

UPDATE FROM PROVIDER ARM COMMITTEE

26 June 2008

1. Provider Development Strategy
The committee were advised of the progress achieved and the strategy approval process. This will be presented in the confidential July BEN Board papers. The Communications strategy was being drafted and presentations given in July to the PEC and the NEDs.
2. Reports
 - 2.1 Finance
 - 2.1.1 The contents of the report were noted.
 - 2.1.2 The projected forecast for 2008/09 was noted.
 - 2.1.3 The Provider Arm were predicting an under spend on months 1 and 2 due to delays in recruitment processes and difficulties recruiting in Health Visiting and Dietetics. The July report would include service by service detail of significant under spends.
 - 2.2 Human Resources
 - 2.2.1 Provider Arm reports will be produced regularly once ESR data cleansing had been undertaken.
 - 2.2.2 Monthly HR case management returns will be completed to advise the PAC on the nature and extent of casework in the Provider Arm.
 - 2.2.3 A review of recruitment processes is being undertaken in July / August to inform any changes that will reduce delays in the process.
 - 2.2.4 Learning & development reports will be produced once the OLM system has been updated onto the Electronic Staff Record.
 - 2.2.5 There were concerns about the level of mandatory training completed across the whole PCT but the evidence was not yet available of the performance of the Provider Arm in 07 / 08
 - 2.2.6 The Committee noted the contents of the report
 - 2.3 Performance
 - 2.3.1 The Committee were advised of progress. The initial Quarter one service scorecard results will be presented to the July PAC using the red /green traffic light system as per the PCT Corporate scorecard.
 - 2.4 Clinical Quality and Safety Group
 - 2.4.1 The contents of the report were noted.
 - 2.4.2 The CQS group would plan work under
 - o Safety
 - o Clinical & Cost Effectiveness
 - o Governance
 - o Patient Focus

- 2.4.3 The group will identify Provider Arm Assurance mechanisms
- 2.4.4 The July PAC would receive a report on key quality and safety performance indicators. These will link into the service development balanced scorecard.
- 2.4.5 The Provider Arm Infection Control report was received. All services are undertaking proactive work.

- 3 Staff side / JNC
 - 3.1 Feedback from the June JNC was presented to the Committee
 - 3.2 The Provider Arm Staff Survey action plan included establishing individual service activity logs to track numbers of staff who had received appraisals with PDPs and KSF.

- 4. Any other business
 - The PAC Chair and Board Chair would agree the process for PAC reporting and the Board Quarterly Operations Directorate report to avoid overlap and duplication

- 5. Recommendation
 - The Board note the content of the report

Rosemary Cripps and Tessa Norris
Joint Interim Operations Directors
14th July 2008.