

QUARTERLY REPORT: CONTRACTOR AND FINANCIAL SERVICES DIRECTORATE

October 2008

OUR MISSION

We develop and provide administrative, procurement and financial services

Directorate Highlights

Staffing

Marie Moore- Director of Contractor and Financial Services (CFS) left on 1/9/08 to take up a 9 month secondment opportunity as Director of Operations in BENPCT. In her absence Alexis Ellis (Head of Contractor Services) and Jennie Grant (Chief Finance Manager) will be acting up as Joint Directors of CFS and will also continue with their original roles.

Janet Baxter took up her post as Contracts Manager on 30th June 2008

Mary Carr (Contractor Payments Manager) will be leaving us at the end of October 2008 to take up a Commissioning post at South Birmingham PCT.

Charter Mark

Our 2008 'Health Check' was carried out on 23 May 2008 and we are happy to report that our continued accreditation was recommended.

This assessment focussed on the Business Planning parts of the Charter Marks Standard and the assessor, Alan Grocott from SGS (Charter Mark accreditation organisation) met with staff, customers, stakeholders and partners to discuss their experience of being either:

- a recipient of our services
- an employee of the agency
- working alongside us

During the post assessment meeting feed back he felt we were making positive steps in involving all staff in planning and reviewing and in sustainability (green issues) Our next assessment will be in June 2009.

Ophthalmic Contract

The Contract Management Team issued 566 new General Ophthalmic Service GOS contracts for the three Birmingham PCTs and Solihull Care Trust meeting the DoH deadlines. All Ophthalmic contractors received their new contract by the due date of 1 August 2008 and returned signed copies to the team.

Change / Improvement activity across the Directorate

Scanning Solution

ib Solutions Attachment Manager scanning system has now been implemented, but problems have been experienced with bar code recognition and we are working with IBS to resolve the issues through them further developing the software.

Attachment Manager has replaced the Version One scanning product which is no longer in use.

e-Manager is now in place, which enables users to view invoices registered since 18 June via the web, this will replace DB Web query once all historic invoices have been scanned. Invoices registered prior to this date can still be viewed via the DB Web.

IAS/Workflows

Authorisation intervention is in place for all PCT's, however we are awaiting the complete list of cost centre responsibilities and authority levels for South Provider. Training has taken place with staff in all PCTs to enable them to maintain the authority hierarchy in Integra.

Lease Car Policy

Review of the criteria and policies clearly defining which employees are entitled to receive a lease car began in February of this year, the review group includes representation from all PCTs. Meetings have taken place over the last few months identifying the scope and the constraints of the review process, these include;

- Complying with the sustainability agenda.
- Equitable treatment for all.
- Complying with A4C Terms and Conditions.
- No overall increase in budget.
- Draft policy to be shared with staff side and JNC before changes are implemented.

Exeter Migration

The Registration Services Manager and Director have established a cross-PCT working group to steer Exeter migration activities and to ensure that all NHSIA deadlines and standards have been met. We are encouraging joint working between IT leads and GP operations leads within the PCTs, facilitated by ourselves, to enable the good project management of the changes ahead.

Upcoming Targets/Projects

e- Series

A Project Manager and Project Team are to be recruited; adverts will be going out this month after a desk top exercise for grading, this will then ensure the full implementation of e-Series. Work previously undertaken to implement IAS/workflows including the set up of hierarchies has created the foundation for implementation of e-series, but South Provider needs to complete this exercise if they are to be on target for the full implementation of e-procurement

Home Oxygen

The Contractor Payments team are currently investigating the feasibility of undertaking the new national initiative of reconciling of home oxygen invoices via Open Exeter on behalf of the PCTs and will be attending a regional workshop on 23rd September. The initial investigations will involve identifying;

- What the process involves.
- Resource requirements to undertake the process.
- Potential cost involved.

Audit Opinions 2008

Charitable Funds – Significant Assurance

The Screening team’s Birmingham Cytology Screening activity was audited during August by Connecting for Health; we were pleased to note that a number of areas of good practice were noted, with no areas of concern flagged.

SLA and Performance against key targets for BEN PCT

Team	Target	Period	Result	
Procurement	Turnaround of non stop requisitions – 2 days	Month 6	1.1 day turnaround	
Contract Management	% drug alerts administered within specified timescale (this varies according to the type of alert)	Month 6	100%	
Patient Registrations	Processing of patient assignments within 7 days of receipt	Month 6	100%	
Patient Registrations	Despatch of medical cards – 8 weeks	Month 6	1-2 wks	
Contractor Payments	Scheduled payment runs occur on schedule	Month 6	100%	
Contractor Payments	8 Post Payment Verification visits per year per PCT	Quarter 2	100%	
Debtors	Invoices raised within 3 days on receipt of fully completed requisition	Month 6	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 6	100%	
Creditor Payments	Invoice Turnaround within 30 days of Receipt in the SSA – Non NHS	Month 6	Number	96.7%
			Value	99.1%
Creditor Payments	Invoice Turnaround within 30 days of Receipt in the SSA – NHS	Month 6	Number	100%
			Value	100%
Creditor Payments	BPPC – Non NHS	Month 6	Number	91.1%
			Value	98.0%
Creditor Payments	BPPC - NHS	Month 6	Number	100%
			Value	100%

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