

## QUARTERLY REPORT: CONTRACTOR AND FINANCIAL SERVICES DIRECTORATE

April 2009

### OUR MISSION

We develop and provide administrative, procurement and financial services

#### Directorate Highlights

##### Survey Results

The results of our annual staff and customer surveys have been collated and analysed.

The results show a pleasing increase in the satisfaction of our staff group. The satisfaction of our customers remains above 80% but has decreased slightly since last year. Feedback sessions to all staff are planned over the coming weeks.

A summary of results and actions plans to address areas of improvement is appended for information.

##### European Foundation for Quality Management (EFQM) Self Assessment Results

Analysis of the results of our 2<sup>nd</sup> EFQM self assessment show results have improved significantly (in some cases, doubled) in comparison to the previous assessment last year. The resulting scores indicate that improvement and development activities undertaken in response to the previous assessment have made an impact.

##### Change / Improvement activity across the Directorate

##### 2009/10 Business Plan

Managers from each of the directorate teams met on 24<sup>th</sup> Feb to discuss the performance of the previous 12 months, to agree direction for the coming year and to develop a longer term business strategy. The 2009/10 Plan and 4 year strategy will be launched to all staff and published for customer and stakeholder information on the website during April.

##### Scanning Solution – Financial Services

We have piloted scanning of purchase order supporting documentation, such as requisitions, in the Procurement Department. Issues have been encountered with a number of PCs when attaching barcode printers and printing barcodes, so replacement PCs have been bought and need to be installed. This will now be progressed after year end to minimise disruption to the team.

##### eSeries – Financial services

We have discussed and agreed with BENPCT IT Training team that they will provide a trainer to lead on classroom training and eLearning. They have nominated leads to

work with the eSeries project team to develop training packages. iB Solutions have trained the BEN IT trainer and project representatives from the PCTs.

BEN, HoB and South Commissioner made excellent progress with checking and cleansing their authority card data held in Integra. This provides the foundation for the eSeries system workflows.

We have held discussions with iB solutions and SSA Procurement about the coding structures that will underpin requisition entry using categories. We will be basing the category codes on the eClass codes developed by PASA and these will be linked into the PCTs subjective / expense codes.

Relevant modules in the Integra system were successfully upgraded to ensure we are on the latest version of the software for pilot go-live this month.

### **Upcoming Targets/Projects**

#### Midlands Medical Practices (MMP)

Contractor Services has been involved in the formation of 3 new Practices to be managed by MMP. This has brought together three GP practices in the Erdington area, one in Kingstanding and one in New Oscott and two within South PCT.

A BENPCT-run project group is in place to ensure that the process goes as smoothly as possible. This involves input from Patient Services, Contracts Management and Contractor Payments, as well as Connecting for Health and BEN ICT.

The project group shall continue to meet in the short term to ensure that we are offering support and advice to the GPs concerned and the project group, and to ensure that the patient experience is not affected.

#### 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 met, this year's tight closure is very challenging for all those involved, whether in the PCT/SHA or Finance & procurement, staff are working extra hours to ensure these deadlines are adhered to.

#### Clinical and Pharmaceutical Waste contracts

In conjunction with our PCT leads, we have completed the tender exercise as part of a West Midlands consortium to award the contract for the disposal of clinical and pharmaceutical waste. A supplier was unanimously chosen, and the handover from the existing contractors to the new is underway.

#### Patient Fraud Management

The Contractor Payments team have met with other organisations that have implemented systems to tackle prescription fraud to compare approaches and identify best practice. The team have also attended the PFMS User Group which took place on

12.03.09. A business case is now being prepared to detail the resources required to fulfil this mandatory activity on behalf of the PCTs.

Charter Mark

Preparations are underway for the directorate's annual Charter Mark health check which is scheduled for 27<sup>th</sup> and 28<sup>th</sup> of May. This year the health check is focussing on the 'Consult and Communicate' parts of the Charter Mark Standard. We will be inviting some customers to attend the assessment and give feedback to the assessor about the service/s they receive.

Audit Opinions 2008/9

Activity	Level of Assurance	Comments
Security of Financial Applications	Significant assurance	
Creditor payments	Significant assurance	
Income & debtors	Significant assurance	
Financial Ledger	Significant assurance	
Procurement	Significant assurance	Draft
Breast screening service	N/A	Areas of best practice identified

