

MINUTES

**The 63rd Meeting of the NHSBT Governance and Audit Committee Meeting
Held on Monday 18 June 2018
West End Donor Centre, Board Room, 26 Margaret Street, London, W1W 8NB**

Present:	Roy Griffins (RG)	NED Chairman
	Jonny Oates (JO)	NED
	Keith Rigg (KR)	NED
	Charles St John (CSJ)	NED
Apologies:	Kay Ellis (KE)	DH
	David Hakin (DH)	NAO
	Katherine Robinson (KRo)	NHSBT
In Attendance:	Ian Bateman (IB)	NHSBT
	Rob Bradburn (RB)	NHSBT
	Ele Brown (EB)	NAO (<i>Via telecom</i>)
	Louise Cheung (LC)	NHSBT
	Karen Finlayson (KF)	PwC
	Greg Methven (GMe)	NHSBT
	Gail Mifflin (GM)	NHSBT
	Linda Haigh (LH)	NHSBT
	Lucy Nutley (LN)	Mazars
	Aaron Powell (AP)	NHSBT
	Richard Rackham (RR)	NHSBT
	Mark Rodgers (MR)	NHSBT
	Ann Smith (AS)	NHSBT (<i>Minutes</i>)
	Anthony Snape (ASn)	NHSBT
	Phil Tanner (PT)	NHSBT
Huw Williams (HW)	NHSBT	

Action

Declarations of Conflict of Interest

Members confirmed that they had no conflicts of interest.

Risk Presentation – Business Continuity (BC)

RR gave the first BC Risk presentation using the Pentana Performance tool. Pentana Performance is cloud-based performance management software that provides complete, real time visibility and control of every aspect of strategic and operational performance and risk. RR summarised BC risks and how they ‘sit’ with operational areas, within Pentana. New portals have been developed for operational areas, including geographical risks. Pentana is now a standing item on Senior Management Team (SMT’s) meeting agendas, as the tool is dynamic and in ‘real time’.

Chairman’s Introduction

RG welcomed all to the meeting.

18-42

Minutes of the 62nd Meeting Held on Monday 19 March 2018

The minutes were signed as a true and accurate record.

- 18-43 **Matters Arising**
- Quality Assurance - Action for KRo from March 2018 GAC meeting – To consider the inclusion of overdue documents as an objective in staff Personal Development Plan Review's (PDPR's), to raise at the Executive Team (ET). **Action:** IB to contact KRo to understand the reasoning and consider the decision. **IB**
 - Business Continuity – Action for RR from March 2018 GAC meeting - Red Cell and Platelet review. Laura Hontoria del Hoyo, the Assistant Director of Supply Chain Operational Planning and Strategy is writing the paper for the International Society of Blood Transfusion (ISBT). Once written, Red Cell stock levels will be reviewed. **Action:** RR to bring the findings of the review to the September 2018 GAC meeting. **RR**

2017/18 Annual Reports and Accounts

Introduction

Part of the GAC's function at the June 2018 meeting is to approve the annual reports and accounts for the NHSBT Board, following a meeting held with the Non-Executive Directors (NEDs), Mazars and the National Audit Office (NAO) on 12 June 2018.

18-44 & External Audit and Completion Report and Opinion

18-46 Annual Report Status / Timetable to laying and Accounts and Financial Statements

The GAC discussed the reports noting the detail and clarity of the reports. The GAC finalised the annual report prior to approval. Amendments were discussed and finalised during the meeting, to the Approved or Planned Developments section of the Annual Reports and Accounts 2017/18. The wording was agreed by all parties.

The GAC secured agreement and assurance and approved the reports. The NEDs thanked all those involved for a clean audit report.

18-45 Internal Audit Report and Opinion on Internal Controls

The audit is complete; including the General Data Protection Regulation (GDPR) audit. The total number of audits completed by rating were noted including advisory ratings. The overall opinion was Moderate in all areas, which raised no material concerns by the Head of Internal audit.

Formal Review and Approval by GAC

On behalf of the GAC, RG approved the accounts and thanked PwC, Mazars, and the National Audit Office (NAO) for their high-quality work. The accounts will be formally signed by Ian Trenholm, Chief Executive and Accounting Officer during June 2018.

