should also be advised to take account of this in their risk registers and business continuity plans.

A further concern was raised regarding the recommendation that BSO should perform an annual check with key providers to give assurance on configuration/versioning of hardware and software. Geraldine Fahy asked how the BSO would seek the assurance outlined in the recommendation. Mrs Molloy agreed to discuss this matter with the appropriate BSO personnel.

Members noted the position.

9. Attendance Management Protocol

The Director of Human Resources presented paper BSO 88/2011 which set out the revised protocol for dealing with attendance management within the organisation. Members were advised that the protocol has been developed to reflect the regionally managed framework on absenteeism policies. A lengthy discussion ensued and a number of minor amendments were suggested and agreed.

Members approved the Attendance Management Protocol and it was noted that the document will be rolled out to BSO staff in the New Year through training and awareness sessions.

10. Accelerated Pharmacy Payments Project

The Director of Operations updated members on the Accelerated Pharmacy Project advising that the remit of the project is to look at the feasibility of reducing the payment terms to pharmaceutical contractors from 60 days to 30 days. Over the last 12 months the BSO has reduced the payment cycle down to 45 days as the norm, but still pays on a 60 day basis, given there has been no decision by HSCB to revise the Special Advance arrangements to community pharmacists. A Feasibility Study has commenced which identifies the strategic benefits of a 30 day payment regime on this significant area of HSC expenditure. The increased risks associated with a number of aspects of the project were outlined to members. The feasibility report is nearing completion and will be presented to the commissioners of the Study, HSCB. It was agreed that this matter would be further considered at the January Board meeting.

Members noted the present position.

11. **Shared Services Centres – Blueprint**

It was agreed to defer consideration of this matter to the January Board meeting.

12. **Any Other Business**

(i) **Visit to Bowel Screening Unit**

The Chief Executive confirmed that the visit to the BSO's Bowel Screening Department is scheduled to take place on Thursday 26 January 2012 at 12 Noon.

(ii) ***EFQM***

The Director of Operations advised members that she was pleased to announce that the PaLS Directorate of the BSO has recently been advised that following an EFQM accreditation process they have been successful in attaining a "Gold" Steps to Excellence accreditation by the Centre for Competitiveness. She informed members that PaLS is the only Centre of Procurement Expertise (COPE) to be awarded this accreditation and the award ceremony will take place on 26 January 2012. The Chairman on behalf of members congratulated Mrs Molloy and asked her to cascade the Board members congratulations to the PaLS staff.

13. **Date of Next Meeting**

The next meeting of the BSO Board will take place at 2.00 pm on Thursday 26 January 2012 in the Boardroom, BSO, HQ, 2 Franklin Street, Belfast.

The Chairman thanked everyone for attending and closed the meeting.

Chair

Chief Executive

Date _____