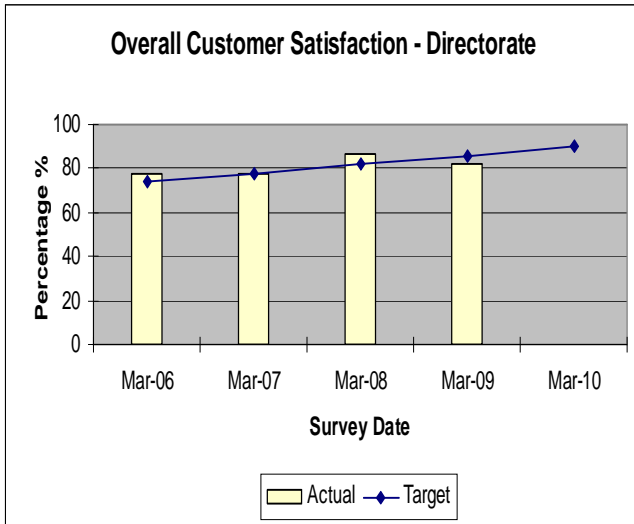
SLA and Performance against key targets for BEN PCT

Team	Target	Period	Result	
Procurement	Turnaround of non stop requisitions – 2 days	Month 12	1.2 day turnaround	
Contract Management	% drug alerts administered within specified timescale (this varies according to the type of alert)	Month 12	100%	
Patient Registrations	Processing of patient assignments within 7 days of receipt	Month 12	100%	
Patient Registrations	Despatch of medical cards – 8 weeks	Month 12	1-2 wks	
Contractor Payments	Scheduled payment runs occur on schedule	Month 12	100%	
Contractor Payments	8 Post Payment Verification visits per year per PCT	Quarter 4	100%	
Debtors	Invoices raised within 3 days on receipt of fully completed requisition	Month 12	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 12	100%	
Creditor Payments	Invoice Turnaround within 30 days of Receipt in the SSA – Non NHS	Month 12	Number	96.7%
			Value	99.4%
Creditor Payments	Invoice Turnaround within 30 days of Receipt in the SSA – NHS	Month 12	Number	100%
			Value	100%
Creditor Payments	BPPC – Non NHS	Month 12	Number	85.3%
			Value	93.6%
Creditor Payments	BPPC - NHS	Month 12	Number	100%
			Value	100%
Creditor Payments	10 day turnaround BPPC – Non NHS	Month 12	Number	54.1%
			Value	79.5%
Creditor Payments	10 day turnaround BPPC - NHS	Month 12	Number	75%
			Value	100%

Jennie Grant and Alexis Ellis – Acting Directors of Contractor and Financial Services  
 April 2009

## Contractor and Financial Services Annual Survey Results

### Customer Survey

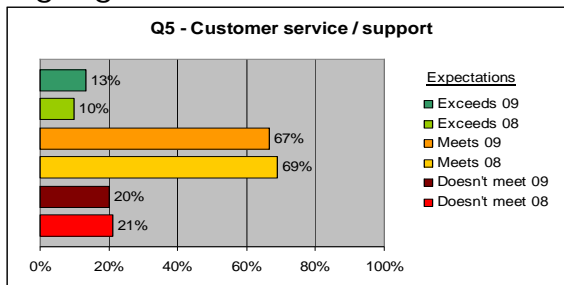


A group of key customers were consulted regarding the structure of and questions asked by our annual survey prior to the issue this year, the feedback was used to amend and develop the survey. The survey was issued to customers during January. Results encouragingly show that customer opinion continues to be above 80%.

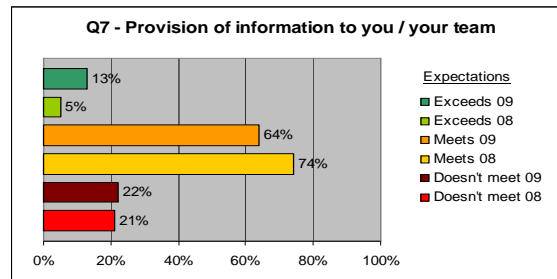
A slight decrease can be seen in comparison to last year, however the significance of this decrease is difficult to determine due to the completion rate of the survey having decreased.

The graphs and comments below show areas of strength and areas where further development is needed.

### Highlights



80% of customers expressed that our level of customer service met or exceeded their expectations.

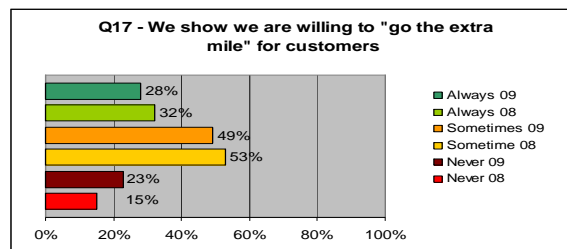


77% of customers felt that the information we provided to them met or exceeded their needs

### Lowlights



27% of customers expressed that they felt that we never "seek to learn what is important to their organisation"