2 Clinical Governance (CG)

18-47 ODT Communication; Surgical de-brief and National Organ Retrieval Standards (NORS) standards update

The request for further clarification arose following an SI deep dive presentation into ODT-INC2293 at the GAC meeting in November 2017. The need for a surgical checklist/debrief during organ retrieval was considered both at the SMT and the Clinical Audit Risk and Effectiveness (CARE) meeting within the Organ Donation and Transplantation (ODT) Directorate. A decision was taken to refer to the National Retrieval Group (NRG). The NRG discussed this issue, on 18 April 2018, and it was agreed that, a pause at this stage of the process would exacerbate stress and may heighten the risk of errors and problems. This 'second pause' was not agreed. However, two actions were proposed. The GAC were satisfied with the proposal and were assured that the revised draft NORS standards are being reviewed. The revised NORS standards are currently at the final stage of sign off, and NHSBT have contributed to the updated version. Once finalised they will be circulated to the GAC offline.

18-48

Clinical Governance

GM gave an overview of the report, highlighting two items.

- INC76020 - Delayed Delivery of Cardiac Tissue – An overview of the SI was reported to the GAC, noting that a Root Cause Analysis (RCA) has taken place. New processes will be introduced by TNT and when this is confirmed NHSBT will be in a position to close the report. GM noted that apologies have been sent to the family.
- Information Governance – Marketing emails were sent to blood donors to encourage them to vote for the B Positive Choir, Britain’s Got Talent entry. Five complaints were received by donors and apologies have been sent to them. Whilst not technically reportable, NHSBT did alert the Information Commissioner’s Office (ICO) and sought further advice and guidance from them.
Information Governance - Serious Hazards of Transfusion (SHOT) – A third party to NHSBT set up a website, which was visible on Google. This has been rectified. This was ICO reportable, and therefore was reported to the ICO.

18-49

Serious Incidents (SI)

- During the period 1 February 2018 to 31 March 2018, there were no further incidents within NHSBT, which were the subject of SI reviews.
- The total number of confirmed SIs within NHSBT, during the financial reporting period, 1 April 2017 to 31 March 2018, was six,
- All SI reported during the 2017/18 period are now closed. The two incidents previously reported to the GAC as open, QI 5762 - Composite DTS Cornea SIs and ODT-INC-2773 - Disseminated Herpes Simplex Virus (HSV) infection, have since been reviewed and closed.

18-50

Just Culture Guide

The paper was taken as read and noted with approval by the GAC.

3 Transformation Programme

18-55 Core Systems Modernisation (CSM) and Transformation Programme Board (TPB)

A full discussion took place beginning with an update presentation by ASn and supported by GMe as Senior Responsible Owner (SRO). It was acknowledged that the CSM Programme could not deliver its objectives by executing two large releases, one for Tissue & Eye Services and Blood. The CSM Programme is focusing on delivering its objectives in small ‘chunks’ to increase the likelihood of success, reduce risk and minimise impact on the blood price.

It became evident that there is a lack of clarity, and agreement across the ET, as to the timetable, noting that there will be no September 2018 re-set for the programme. The re-set will possibly take place in November 2018. The GAC expressed their unease as to the lack of clarity, noting that formal CSM events and an ET away day were imminent and asked that these discussions give rise to an informed timetable which should be put to the Board, at or before the July 2018 meeting. **Action:** AS to send the CSM presentation to the attendees at the June 2018 meeting when the draft minutes are ready for comment. **Action:** MR to send AS the NHSBT Board Report for Strategic Projects – June 2018, for distribution to the attendees of the June 2018 GAC meeting, after the TPB meeting which takes place after the GAC June 2018 meeting.

