



**One Hundred and Forty Second meeting of the NIBTS Agency Board  
Thursday 27 June 2019 at 11.30am  
Venue: Lecture Room, Northern Ireland Blood Transfusion Service**

**Present:** Ms Bonnie Anley - Chair  
Mrs Lorraine Lindsay – Non Executive Board Member  
Mr Ian Henderson – Non Executive Board Member  
Mrs Karin Jackson – Chief Executive

**In attendance:** Mr Glenn Bell – Finance & IM&T Manager  
Mr Ivan Ritchie – Head of HR & Corporate Services  
Mrs Heather Kinghan – Deputy Quality & Regulatory Compliance  
Manager

Mrs Alison Carabine – Minutes

**1. Apologies**

Ms Angela Macauley, Mrs Alison Geddis and Dr Kieran Morris

**2. Declaration of potential conflict of interests with any business items on the agenda**

There were no declarations of interest.

**3. Minutes of One Hundred and Forty First meeting held on 9 May 2019 and action list**

The minutes were agreed as an accurate account of the meeting on 9 May 2019. There were two typographical errors which were corrected prior to be signed off by the Chair.

The actions outstanding from the previous meeting are on-going for future meetings; 1) August, Governance and Risk Management and 2) September, Board and will be actioned at these.

**4. Matters arising from minutes of meeting held on 9 May 2019**

There were no matters arising.

**5. Chair's Business**

*MHRA Inspection*

Ms Anley advised that NIBTS received no major or critical findings from the MHRA inspection. Ms Anley congratulated and thanked all staff on their hard work achieving re-validation following the inspection. Ms Anley attended a staff celebration which included the MHRA inspection, UKAS accreditation, Upskilling, Inspire and culminating with the Chair's Award. She noted great cohesion and a pride amongst staff.

### Donor Sessions

Ms Anley attended a donor session in Newtownards with other members of the Board and found it very interesting and an excellent induction.

### NICON Conference

Ms Anley attended the NICON conference (16 & 17 May 2019) which she found very informative.

### DoH Audit meetings

Ms Anley advised that Mr Cathcart has been invited to attend a Departmental Audit meeting in September 2019 in which many different Audit Committee Chair's will be in attendance.

### Statutory Functions of ALBs

Both the Chair and the Chief Executive received a letter from DoH regarding "Decision making relating to Statutory Functions of ALBs" – Ms Anley advised that NIBTS are part of a wider discussion and the subject remains on-going. NIBTS have responded with a 'holding letter' to allow the wider discussion conclude.

### Second Term Appointments – ALBs

The Chair and the Chief Executive received a letter from the Deputy Secretary, DoH regarding "Second Term of Appointment of Chairs and Members to the Boards of the Department of Health's Arm's Length Bodies (ALBs)". This letter highlighted the changes to the appointment process. A position will now automatically end after the first term and be re-advertised to open competition. This process is to be phased in starting during 2019/20. Ms Anley will bring this up at the forthcoming Accountability meeting, scheduled for July 2019.

### Infected Blood Inquiry

Ms Anley attended during the Belfast Hearings (21-24 May 2019) and found them very informative. There was representation from NIBTS every day. Mr Cathcart, who attended during the hearings, gave his experience as a haemophilia patient and recent IBI experiences during the Belfast Hearings. The Board discussed and Mrs Jackson responded to queries on processes and procedure. Mr Henderson had attended and watched on-line and gave his review of the Hearings. The Board agreed that it was useful and informative to hear the human element.

### NI Public Sector Chairs Forum

Ms Anley attended a meeting on 11 June 2019, of the Chairs Forum on 'Programme of Government'. The meeting was led by Caroline Gillan, Head of Programme for Government, NI Executive Office. Annual budgets, indicators and limits of outcomes were discussed.

## **6. Report from Chief Executive**

### **6.1 Chief Executive's Report**

#### MHRA Inspection

The MHRA were in attendance in NIBTS between 3 and 6 June 2019. There were no critical nor major findings. The response to the other seven minor findings is in

progress and will be returned to the MHRA within the required 28 days. The inspectors advised of an exponential improvement since the last inspection. They also highlighted the professionalism, openness and transparency of staff.

