

ASSURANCE REPORT

NHS WALES SHARED SERVICES PARTNERSHIP COMMITTEE

Reporting Committee	Shared Service Partnership Committee
Chaired by	Mrs Margaret Foster, Chair
Lead Executive	Mr Neil Frow, Managing Director, NWSSP
Author and contact details.	Peter Stephenson, Head of Finance and Business Development
Date of meeting	23 September 2021
Summary of key matters including achievements and progress considered by the Committee and any related decisions made.	
<u>Primary Care Programme</u>	
<p>Andrew Evans, Director of Primary Care Services, presented a deep dive on the development of the NWSSP response to the National Primary Care Programme. In particular he explained how NWSSP holds a substantial amount of data drawn from the large range of products and services that NWSSP deliver to the Primary Care Sector. These services vary between transactional (e.g. GP Payments), professional (e.g. Legal advice), and technical strategic (e.g. Estates Strategy advice). He explained that the team were currently working with Health Boards and DHCW to ensure that the team could move from data warehousing to data management helping to provide better links between data and outcomes. To take this agenda forward, and to better co-ordinate the services provided, NWSSP would look to establish a Steering Group.</p>	
<u>Managing Director Update</u>	
<p>The Managing Director presented his report, which included the following updates on key issues:</p> <ul style="list-style-type: none"> Members of the NWSSP SLG met with Welsh Government at the end of July as part of the formal JET process. In particular NWSSP were able to highlight the influence and contribution they have had on <i>A Healthier Wales</i> and how NWSSP will play their part in supporting the Health Boards and Trusts as they plan to recover and continue to respond to the pandemic. The Welsh Government team reflected on NWSSP performance during the last 12 months and were pleased that NWSSP were able to reach out beyond traditional boundaries in a supportive manner with a clear focus on problem solving. In particular they highlighted not only 'what' had been achieved but the consistent 'can do' attitude, positive behaviours, and high levels of competency of our staff across a wide range of services. The Committee Members noted that NWSSP recently reached the milestone 	

of 1bn items of PPE supplied to NHS Wales, and the Social Care and wider Primary Care sectors. A revised PPE strategy has been developed with a requirement to reduce stockholdings of the main items of PPE to a minimum of 16 weeks as requested by Welsh Government. Further work is being undertaken on storage requirement options over the next few months.

- The Temporary Medicines Unit was recently subject to a MHRA inspection which resulted in a very positive outcome with only minor issues identified. A further inspection will be undertaken towards the end of the year to support the granting of a Special Licence. The team continue to work on the development of alternative products which should improve quality, produce time savings within Health Boards, with increased value-for-money. However, for the time being, the priority and key focus remains on supporting the Vaccination Programme.
- The process for appointment of a new NWSSP Chair is well underway with several very strong candidates who took part in Stakeholder Panels recently. It is expected that the recruitment process will be completed by the early part of October.

Items Requiring SSPC Approval/Endorsement

IMTP

The Committee Members received an update from the Director of Planning with regard to the development of the IMTP for 2022-2025. In particular the following cross-cutting themes have been identified to underpin the delivery of the Ministerial Priorities, and also the wider Programme for Government:

1. Customer focus and end user experience;
2. Primary care delivery and advisory role;
3. Progress towards WCFG Act five ways of working;
4. Improve NWSSP engagement with and contribution to the Foundational economy in Wales;
5. Patient journey – promoting the impact of what NWSSP does;
6. Make maximum progress towards decarbonisation and addressing the climate emergency; and
7. A motivated and sustainable workforce; supporting their wellbeing.

The overarching NWSSP Strategy Map has also been updated to:

- Incorporate foundational economy and decarbonisation more clearly across the objectives and overarching goals;
- Reflect equality and inclusion within the underpinning text of NWSSP core values;
- Include reference to wider social value within the VFM objective; and
- Demonstrate our commitment to Welsh Language more visibly.

The Committee Members noted the further opportunity to develop the Strategy Map during 2022 once the new SSPC Chair is in post and in readiness for the 2023-2026 IMTP process. This would also allow more time for greater clarity on

recovery plans and content of the IMTPs of our customers and wider partners to emerge.

