

Shared Business Services – Family Health Services Proposal

NHS South West Directors of Finance meeting minutes of 18 June 2010	Action
<p>3. NHS Shared Business Services Savings Plan for NHS South West</p> <p>3.1 Bill Shields provided an introduction and overall summary of the agenda to be presented by XXXX, Business Development Manager and Mike Wood, Chief Operating Officer from NHS Shared Business Services on the proposed Savings Plan for NHS South West.</p> <p>3.2 The presentation highlighted:</p> <ul style="list-style-type: none"> • the value of going forward with NHS Shared Business Services; • NHS Shared Business Services solution of a potential £40 million of operational savings within NHS South West; • How NHS Shared Business Services has since evolved from 2005 to 2010; • examples of added value in Finance and Payroll Services; • benefits of the realisation module. <p>3.3 It was agreed at the meeting NHS Shared Business Services would:</p> <ul style="list-style-type: none"> • email NHS South West Directors of Finance by the end of June 2010 a data collection template for completion to determine the baseline per NHS organisation; • schedule individual meetings in July 2010 with NHS South West Directors of Finance to validate baselines; • organise road shows during July 2010 to provide a more detailed and interactive overview of NHS Shared Business Finance, Accounting and Payroll services. 	<p>NHS South West Directors of Finance</p>

NHS South West Directors of Finance meeting minutes of 30 July 2010	Action
<p>4. NHS Shared Business Services Savings Plan for NHS South West update</p> <p>4.1 Bill Shields provided an introduction and overall summary of the agenda to be presented by XXXX, Business Development Manager and Mike Wood, Chief Operating Officer from NHS Shared Business Services on the proposed Savings Plan for NHS South West.</p> <p>4.2 The presentation highlighted:</p> <ul style="list-style-type: none"> • an update on progress so far from the previous meeting of 30 July 2010; <ul style="list-style-type: none"> * NHS South West Directors of Finance were reminded to submit outstanding NHS Shared Business Services Baseline data templates; <ul style="list-style-type: none"> – to enable NHS Shared Business Services to validate baselines and deliver a savings plan for individual NHS organisations; * feedback from the three regional NHS Shared Business Services South West Regional Road Shows scheduled in July 2010 and NHS South West Directors of Finance were asked to note the forthcoming Family Health Services (FHS) Road Show in September 2010; • NHS Shared Business Services Baseline assessment review meetings with individual NHS organisations to be scheduled in August and September 2010; • examples of regional clusters and proposed migration plan; • timetable of key dates. 	<p>NHS South West Directors of Finance</p> <p>NHS South West Directors of Finance</p>

NHS South West Directors of Finance meeting minutes of 29 September 2010	
<p>4. NHS Shared Business Services Savings Plan for NHS South West update</p> <p>4.1 Bill Shields provided an update on the progress to date of the NHS Shared Business Services proposed Savings Plan for NHS South West.</p> <p>4.2 Bill Shields asked the following NHS South West Directors of Finance to provide updates on cluster progress:</p> <ul style="list-style-type: none"> • Tim Goodson on the Dorset Cluster; • Ethna McCarthy on the Cornwall Cluster. <p>4.3 It was discussed and agreed at the meeting to share information on the pricing figures obtained from NHS Shared Business Services.</p>	

NHS South West Directors of Finance meeting minutes of 26 October 2010	Action
<p>2. Matters arising</p> <p>2.1 NHS South West Directors of Finance were asked to note John Neilson, Managing Director of NHS Shared Business Services is proposing to host a visit to India at the end of November 2010, similar to the event attended by the Strategic Health Authority Director of Finance and Performance of this year in April 2010:</p> <ul style="list-style-type: none"> • two places are currently available and those who wish to express interest in attending are requested to contact XXXX, Business Manager after the meeting is concluded. 	All

NHS South West Directors of Finance meeting minutes of 17 December 2010	Action
<p>4. NHS Shared Business Services – offshore review and next steps</p> <p>4.1 Steve Wallwork presented on the NHS Shared Business Services offshore review visit week commencing 29 November 2010 and next steps.</p> <p>4.2 The presentation highlighted the following key items:</p> <ul style="list-style-type: none"> • building on Bill Shields' visit to India in April 2010 exploring further opportunities for NHS commissioners in the South West to move to a single business support platform; • an overview of NHS Shared Business Services priorities to expand their services in the NHS; • an overview of the India offshore NHS Shared Business Services operation; • impressive data security and Information Governance systems in place; • an overview of quality services and lean methodologies; • a summary of NHS Shared Business Services by Primary Care Trust in the South West; • continue to focus on geographical clusters to reduce migration costs. <p>4.3 XXXX from Weston Area Health NHS Trust expressed his concern in contacting NHS Shared Business Services on the proposed migration date.</p> <p>4.4 It was suggested at the meeting that a summary table would be useful detailing NHS Shared Business Services for all NHS organisations in the South West.</p>	<p>XXXX</p> <p>Steve Wallwork</p>