#### Pathology Transformation

Mrs Jackson met with colleagues from DoH and the Pathology Network to discuss actions required to progress the Pathology Transformation work. DoH are currently developing a position paper for consideration by the Pathology Transformation Steering Group chaired by the Deputy Secretary, DoH. Representatives from the Pathology Network Board met with the NIBTS Senior Management Team on 12 June 2019 to share progress to date. This meeting was part of a series of meetings with Trusts and NIBTS. Mrs Jackson advised that she would be attending a meeting (27 June 2019 in the afternoon) of Pathology Steering Group to discuss staffing which will be shared with Trade Unions and then staff. There will be formal meeting with DoH next week.

Ms Anley enquired if Pathology Transformation was progressing with the same momentum, Mrs Jackson advised it was. Ms Anley further enquired what was required from NIBTS Board, Mrs Jackson advised that she will provide assurances of work and what resources are needed and NIBTS will approve this first.

LIMS Business Case went to eHealth Strategic Board and is now with DoH. DoH has asked that e-procurement be explored and has advised that the Business Case will be separate.

#### Donation Facilities in the West

The Donor Services and Laboratories Manager and Regulatory Compliance Manager will meet with Western Trust colleagues on 25 July 2019 to discuss further.

#### PULSE Replacement

Is progressing as planned with the Project Teams and Board meetings. Meetings have also taken place with Northern Ireland Transfusion Committee to discuss the interface of LIMS, Encompass and blood production and tracking.

#### UK Infected Blood Inquiry

NIBTS have received four Rule 9 requests from the Inquiry on 11 June 2019. NIBTS have requested an extension and responses are being progressed with assistance from DLS. Hearings are on-going throughout the UK and the Inquiry team will be in Scotland and Wales by the end of July 2019.

## **7. Annual Reports**

### **7.1 Annual Report and Accounts**

Mr Bell advised that the Annual Report and Accounts was tabled at the Audit Committee meeting and had been prepared in accordance with DoH guidance and have been subject to audit. Mr Bell advised that following comments from NIAO an addition was made to the Statement of Accounting Officer Responsibilities. Mr Bell further advised that a breakeven position was achieved and NIBTS were compliant with Prompt Payment requirements.

Mrs Lindsay had a query about the Donation Activity table in respect to the deferral rate (page 7). Mrs Jackson responded on the rationale of the figures and how it was arrived at.

Mr Henderson noted that whole blood donations figures for 2018/19 were slightly higher than in 2017/18. Mrs Jackson advised that donation sessions have been amended on what is needed to maximise donations and reduce waste. The Board discussed sessions, appointment bookings and the learning outcomes from these. Mrs Jackson advised of more donor based information sessions to ascertain donors view. The Board discussed the Annual Report and subsequently approved the Report.

## **7.2 Trust Fund Accounts**

Like the Annual Report and Accounts, Mr Bell advised that the Trust Fund Accounts had been tabled at the Audit Committee meeting and was prepared in accordance with DoH guidance and was audited by BSO Internal Audit. Mr Bell advised of a growth in the fund. An updated expenditure plan will be brought to a future Board meeting for discussion. The Board discussed the document and approved.

## **8. Audit Committee Updates**

### **8.1 Update from meeting on 27 June 2019**

Mr Cathcart advised that the Audit Committee met earlier in the day and there were no material items to bring to the attention of the Board. The key reports were; NIBTS Annual Report and Accounts, Trust Fund Accounts, a draft Report to Those Charged with Governance and a BSO Internal Audit General Annual Report for HSC.

Mr Cathcart advised that after the draft Report To Those Charged with Governance was tabled, External Audit advised that they were very content and that no significant audit findings that been identified.

Ms Anley enquired how NIBTS communicate success to staff. Mr Ritchie and Mrs Jackson stated that these are communicated through internal processes, such as, info graphics, staff celebrations and staff appraisals.