The Director of Planning agreed to arrange 1:1 discussions with all SSPC Committee Members during October and November as part of the IMTP development process. It was noted that this worked well last year. The Committee agreed to receive an indicative IMTP presentation with key messages at the November SSPC meeting.

The Committee **APPROVED** the planned approach.

Laundry Services - Glangwili Laundry Transfer

The Committee received a paper outlining the guiding principles and critical success factors against which the agreed transfer of the Glangwili Laundry will be completed. It is proposed that all applicable assets and liabilities will transfer from Hywel Dda to NWSSP with effect from October 1, 2021. It is not envisaged that land and buildings will transfer, and the laundry staff will remain employed by the Health Board.

The Committee **ENDORSED** the transfer which will also be considered at the September Hywel Dda Board meeting.

PPE Long-Term Plan

The Committee reviewed the long-term plan for the procurement and supply of PPE. Until the end of June 2021, NWSSP were holding 24 weeks' stock of PPE but this has since been reduced to a minimum of 16 weeks at the request of Welsh Government. Members noted that Welsh Government have requested NWSSP to continue to supply PPE to both Health and Social Care staff until the pandemic is deemed to be over. It was noted that the plan requires significant expenditure to be incurred on PPE over the next three years. The forecast expenditure is based on a number of assumptions that will need to be kept under review. An overarching Procurement Framework contract has now been deployed that seeks to substantially increase local purchasing, sustainability and reduce the reliance on international suppliers.

The Committee **ENDORSED** the submission of the Plan to the Health & Social Care PPE Procurement and Supply Group (comprising representatives from Welsh Government, Social Services and NWSSP) for approval.

Finance, Workforce, Programme and Governance Updates

Project Management Office Update – The Committee reviewed and noted the programme and projects monthly summary report, which highlighted the team's current progress and position on the schemes being managed.

Finance Report – The Committee reviewed the finance report and noted that there was a year-to-date underspend of £2.235m. The underspend was attributable to delays in appointing to vacancies as well as an increase in Legal &

Risk Services income. NWSSP senior leadership team have agreed £1.7m of non-recurrent re-investments within the divisions to accelerate the delivery of benefits and efficiencies. NWSSP are proposing to declare an additional £1.25m distribution to NHS Wales and Welsh Government in 2021/22. The forecast outturn remains at break even and NWSSP is on track to meet all other financial targets. In terms of the Welsh Risk Pool, the DEL expenditure is forecast to be in line with budget and the costs to be funded under the Risk Share Agreement remain at £16.5m.

Oracle Upgrade - Committee members were provided with an update on the Oracle Upgrade project following the Strategy and Development Board (STRAD) meeting on the 10th September 2021 at which it was agreed that NWSSP would continue to plan on the basis of undertaking the upgrade on 19th October 2021. The revised agreed downtime window is 4.30pm 14th October - 7am 19th October with a number of checkpoint updates planned over the weekend where the STRAD Board will be updated on progress via the MS Team channel.

People & OD Update – In-month sickness levels remain very low at just over 2% compared to a target of 3.3% with the cumulative figure just below target at 2.94%. As at the end of August, headcount was 4299, which is a 5% increase on the figure for July. The change is primarily driven by the addition of new services, particularly the Single Lead Employer, but also in the Medical Examiner Service. A continued focus is needed to improve the levels of PADR compliance which has fallen slightly.

Corporate Risk Register – there remain one red risk on the register, relating to the replacement of the NHAIS system. A new risk has been added relating to the need to upgrade the CLERIC system which is used by HCS to schedule and plan all deliveries.

Papers for Information

The following papers were received for information:

- Welsh Language Annual Report 2020/21
- Finance Monitoring Reports (Months 4 & 5)

Matters requiring Board/Committee level consideration and/or approval

- The Board is asked to **NOTE** the work of the SSPC and ensure where appropriate that Officers support the related work streams.

Matters referred to other Committees

N/A

Date of next meeting

18 November 2021