

QUARTERLY REPORT CONTRACTOR AND FINANCIAL SERVICES DIRECTORATE

OUR MISSION

We develop and provide administrative, procurement and financial services

Directorate Highlights

Change / Improvement activity across the Directorate

Lean Six Sigma Training

Two Directorate staff have been trained in lean six sigma skills (one to advanced Green Belt and one to Black Belt status) and will be working with all teams in implementing these tools to evaluate the effectiveness of processes.

People Performance Management Training

In response to needs identified via PDPs and one to ones Theo Van Hensbergen (Consultant and Trainer) has been commissioned to work with all managers and supervisors in developing the essential skills and competencies required to effectively manage and support a team. In addition to this a series of workshops for managers on delivering effective 1:1s has been delivered.

Scanning Solution

The problems we had with uploading images now appear resolved. We are now planning to introduce scanning of purchase order supporting documentation, such as requisitions, in the Procurement Department. Scanning facilities have been set up and tested, and we plan to pilot and go live in January. This will then be fully implemented across all finance areas.

eSeries

We have successfully appointed Sema Rishi to the post of Project Team Manager and Yavar Sheikh to the post of Project Support Team Leader. Interviews have taken place for the Financial Systems Administrator role and we are looking to employ the successful candidate.

The initial Project Board meeting has taken place to review the PID and to discuss progress to date. We are working on developing the detailed project plan to establish timelines for the Project Board to agree the PID. The Board provided details of nominations of PCT leaders for the Project Team, and identified service areas suitable for pilot groups.

We have worked with a consultant from iB Solutions, our Integra and eSeries supplier, to complete the iBS eProcurement key decisions document with a senior manager from the Procurement Dept, which was used to parameterise all PCT test eProcurement environments. We were also provided with data import tools and spreadsheet templates for inputting large volumes of reference data in Integra, such as catalogue items and details.

We have attended the first meeting of local NHS organisations who are implementing Integra eProcurement, to share experiences and learn from them, to develop our own implementation plans and to recruit appropriate resources.

Eprocurement is strongly recommended and supportive in implementing world class commissioning

Lease Car Policy

The Lease Car detailed draft guidelines went to PCTs and staff representatives for comment and agreement. We have received some comments and have implemented where appropriate into the guidelines. A policy is now being completed to include the detailed guidance and will be sent to various groups for further comments before going to JNC for ratification.

NFI Audit

The Systems Department have recently been involved in preparing all reports and returns as per national timelines for the recent NFI Audit, which has been a national initiative, and has gone extremely well for all clients.

Upcoming Targets/Projects

European Foundation for Quality Management (EFQM) Self Assessment

The Directorate is currently undertaking its second EFQM self assessment. The approach we have chosen to take is the use of a questionnaire that all staff are given the opportunity to complete to ensure that we gain opinion from all levels of staff.

Staff and Customer Surveys

We will be issuing the annual staff and customer surveys during the week beginning 12th January to all staff and customers. The results will be published in the March report and will be used in conjunction with the EFQM survey results to develop our new- year business plan.

2009/10 Business Plan

All CFS team managers will be meeting on 24th February to review the performance of the past year and identify priorities to include in the 2009/10 plan. The 2009/10 business plan will be shared with all staff via launch events and published during March.

Year End 2008-09

Financial Services and Procurement are working very closely with our clients to ensure the very tight deadlines for Annual Accounts are planned and fully resourced to support all clients and detailed timetables are agreed and published promptly.

Audit Opinions 2008/9

Contractor Payments Audit Decision

We were awarded Full Assurance on the recent Contractor Payments audit which covered GMS and PMS payment accuracy and authorisation, dental payments and accuracy of input to the general ledger.

All finance Audits have been conducted over the last couple of months and initial responses are very positive and will be reported once agreements on final reports are issued, by the end of January 09.

SLA and Performance against key targets for BEN PCT

Team	Target	Period	Result	
Procurement	Turnaround of non stop requisitions – 2 days	Month 9	1.3 day turnaround	
Contract Management	% drug alerts administered within specified timescale (this varies according to the type of alert)	Month 9	100%	
Patient Registrations	Processing of patient assignments within 7 days of receipt	Month 9	100%	
Patient Registrations	Despatch of medical cards – 8 weeks	Month 9	1-2 wks	
Contractor Payments	Scheduled payment runs occur on schedule	Month 9	100%	
Contractor Payments	8 Post Payment Verification visits per year per PCT	Quarter 3	100%	
Debtors	Invoices raised within 3 days on receipt of fully completed requisition	Month 9	100%	
Operations Excellence and Information	Number of ad hoc requests for information (outside the standard dataset) that are completed to the agreed timescale with the customer	Month 9	100%	
Creditor Payments	Invoice Turnaround within 30 days of Receipt in the SSA – Non NHS	Month 9	Number	96.9%
			Value	98.6%
Creditor Payments	Invoice Turnaround within 30 days of Receipt in the SSA – NHS	Month 9	Number	62.5%
			Value	97.1%
Creditor Payments	BPPC – Non NHS	Month 9	Number	92.5%
			Value	97.8%
Creditor Payments	BPPC - NHS	Month 9	Number	50%
			Value	97.1%

Jennie Grant and Alexis Ellis – Acting Directors of Contractor and Financial Services
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