### **8.2 Audit Committee Annual Report**

Mr Cathcart presented the report which gave an account of the Audit Committee's role and activities throughout the year.

Ms Anley enquired about the Internal Audit plan and objectives. Mr Cathcart advised that the Head of Internal Audit in conjunction with NIBTS develops a risk based Audit Strategy. Within the context of this strategy an annual plan is agreed and approved prior to the start of the year.

## **9. Report from the Finance & IM&T Manager**

### **9.1 Finance and IM&T report from the period 01/04/2018 – 31/03/2019**

Mr Bell presented the report to provide the Board with the financial position at the at the end of May 2019, month two.

### Revenue

The cumulative revenue position for the 2 months ended 31 May 2019 shows a net deficit of £74k. NIBTS, excluding haemophilia, shows a surplus of £77k. A breakeven position is projected for the year.

Ms Anley enquired about how filling vacant posts will affect the breakeven position. Mr Bell advised that projections take account of vacant posts being filled. Mrs Jackson advised that if extra staff are required to fulfil work generated by the Infected Blood Inquiry, DoH have advised financial support will be given.

### Capital

NIBTS has received confirmation of the Capital Resource Limit (CRL) of £255k. Additional funding was also being sought for the Pulse Replacement server.

### Prompt Payment Policy

Compliance with the prompt payment policy for 2 months to 31 May 2019 was 94.3%.

### SLA Monitoring

In overall terms, the notional value of blood components issued to hospitals is 4.8% above the Service Level Agreement (SLA) value at the end of May 2019. With the exception of Belfast Trust, all other Trusts are currently exceeding the SLA tolerance limit. The position will be kept under review and adjustments agreed with each Trust at the year-end as appropriate.

Mr Cathcart enquired how haemophilia products are managed and if additional stock will be held in light of Brexit. Mr Bell advised that these products are managed by Belfast Health & Social Care Trust but any stock of products held by NIBTS are being managed and controlled. Mrs Jackson advised that there are national and regional Brexit plans which the DoH have advised that should be 'on hold' until September 2019. Ms Anley informed Board members that she and the Chief Executive will keep apprised on Brexit plans and keep Board updated.

## **10. Standing Orders, Reservation and Power of Delegation and Standing Financial Instructions**

Mr Bell presented the document and advised that it was last approved in 2016 and required review. Mr Bell listed the changes since last review which mainly related to updating of references. The Board had previously received this document with their Board papers, discussed and subsequently approved the Standing Orders document.

## **11. Report from Quality & Regulatory Compliance Manager**

### **11.1 Quality Management System Report**

Mrs Kinghan presented the report.

### Open Incidents

The target closure of 75% of incidents within 30 days has not been achieved, however, after further analysis of the metrics over the last six months demonstrated on average

94% of investigations are completed within 30 days and an average of 73% of actions closed within the 30 day target. Following discussions with other UK Blood Establishments and with the MHRA inspectors during the recent audit indicates an expectation that investigations are completed within 30 days. NIBTS intend to review the current KPI targets to better reflect performance in this area.

#### SOPs Beyond Review Date

Conformance with the requirements for documents review continues to show improvement for SOPs. The number of policies outside review has increased slightly. It should be noted that the numbers involved are small.

#### Change Control – Past Due Date

Mrs Kinghan advised that since the report was compiled, the figure of 47% of changes past target date has reduced to 25%. Risk assessments have been completed on the majority of older legacy changes. This will allow greater clarity and focus on the progression of those changes with higher levels of associated risk. Work done to date and plans for Change Control discussed at the Task and Finish Group were discussed with the MHRA inspectors who advised that these appeared appropriate to address the current position. Mrs Kinghan advised that the inspectors spent a lot of time discussing and looking at NIBTS change control system and were content on how it is being managed. Mrs Kinghan addressed all queries from Board. Whilst Board appreciate the work that goes into producing the figures, they would like their actual significance.

#### Audit – Scheduled Audits Completed

Mrs Kinghan advised that the recently trained staff are now addressing the outstanding audits.