NHS South West Directors of Finance meeting minutes of 28 January 2011	Action
<p>3. NHS Shared Business Services Savings Plan for NHS South West update</p> <p>3.1 Bill Shields provided an introduction and overall summary of the agenda to be presented by John Neilson, Chief Executive and XXXX, Business Development Manager from NHS Shared Business Services on the proposed Savings Plan for NHS South West.</p> <p>3.2 The presentation highlighted the following key items:</p> <p>Strategic Review</p> <ul style="list-style-type: none"> • an overview of NHS Shared Business Services; • NHS Shared Business Services on target to achieve savings for the NHS of £250 million; • NHS Shared Business Services growth and evolution; • progress on added value reflected from feedback received from customer surveys; • new commercial procurement solution; • areas of focus for NHS Shared Business Services developing a new financial platform in preparation of the transition to GP Commissioning Consortia; <p>Achieving the savings</p> <ul style="list-style-type: none"> • a summary table detailing NHS Shared Business Services for all organisations in the South West; • key findings from discussions with NHS South West Directors of Finance; • Great Western Hospitals NHS Foundation Trust first go live for finance from 1 April 2011; • a revised approach on clustering/migration of Finance & Accounting and Payroll services for NHS organisations in the South West; 	

<ul style="list-style-type: none"> * the revised approach will set a single tariff across all NHS organisations in the South West; • timetable and next steps to implement the new revised approach. 	
<p>3.3 It was agreed at the meeting XXXX would notify NHS South West Primary Care Trust Directors of Finance of the new/revised offer cluster prices for Finance & Accounting and Payroll in the following week.</p>	XXXX
<p>3.4 The presentation from XXXX on Family Health Services was transferred to the afternoon meeting of NHS South West Primary Care Trust Directors of Finance.</p>	

NHS South West Primary Care Trust Directors of Finance meeting minutes of 28 January 2011	Action
<p>3. NHS Shared Business Services Savings Plan for NHS South West update (Feedback from morning session)</p> <p>3.1 Bill Shields provided an introduction and overall summary of the agenda to be presented by XXXX, Family Health Services and XXXX, Business Development Manager from NHS Shared Business Services on the proposed Savings Plan for NHS South West.</p> <p>3.2 The presentation highlighted the following key items:</p> <p>Family Health Services</p> <ul style="list-style-type: none"> • details of the case study by NHS East Midlands: Transforming and modernising the delivery of Family Health Services was circulated and shared at the meeting; • identified the potential to make significant savings in the South West; • proposed timeline to be agreed jointly by NHS Shared Business Services and NHS South West. 	

Primary Care Trust Cluster summary proposal	
3.3	NHS South West Primary Care Trust Directors of Finance were asked to review the new/revised cluster prices for Finance & Accounting and Payroll.
3.4	Full commitment to the proposal and the following next steps were agreed by all at the meeting: <ul style="list-style-type: none"> two NHS South West Steering Groups to be established with Strategic Health Authority and Primary Care Trust Director of Finance representation. Each respective group would cover; <ul style="list-style-type: none"> * Finance & Accounting and Payroll; <ul style="list-style-type: none"> – Mark Orchard from NHS Bournemouth and Poole to Chair; * Family Health Services; <ul style="list-style-type: none"> – Steve Wallwork from Torbay Care Trust to Chair; both proposals to be presented to NHS South West Primary Care Trust Directors of Finance meeting of 30 March 2011.
	Mark Orchard
	Steve Wallwork
	Mark Orchard Steve Wallwork

NHS South West Primary Care Trust Directors of Finance meeting minutes of 25 February 2011	Action
4. NHS South West Finance & Accounting and Payroll/Family Health Services Steering Group update	
4.1 Bill Shields re-iterated at the meeting that NHS Shared Business Services is a joint venture between the Department of Health and Steria. It is the most cost-effective way forward for the entire NHS to deliver its financial and other back office functions, including Human Resources, payroll and Family Health Services.	

4.2	
4.3	
Family Health Services	
4.4	<p>Steve Wallwork provided an update on the proposal for transforming the provision of Family Health Services in NHS South West. Key themes discussed were:</p> <ul style="list-style-type: none"> • NHS Shared Business Services delivery charge for a region wide Family Health Services in the South West identified significant savings; • offshore site will be in the NHS Shared Business Services operation in Pune, India; • four of the existing seven local operational sites will be retained; • a final proposal and business case for sign-off/agreement will be presented at the next meeting scheduled on 30 March 2011.
7.	Feedback from National meetings of:
	Directors of Finance
7.1	<p>Bill Shields reported on the meeting held on 24 February 2011. Key themes discussed were:</p> <ul style="list-style-type: none"> • it was agreed at the meeting that use of NHS Shared Business Services processes should be mandated going forward;

NHS South West Primary Care Trust Directors of Finance meeting minutes of 30 March 2011	Action
4. NHS Shared Business Services update	

Family Health Services

4.1 Steve Wallwork provided an introduction and overall summary of the agenda to be presented by XXXX, Business Development Manager from NHS Shared Business Services on the proposal for transforming the provision of Family Health Services in NHS South West.

