

Board meeting summary

Wednesday 13 November 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
Cat O'Sullivan	Head of Corporate Governance
Rose-Anna Lidiard	Deputy Technical Claims Director (observing)
Sara Pollock	Deputy Director of Finance (observing)
Maya Patel	DHSC Sponsor Team representative
Julia Wellard	Executive Personal Assistant (Minutes)
Apologies	
None	

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 NHR and its operating environment.

External environment – It was noted that following the review into the operational effectiveness of the Care Quality Commission a further review of [patient safety across the health and care landscape](#) is being led by Dr Penny Dash. The Board discussed the terms of reference for the review noting that NHS

Resolution's patient safety functions would be considered alongside the functions of 5 other organisations. The CEO would be leading the organisation's response and meeting with Dr Dash.

Inquiries and reviews- The Board were informed that the **UK COVID Inquiry** had commenced the public hearings into [Module 3: Impact of Covid-19 Pandemic on Healthcare Systems in the Four Nations of the UK](#).

External engagement - The Board received an update on the Chief Executive and Chair's external engagement programme which included meetings with [Action against medical accidents](#) (AvMA) which included discussions of the AvMA [Harmed Patient Pathway consultation](#). Other key engagements were noted including those with the [Royal College of GP's](#) (RCGP), the [Medical Defence Union](#) (MDU), [Medical and Dental Defence Union of Scotland](#) (MDDUS), the [Medical Protection Society](#) (MPS), [Healthwatch](#), [Health Services Safety Investigations Body](#) (HSSIB), [The General Medical Council](#) as well as the [NHS Counter Fraud Authority](#)

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 August to 30 September 2024

The reports highlighted the key achievements as well as key risks and challenges for the organisation: These included the following:

- The impending announcement of any change to the [Personal Injury Discount rate](#) (PIDR). The Board discussed the impact on in-year settlement patterns which had been significantly disrupted.
- The ongoing challenge of concurrent and interdependent change programmes balanced with a busy day-to-day operation. This included the development and roll-out of NHR's new case management system.
- Extensive cross-system collaboration including the cross-ALB 'Recommendations to Impact' Collaborative Group (chaired by HSSIB) which published a report in September ["Recommendations but no action"](#). The NHR 'Recommendation to Implementation' Emergency Medicine Proof of Concept was showcased..

The key challenges included supporting staff through change and effective prioritisation, particularly when unexpected new priorities, such as the Dash Review emerged. It was noted that external factors such as an increase in referrals to Advice and difficulties in accessing busy clinicians to support the progress of claims also presented challenges. The Board was supportive of the current actions being taken including extensive health and well-being support for staff, training, knowledge transfer and a rigorous approach to prioritisation

Business Plan: Mid-Year Report- The Board discussed a report on the progress made against the 2023-24 Business Plan as at month six of the financial year along with the risks and issues identified. The report identified achievements against the plan to date and set out where progress was on track or likely to continue into the 2024-25 year.

Risk Appetite Statement & Risk Assurance Report - An updated Risk Appetite Statement was presented and approved by the Board. This included amendments made following discussion at a previous Board Awayday.

The Board also considered the Risk and Assurance report which provided an update on the strategic and corporate operational risks and mitigations following risk reviews by the Senior Management Team (SMT) and the Operational Delivery Group (ODG). The report set out the view of the Executive team on the risk environment and the Board concluded that the risk registers were reflective of the key risks faced by NHSR.

Administrative and Governance Matters

Board and Committee Effectiveness Review - The Board discussed the improvements that had been realised against the agreed actions from the independent effectiveness review carried out in 2023. Further areas for enhancing effectiveness were also considered.

Policies - The Board approved the Complaints policy which had been substantively revised to align with the [UK Central Government Complaint Standards](#).

GAD MoU - The Board approved the MoU with the [Government Actuary's Department](#) (GAD) who provide actuarial services to NHS Resolution

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 \(RPC\)](#)

Strategic Priorities

Developing our Maternity Strategic Priority- The Board considered the proposals for the development of our maternity strategic priority as part of our refreshed corporate strategy for 2025 onwards. The Board discussed the focus on the delivery of the maternity schemes, the external landscape related to maternity and NHSR's 'direct' and 'indirect' role in supporting the maternity and neonatal safety agenda and priorities.

CEO of General Medical Council (GMC)-The Board welcomed Charlie Massey, the CEO of the GMC, as an external speaker and discussed the areas of commonality between NHSR and GMC and how we are strategically working together. It was noted that both organisations share common priorities in terms of supporting the NHS and patient safety and that there are constructive working relationships. It was concluded that both will continue to work collaboratively to take forward areas highlighted through the discussion and which NHSR is building into its strategy.

Update on Maternity Incentive Scheme (MIS)/Early Notification Scheme (ENS) evaluations- The Board welcomed representatives from [THIS Institute](#) who provided an update on the ongoing work related to the evaluations. The Board considered key highlights presented which included the processes and approach for the programme of work as well as the proposed timelines. The Board noted regular reports would be provided at future Board meetings.