### **11.2 MHRA Report**

MHRA inspect NIBTS every two years to ensure maintenance of the standards required to allow retention of the Blood Establishment Authorisation and Wholesale Dealers Authorisation Licence. The MHRA inspected NIBTS over three and half days commencing 3 June 2019 with a positive outcome, seven findings classified as ‘Others’ were identified. NIBTS will respond to the inspection report within 28 days with a series of actions to address the findings. Mrs Kinghan went through the findings and addressed any queries from the Board.

## **12. Complaints**

Mrs Jackson presented the report on behalf of the Laboratory and Donor Services Manager and advised that during 2018/19 there were a total of six complaints received which is one less than previous year 2017/18. Of the six complaints, two were received by telephone calls to NIBTS, two via e-mail and two via social media. Each complaint was acknowledged and final correspondence was sent to the complainant within 20 working days as required by the regional complaints policy. Mrs Jackson advised the Board of the complaints. The Board discussed the various complaints and the way forward. Mrs Jackson also advised that there is work being conducted on the training of staff regarding complaints and also the quality of

refreshments both in HQ and on session. NIBTS staff will continue to work on improving the donor experience by applying the lessons learnt from reviewing complaints and comments into everyday practice.

Ms Anley enquired about marketing during the summer months. Mrs Jackson advised of the summer campaign and how this has already increased supply.

### **13. Report from Head of HR & Corporate Services**

#### **13.1 Data Breach Policy**

Mr Ritchie presented the policy for approval and advised that it had been developed to document how NIBTS will respond to any data breaches that may occur. The policy sets out and clarifies the responsibilities for each role holder, stake holder and manager. NIBTS are required to risk assess any data breaches and if necessary report to the Information Commissioner's Office within 72 hours of the occurrence. Mr Ritchie also advised. As SIRO Officer, Mr Ritchie gave assurances that all relevant officers are fully trained. The Board discussed the policy and felt it should include reference to other legislation e.g. BSQR. The Board approved the policy to be sent to all relevant managers, however, before complete approval it should include references to other legislation.

#### **13.2 Procurement Assurance Report**

Mr Ritchie presented the report for noting which included a register of Direct Award Contracts (DACs) for the period of 1 April 2018 – March 2019. A register of the Direct Award Contracts is required to be provided to the Board twice yearly providing assurance that the organisation continues to comply with all relevant requirements including Northern Ireland Public Procurement Policy. There were a total of 15 DACs awarded to 13 different suppliers during 2018/19. The total value of all DACs was £367,030. A RAG assessment was carried out by PaLS which assessed 12 as green and 3 as amber. The Board discussed and Mrs Lindsay enquired about the duration of DACs. Mrs Jackson advised it is for a period of time but the duration needs to be demonstrated.

#### **13.3 Key Performance Indicators**

Mr Ritchie presented the first two months KPIs. Ms Anley enquired how KPI (particularly Quality) which were red at year end are now green. Mrs Jackson advised of different timescales for different meetings. Ms Anley suggested that more work needs to be completed regarding the relevancy of KPIs. Mrs Jackson advised of a formal process of review which is currently underway. Ms Anley asked the other NEMs for their opinions and the Board discussed. Mrs Jackson suggested doing more work as a Board on what the Board want to capture and recommended a workshop prior to Christmas 2019. Mrs Lindsay advised that she will discuss KPIs at the next Governance & Risk Management Committee for comment.

### **14. Any Other Business**

The Board were given a new look agenda which had the associated papers embedded within. Mrs Carabine sought feedback on this. Board liked it, however, the NEMs would like to continue to receive hard copy papers.

**15. Action list**

<b>Action</b>	<b>Responsible Person</b>
<u>Brought Forward</u> For September Board update on changes inc. examples on Change Control	AM and HK
Discuss requirements of a new KPI at the next Governance & Risk Management Committee – 7 August	LL
Data Breach Policy amended to reflect other legislation for September Board	IR

**14 Dates of next meeting: 5 September 2019, 11.30am, Lecture Room, NIBTS HQ**

Signed: \_\_\_\_\_

Dated: \_\_\_\_\_