4.2 The presentation highlighted the following key items:

- NHS Shared Business Services proposed regional delivery model for the provision of Family Health Services across NHS South West covering a population of 5.4 million across 14 Primary Care Trusts;
 - * NHS Shared Business Services proposal entitled “Transforming and Modernising the Provision of Family Health Services (FHS) across the South West Region was shared at the meeting;
- an overview of Family Health Services currently provided across NHS South West;
- adoption of the proposed NHS Shared Business Services Target Operating Model and the Centres of Excellence to enable a consistent approach to the delivery of Family Health Services across NHS South West;
- an overview of NHS Shared Business Services proposal of productivity analysis;
- an overview of NHS Shared Business Services outline financial business case proposal;

<ul style="list-style-type: none"> project timelines and key activities outlined in the NHS Shared Business Services proposal for the future of Family Health Services in NHS South West. 	
<p>4.3 It was agreed at the meeting by all in principal to the following with the exception of NHS Somerset:</p>	
<ul style="list-style-type: none"> acknowledgement through a Memorandum of Understanding to progress and agreement to the NHS Shared Business Services proposal for the future of Family Health Services in NHS South West; 	<p>NHS South West Primary Care Trust Directors of Finance</p>
<ul style="list-style-type: none"> further validation to baselines and due diligence regarding third party contracts to commence with effect from April 2011; 	<p>NHS South West Primary Care Trust Directors of Finance XXXX</p>
<ul style="list-style-type: none"> a transaction price model would be distributed to Primary Care Trust Directors of Finance. 	<p>XXXX</p>

[illegible]

4.5	Steve Wallwork provided an introduction and overall summary of the agenda to be presented by XXXX, Business Development Manager from NHS Shared Business Services on the proposal for transforming the provision of Family Health Services in NHS South West.	
4.6	<p>The presentation highlighted the following key items:</p> <ul style="list-style-type: none"> • new Steering Group established and Chaired by Jeff James involving input from each Primary Care Trust that currently provides Family Health Services in the South West. The two fundamental tasks of the Steering Group will be; 	
	<ul style="list-style-type: none"> * to test the viability of the NHS Shared Business Services proposal: Transforming and Modernising the Provision of Family Health Services in the South West Region; * to test the alternative bid developed by NHS Gloucestershire against the NHS Shared Business Services proposal; <ul style="list-style-type: none"> – NHS South West Primary Care Trust Directors of Finance were asked to note the content of the letter from Jeff James dated 13 May 2011 regarding the future provision of Family Health Services registration payment and screening services; • an overview of the due diligence process underway by NHS Shared Business Services in the South West; • an overview of the Financial Business Case outlining potential of £10 million savings across NHS South West; • NHS Shared Business Services proposal programme timelines for signed Memorandum of Understandings and finalised contracts. 	<p>NHS South West Primary Care Trust Directors of Finance</p>

<p>NHS South West Primary Care Trust Cluster Directors of Finance meeting minutes of 30 June 2011</p> <p>3. NHS Shared Business Services update</p> <p>3.1</p> <p>3.2</p> <p>3.3</p> <p>3.4</p>	<p>Action</p>
<p>Family Health Services</p> <p>3.5 Steve Wallwork provided an introduction and overall summary of the agenda to be presented by XXXX, Business Development Manager from NHS Shared Business Services on the proposal for transforming the provision of Family Health Services in NHS South West.</p> <p>3.6 The presentation highlighted the following key items:</p> <ul style="list-style-type: none"> • the first meeting of the Family Health Services Project Board on Monday, 29 June 2011 Chaired by Jeff James, Primary Care Trust Cluster Chief Executive for NHS Bath and North East Somerset, Wiltshire; <li style="padding-left: 40px;">* a briefing detailing key points and actions from the meeting will be shared if appropriate once approval has been obtained; • an overview of the due diligence process underway by NHS Shared Business Services in the South West; 	<p>Bill Shields</p>

<ul style="list-style-type: none"> • NHS Shared Business Services available to meet with Primary Care Trusts to address any outstanding issues and discuss further the business case prior to agreement at their Board meetings; • legal review of the instruction to proceed to be arranged; * XXXX to follow-up with XXXX at East Midlands Strategic Health Authority; • NHS Shared Business Services to make an additional investment in the proposal to make it Carbon Neutral. This will be the first Family Health Services in the UK to reach this position and an exemplar for future provision. <p>3.6 In order for the project to move forward a Primary Care Trust Cluster Chief Executives meeting will be convened in September 2011.</p>	<p>XXXX</p>
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