AS

**MR/
AS**

4	Internal Audit
18-56	<p><u>Internal Audit Programme Report 2018/19</u> Since the March 2018 GAC meeting, Price Waterhouse Cooper (PWC) have agreed the scope for three audits and have also agreed a proposed approach to assurance for the transformation programme. Audit timings have changed regarding the CSM Project Management Office (PMO) and the design of the PMO governance arrangements will be focused on in the first stage of the audit. Technical assurances will be addressed in the second and third audit stage.</p>
18-57	<p><u>Proposed Terms of Reference for TPB Programme Assurance</u> The draft report was taken as read and discussed in conjunction with item 18-56.</p>
18-58A&B	<p><u>Outstanding and Overdue Internal Audit Actions – for review</u> There is one High Royalties audit point outstanding as at the end of May 2018. The point relates to NHSBT not having guidance on Licence Agreements (when they are required). An appointment has been made to the new Intellectual Property role within the contracts team (in post from April 2018). An extension is requested to 1 October 2018 to allow the guidance to be completed by this new post holder. The GAC approved the extension.</p>
5	Quality Assurance
18- 51	<p><u>Management Quality Review Annual Report</u> The report was taken as read, noting that the report has been submitted to the Board.</p>
18-52	<p><u>Overdue Report</u> A slightly higher total overdue this month compared to last month. IB noted that all ET members are personally chasing overdue items weekly, with a focus on eradicating all Red overdue items as soon as possible, as well as to reduce overall numbers. The GAC noted that Diagnostics and Therapeutic Services (DTS) overdue items are increasing. HW assured the GAC that he too personally writes to each individual. Further overdue reporting will be submitted to the September 2018 GAC meeting.</p>
6	Business Continuity (BC)
18-53	<p>The Business Continuity report was taken as read. RR assured the GAC that objectives are agreed and are on track. The GAC thanked RR for a good report.</p>
18.54	<p><u>Incident Debrief - Snow 2018 – Post Executive</u> An amber alert was called in relation to platelet stock, but, with the assistance of hospital customers responding to this alert, NHSBT services were maintained and products were delivered. The event did, however, precipitate a fall in red cell stock and a disruption in the provision of platelets. The fall in red cell stock particularly caused problems and a second incident was declared on 22 March 2018. Health and Safety issues are being supported by PT and recommendations following the incident, are in progress.</p>
7	Risk Management
18-59	<p><u>Risk Management Update</u></p> <ul style="list-style-type: none"> • A further plan of work to develop and support the effective management of risk and enhance the risk management culture within NHSBT has commenced. • Ensure all risks within Pentana have a target risk score added. • Introduce greater scrutiny of the status of actions linked to risks, ensuring that all actions have an assigned owner and a review / completion date. Ensuring risk

assessments are undertaken and risks are updated accordingly, following the closure of an action.

- The GAC supported the plan agreed at the Risk Management Committee.

8 IT Governance

- 18-60 Information Technology Update – Oral
GDPR Internal Audit Update - The review provided assurance to the Accounting Officer and Governance and Assurance Committee on NHSBT's organisational preparedness and risks in light of the GDPR, which came into force 25 May 2018. Six recommendations were raised and the overall rating for the report is Moderate. AP informed the GAC that investigations had begun into a potential cyber security incident and that an update on the outcome of those investigations would be shared offline with GAC members.
- 18-61 EU GDPR Update
The May 2018 Transformation Programme Board (TPB) approved a request to increase the scope of the GDPR project beyond the 25 May 2018, to ensure on-going compliance with GDPR post the go-live date. The Detailed Business Case (DBC) will be developed and submitted to July TPB for approval.

9 Integrated Governance

- 18-62 Board Performance Report – January 2018
The April 2018 report was submitted for information. JO noted the Red / Amber status of the Change Programme; more clarity is required on spend.
The May 2018 report will be released and forwarded to the NED's after 20 June 2018.
- 18-63A&B Counter Fraud Annual Report and Plan 2018/19
The NHSBT risk profile remains 'low', with one new case under review in 2017/18. The Self Review Tool (SRT) score is Amber and the counter fraud plan work for 2018/19 is expected to support an Amber SRT in 2018/19. The report was taken as read and the NED's are happy with the 2018/19 plan, noting that the Amber status is realistic.

10 Committee Business

- 18-64 GAC Annual Report
The GAC annual report was approved by the GAC.

11 Chair's Action (for discussion only as required)

- No items to note.

12 Papers for information

- 18-65ABC Losses and Special Payments
- 18-66 Waivers
- 18-67 Serious Incident Annual Report – **Improved wording within the annual report was noted.**
- 18-68 Clinical Claims Annual Report - **Be aware of the new Security Classification Scheme.**
- 18-69 Health and Safety Annual Report – **PT noted that the previous strategy has been delivered by a strong performance in directorate H&S plans. The GAC approved the report.**
- 18-70 Information Governance Annual Report
- 18-71A&B Security Management Annual Report -
- 18-72 CARE Annual Report – **A good report was noted.**

13 Any Other Business

- RR attended a meeting at the Public Health England (PHE) regarding DH wording for emergency planning. The correct level of assurance was noted, up to GAC level.

- The Board are to consider the Annual Reports and Accounts. The GAC will approve the wording and to be aware of timescales.

14 Review the effectiveness of the meeting

- The meeting was noted as a substantial.

Dates of Meetings in 2018

Date/Time	Venue	GAC Papers for submission
<p>Monday 17 September 2018</p> <p>09.30 hrs – 13.00 hrs</p>	<p>West End Donor Centre Board Room</p>	<p>Tuesday 4 September 2018</p>
<p>Friday 23 November 2018</p> <p>09.30 hrs – 13.00 hrs</p>	<p>West End Donor Centre Board Room</p>	<p>Monday 12 November 2018</p>

