

Board meeting summary

Wednesday 11 September 2024

10:00 – 15:00

Present	
Sally Cheshire	Chair
Charlotte Moar	Non-Executive Director
Nigel Trout	Non-Executive Director
Janice Barber	Non-Executive Director
Lesley Regan	Non-Executive Director
Anu Ralhan	Non-Executive Director
Mike Durkin	Non-Executive Director (Associate Board Member)
Sam Everington	Non-Executive Director (Associate Board Member)
Helen Vernon	Chief Executive
Vicky Voller	Director of Advice & Appeals
Megan Bidder	Director of Safety & Learning
Joanne Evans	Director of Finance & Corporate Planning
Simon Hammond	Director of Claims Management
John Mead	Technical Claims Director (Associate Board Member)
In attendance	
Ian Adams	Director of Policy Strategy & Communications
Niamh McKenna	Chief Information Officer
Tinku Mitra	Deputy Director of Corporate & Information Governance
Disa Young	Deputy Director of Director of Policy Strategy & Communications
Catherine O'Sullivan	Head of Corporate & Information Governance
Maya Patel	DHSC Sponsor Team representative
Ali Morgan	NAO (Shadowing Joanne Evans) (Observing)
Kamal Bedi	Deputy Director of Claims Management (Observing)
Julia Wellard	Executive Personal Assistant (Minutes)

Chief Executive's Report

The Board considered the report from the Chief Executive which provided an update on key matters related to the work of NHSR and its operating environment.

External environment – the Board considered the impending publication of the [Independent investigation of the NHS in England](#) (Darzi review) and how the activity of NHS Resolution can support, particularly in the areas of quality and safety. There are a number of ways where we are engaging with other patient safety bodies. The Board also noted the work on our strategy from 2025 which will allow us to respond to the ten-year plan as detailed in the Darzi report.

The Board also reflected on the findings from the interim report [into the operational effectiveness of the Care Quality Commission: interim report - Dash review](#). The Dash review flagged the prospect of a second

Resolution

stage review of patient safety bodies in the NHS and the Board noted from their engagement with Dr Henrietta Hughes, Patient Safety Commissioner, at the July 2024 Board [meeting](#) the complexity of the safety landscape and the multitude of organisations which were involved.

The Board also considered the support that NHS Resolution could provide to the new authority which has been established to manage the [Infected Blood Compensation Scheme](#). NHS Resolution has reached out to the relevant DHSC team to provide support as necessary.

The Board were also updated with the work of the Parliamentary Hearing in the House of Lords of the pre-term birth Committee. [Lords Preterm Birth Committee hears from NHS England and DHSC - UK Parliament](#) The [Maternity Incentive Scheme](#) (MIS), which is operated by NHS Resolution, was featured in the Hearing. There was a particular focus on the self-reporting aspect and making sure that the data is transparent with assurances provided around the data. The responses drew on compliance rates, improvements and the assurance and reverification processes that are in place. The Board were keen that NHS Resolution should provide information directly to the Committee on the Scheme to support its consideration.

Inquiries and reviews- The Board were provided with a summary relating to current Inquiries and Reviews, which included the UK COVID Inquiry, which published its first report and recommendations: [Module 1: Report – The resilience and preparedness of the United Kingdom](#).

External engagement - The Board received an update on the Chief Executive and Chair's external engagement programme which included discussions with stakeholders at the Patient Safety Network (which includes representation from the [Parliamentary and Health Service Ombudsman](#), the [National Guardian's Office](#), the [Health Services Safety Investigation Body](#) and [NHS England](#) (NHSE) and is coordinated by the Patient Safety Commissioner's office) and [Action against medical accidents](#) (AvMA).

Internal environment - The report highlighted challenges arising from competing pressures which continue to have an impact on resources. The Board remain keen to ensure that staff wellbeing is prioritised, and that staff are supported through change.

The Board also noted the context of the [Spending Review](#) announced by the Chancellor, concluding in Spring 2025, in our business planning process and budgets for FY 25/26 and how we will be considering how we can work more efficiently to deliver our activity.

Performance and Activity

The Board received papers related to performance and activity across NHS Resolution, which were considered in line with the NHR business plan and strategy. An update was provided on performance against KPIs for the reporting period from 1 June 2024 to the end of 31 July 2024. The reports highlighted the key achievements as well as key risks and challenges the organisation had been facing. These included the following:

- The key focus of this reporting period for the Claims Management Service has been on ensuring the continued oversight of activity at the same time as supporting a number of key change programmes including a new case system.
- Safety and Learning's Recommendation to Implementation project has advanced to its next phase following a successful proof of concept with the Recommendation to Implementation Emergency Medicine tool.
- An update on the MIS and EN Evaluations, which are being conducted alongside THIS Institute

The key challenges included the impact of pressures felt by staff, in particular subject matter experts (SMEs), key person dependencies in particular areas, recognising that the reasons for these pressures vary by directorate. The Board were supportive of the current actions being taken to address these issues, including training and enabling knowledge transfer.

The Board also noted the context of external factors, which continue to be compounding factors on NHS Resolution's capacity to deliver on a number of fronts. These are being felt in areas such as Practitioner Performance Advice, which continues to see increases in workload from referrals from the NHS, and our ability to access clinicians to support the progress of claims.

Indemnity scheme cashflow requirements

The current position on cashflow requirements for 2025/26 and beyond for NHS Resolution's indemnity schemes was presented. This will inform our submissions to DHSC.

It was suggested by the Board that it would be helpful if we could reflect on ten years of what has happened around the clinical negligence scheme for Trusts (CNST), plus the next five years' forecast as well as look at the actual cost of harm number.

Surveillance Report

The Board was provided with an overview of surveillance activity conducted since 1 April 2024. Surveillance is only considered when there is a strong rationale for doing so and is a crucial tool to safeguard against any fraudulent activity in making a claim.

Core Systems Programme (CSP) Business Case

This Programme is a key part of our transformation activity. An update on the CSP programme status and intended plans for completion of its development and our rollout approach, together with an annexe to the CSP Business Case for approval, was presented. The Board approved the business case.

Strategic Priorities

Development of Trust dashboard

The Board were supportive of the ongoing work presented by the BI team to develop a tool to support our learning through a dashboard. This tool provides an analytical lens to NHS Trusts through a number of data sources. The team will continue to develop it and an update will be brought to a future meeting.

CEO of Action Against Medical Accidents (AVMA)

The Board welcomed the CEO of AvMA as an external speaker and were interested in hearing about the areas of commonality between NHSR and AvMA and how we are strategically working together. Both organisations share a common priority around delivering fair resolution and thinking about what more we can do to improve processes to reduce the anxiety/stress of patients, clinicians and healthcare staff. There were areas highlighted, which might be topics for further collaborative work, such as maternity and on sharing insights.

Administrative and Governance Matters

Responsible Officer's report

The formal annual report of the Responsible Officer (RO) was presented, informing the Board of the work of the RO during the year to support the Board to discharge its oversight function and to meet the expectations of regulators. The Board approved the Responsible Officer's report and the Statement of Compliance which will be submitted to NHS England

Policies - The Board approved the Code of Conduct policy and the Information security policy.

Board Committee Reports - The Board received minutes and summaries for the following Committees:

- [Audit and Risk Committee \(ARC\)](#)
- [People Committee \(PC\)](#)
- [Reserving and Pricing Committee \(RPC\)](#)