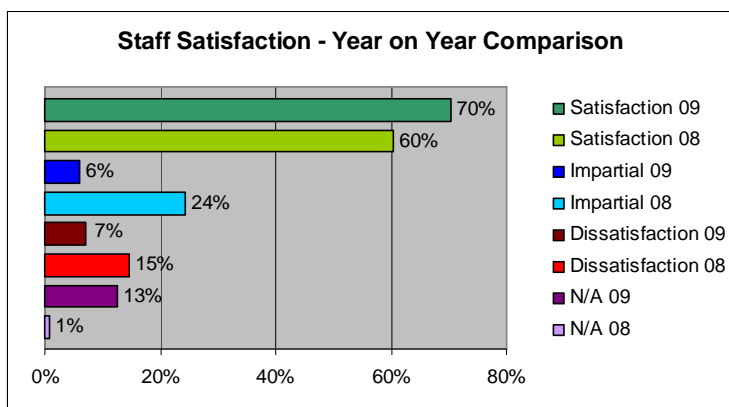
23% of customers informed us that we are never "willing to go the extra mile"

Analysis of the results and of the comments made by customers identified that further improvements and developments were needed in the following areas:

- Communication
- Responsiveness
- Knowledge of staff

The 2009/10 Business plan includes objectives that will address these areas of development, working groups focussing on internal and external communications are in place and commitment to ensure all staff have a PDP identifying their individual training needs has been made.

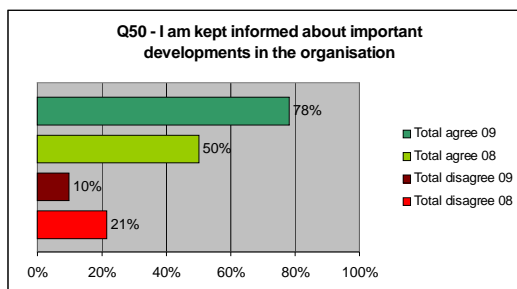
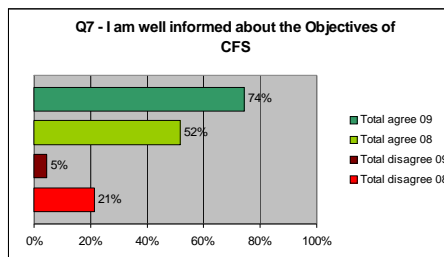
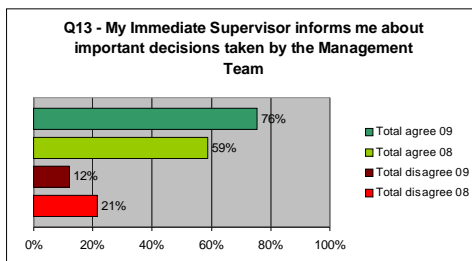
### Staff Survey



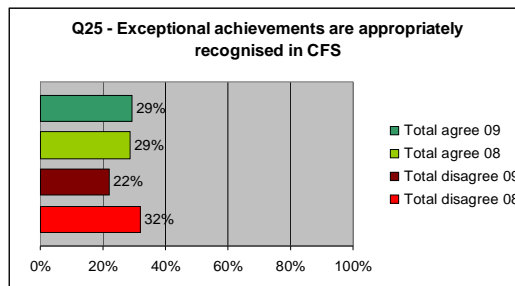
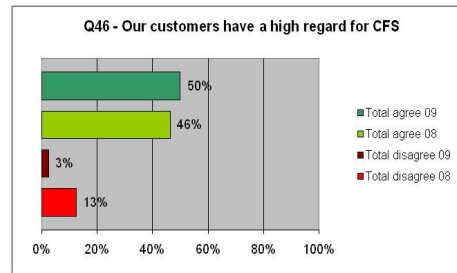
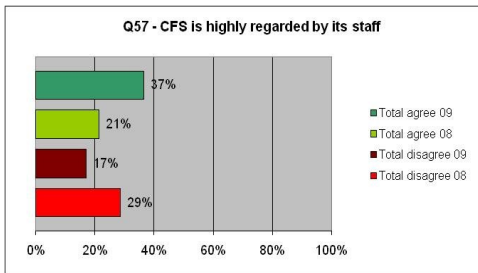
The results of this years staff survey show the level have satisfaction has increased in comparison to last year particularly in areas where working groups were developed in response to dissatisfaction – specific examples are communication and understanding of the organisations Mission, Vision and values. Feedback sessions to all staff have been lead

by Theo Van Hensbergen (independent consultant) and further feedback gathered.

### Highlights



Lowlights



An interesting puzzle presented by the data in both 2008 and 2009 was the way our people have a reasonable level of pride in their organisation, with about two thirds being proud to work for CFS, and willing to recommend it to others, while at the same time feeling that staff in CFS and our customers have a significantly lower level of satisfaction. Going forward we need to focus on sharing good news and positive feedback as well as where we need to improve, this links very closely with the level of dissatisfaction expressed regarding the "recognition of exceptional achievements".

Recognition is an area where, despite the recognition group producing a very thorough set of recommendations, we have not been able to fully implement them as the draft policy now sits with BEN's workforce development group for discussion and ratification. However there are aspects of recognition that we plan explore and implement in the meantime.

Overall the results of both surveys were very encouraging and have formed the basis development activities within our 2009/10 business plan.