

QUARTERLY REPORT CONTRACTOR AND FINANCIAL SERVICES DIRECTORATE

March 2008

Directorate Highlights

Achievements

- The handover of Contracts work from Solihull Care Trust to the Contract Management Department was successfully implemented between 1st Dec 2007 and 1st Jan 2008. The department now undertakes activity on behalf of Solihull in line with that provided in support to the Birmingham PCTs.
- The Procurement department completed additional unplanned activity for BEN PCT to a very tight deadline, providing formal quotation and purchase of equipment and furniture for Dove Primary Care Centre.
- The people (staff) survey process has been fully reviewed by a group of a cross-section of staff with the support of an external consultant and the survey was re launched on 26th February; results will be shared with all staff on 8th April.
- All GP pension certificates that were received by the February deadline have been processed, however at the deadline date of 28/2/08 only 54% of BEN PCT GP certificates had been received, 102 certificates are still outstanding.

Change/Improvement activity across the Directorate

EFQM

As a result of the feedback gained from directorate staff completing a European Foundation for Quality Management (EFQM) survey, a number of focus groups have been set up to develop improvement plans in key areas identified: Communication (internal and external), developing our Mission, Vision and Values statement and creation of our staff recognition scheme.

GP Statements

Training materials have been produced to support practices in using Open Exeter to electronically access GP statements, Childhood Immunisations and Electronic Prior Notification Lists (EPNLs). Three practices have received on site training and training will be rolled out to all from the beginning of the new financial year.

Ophthalmic Regulation Changes

Preparations are being made for the changes to Ophthalmic Regulations, the cascade was originally to be January 2008 with changes to be implemented in April, however the cascade has been delayed and the deadline has now been extended to until July.

Invoice Approval System (IAS)

During March IAS workflows will be implemented to send emails to budget holders. The emails will contain copy purchase orders / GRNs when the purchase order is raised or will chase for GRNs not received for matching to invoices.

Workflows will not be escalated to the budget holder's manager at this stage as there are issues for the PCTs regarding accuracy of the budget holder hierarchies. BEN PCT is reviewing their budget holder cost centre responsibility for accuracy following difficulties experienced in procurement when it was implemented in February.

Dudley PCT

A meeting was held in January with Dudley PCTs procurement and warehouse staff and DoF to discuss the transition process - CFS will formally take over delivery of the management of the services from 1/4/08.

Finance systems

Approval and authorisation from the detailed PID, has been received from the DoFs in our PCT clients to purchase EFinancials products to enhance and modernise our Integra finance and procurement system. We have commenced discussions with iB Solutions about the expected timetable and the priority of systems implementation. The project will focus first on implementing E-Manager and the web-based procurement system and attachment manager which is a system-wide archiving and scanning solution. We will be actively recruiting an experienced project manager and extra dedicated support/backfill for our teams during the projects.

Debt Recovery

A specification for tendering debt recovery services for all clients has been completed, interviews will be held with potential suppliers within the next month, representatives from all PCTs and the SHA will be invited to be involved in the process.

Complaints Department

From 1/4/08 the PCTs will be responsible for handling their own Primary Care Complaints. During the transition, the shared services complaints team will continue to manage existing ongoing complaints until 31st August 2008. The handover process is currently taking place and going to plan.

Medical Records Database

Through the application of lean systems thinking the medical records department have developed a database that enables the automated tracking of the progress of medical records from the point of request to distribution.

Lease Car Policy Review

An initial meeting was held on 13th Feb 2008 involving PCT finance representatives and HR. During the meeting it was agreed that full review of the scheme should be pursued and that a Pan Birmingham scheme would be the most desirable approach. Future meetings will involve staff representation from all PCTs.

Audit Opinions

None to report on for this period

SLA and Performance against key targets

Team	Target	Period	Result	
Procurement	Turnaround of non stop requisitions – 2 days	Month 11	2.5 day turnaround	
Contract Management	% drug alerts administered within specified timescale (this varies according to the type of alert)	Month 11	100%	
Patient Registrations	Processing of patient assignments within 7 days of receipt	Month 11	100%	
Patient Registrations	Despatch of medical cards – 8 weeks	Month 11	1-2 wks	
Contractor Payments	Scheduled payment runs occur on schedule	Month 11	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 11	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 11	100%	
Creditor Payments	Invoice Turnaround within 30 days of Receipt – Non NHS	Month 11	Number	98.4%
			Value	99.0%
Creditor Payments	Invoice Turnaround within 30 days of Receipt – NHS	Month 11	Number	100%
			Value	100%

NB: The volume of BEN PCT requisitions has increased by 58% in comparison to the same period for last year.

FHS Complaints

	Written complaints	Telephone complaints	Conciliation meetings	New Healthcare Commission referred	Ongoing Healthcare Commission at Q3
Oct	7	7	0	0	
Nov	5	7	1	0	
Dec	9	10	0	2	
Total	21	24	1	2	

Marie Moore – Acting Director of Contractor and Financial Services
7 February 2008