



England Infected Blood Support Scheme (EIBSS) Quarterly Accountability Review Meeting

Minutes

Meeting type:
Meeting date/time:
Location:

EIBSS Quarterly Accountability Review Meeting
Tuesday 28 April 2020, 10:00-11:30hrs
Video conference

Attendees:

DHSC

Helen Causley (HC)
Thomas Reed (TR)
Joanne Hindmarsh (JH)

NHSBSA

James Hardy (JRH)
Linzi Fowler (LF)
James Byers (JB)
June Omadoye (JO)
Hollie Edmondson (HE)

Apologies:

Helen Gott – DHSC Finance
Gulbahar Maxwell – DHSC Finance

1	Welcome and Previous Minutes/Actions
1	<p>Chairs Introduction</p> <p>James Hardy and Thomas Reed jointly welcomed everyone to the meeting and introductions were made.</p>
2	<p>Review of previous minutes and actions (Papers 1 & 2)</p> <p>It was discussed and agreed that the monthly and quarterly meetings should be status quo, as both meetings work well as they are, with the extended audience of DHSC Sponsor and Finance colleagues invited to attend quarterly meetings.</p> <p>The action points outstanding from previous quarterly meeting minutes 22 October 2019 were reviewed.</p> <p>02– HC confirmed that she will get more information from legal to see if anything else is required to be done to complete this action. Carried forward.</p> <p>04 – MOU and specification approval is still in development. Carried forward.</p> <p>06 – This is on hold at the moment, due to Covid-19. TR has sent Russell Cooke an email about missing 460 beneficiaries, to understand what can be done mitigate this Issue. TR will follow up with Russell Cooke and update the team of the progress. Carried forward.</p> <p>The action points from previous monthly meeting minutes held 19 March 2020 were reviewed.</p> <p>01 –JB updated the team, that the beneficiary has been contacted to ask what financial assistance is required. JB will follow up the with the beneficiary to ensure they are not in any struggling financially. TR and JB will discuss further outside the meeting about assisting the</p>

	<p>beneficiary. Carried forward.</p> <p>03 – The immediate financial hardship fund for beneficiares has been passed the DHSC to review. HC confirmed that this process will be put to Nadine for confirmation prior to the process being able to commence. Carried forward.</p> <p>05 – At the time of the meeting NHSBSA were in the final stages of development of the revised Counselling Support, the process and related communications had been passed to DHSC for review. Subsequently this process has gone live, communicated to beneficiaries on 01/05/2020. Complete</p> <p>07 –Information has been provided to DHSC and the process is now live, as per update for action 5. Complete.</p> <p>08 – Information has been provided to DHSC and the process is now live, as per update for action 5. Complete.</p> <p>Please note that from now on a singular numbering system for actions will be adopted but a prefix of 'Q' or 'M' will be added, to differentiate between Quarterly and monthly meeting actions.</p>
3	DHSC Updates
	<p><u>General Update</u></p> <p>HC gave an update on the current main affairs. HC informed the team that at the time of the meeting there was still no official confirmation on the appointment of the Cabinet Office Minister however since the meeting the Minister has been named as Penny Mordaunt MP. Now appointed a meeting will take place between Penny and Nadine to discuss Infected Blood related policy processes and potential changes.</p> <p><u>Mental Health Support</u></p> <p>Further to the last monthly meeting where DHSC informed NHSBSA that Nadine Dorries had given approval for a bespoke mental heal service within EIBSS for beneficiaries. DHSC will continue exploring this with NHSE colleagues, who will be leading on this work. DHSC had provided their wording for the submission to DHSC, and this is now for NHSBSA to investigate options for such support within the EIBSS service offering. The initial thinking is currently that this new element to the scheme will be similar to the support provided by the Welsh Scheme. At this time it has not been possible to progress the detailed understanding of the Welsh model, as WIBSS have been assisting with Covid-19 related work.</p> <p>ACTION Q10- JH/HE- to investigate options to stand up 'Mental Health Support' service offering similar to WIBSS.</p> <p>DHSC added that there are wider discussions taking place regarding 'Mental Health Support' through an NHS England model, so as more is known about this, this will also feed into the decision about how future EIBSS 'Mental Health Support' may look. Any future 'Mental Health Support' needs to link with the wider network of 'Mental Health Support', so this is as joined up as possible throughout the NHSE.</p>
4	NHSBSA Updates
	<p><u>Medical Assessors</u></p> <p>HE confirmed that three assessors have been successfully recruited, and training is due to take place in April 2020. The medical assessors' names are: Belinda Smith, Catherine Smith and Leonie Grelier. There are now a total of four medical assessors available to assess applications, with training completed on Wednesday 15th April 2020.</p> <p><u>Appeals Panel- Chair Recruitment</u></p>

	<p>Interviews for a new chair will take place throughout April 2020, the successful applicant was appointed week commencing Monday May 11 2020 her name is Megan Larrinaga.</p> <p>In response to TR's question on the EIBSS team current working situation due to Covid-19. HE gave an update regarding the homeworking arrangements of the EIBSS team due to Covid-19. HE mentioned that she is based in the office whilst the rest of the team are homeworking. She is the main contact in the office, and the team have been set up so that beneficiaries would not have any disruptions with the service.</p> <p>In regards to TR's question about the process of application forms while the EIBSS team is working from home, JH confirmed that in principal a secure digital application would be possible, there is however some work to be done to understand how to integrate this with service. This option should be able to be used even after Covid-19 homeworking arrangements have eased.</p> <p>ACTION Q11- HE/JB to investigate the secure digital application route can be integrated to the EIBSS operational process.</p>
5	<p>Data Paper 3</p> <p><u>EIBSS Dashboard / MI Report</u></p> <p>The majority of KPI Measures were achieved in March, with one exception. The application timing KPI achieved an AMBER status failing the 90% target by 6% in March; this was due to our medical assessor experiencing Covid-19 related delays, due to being based in Australia during March. Mitigation is now in place (as of 15th April 2020), as the induction training for the three new medical assessors is complete and they're actively assessing applications, removal of a single point of failure within the process is complete.</p> <p>JH put the question to DHSC regarding the timing of the dashboard data, as the timing of the report is usually aligned to the financial year or rolling year, DHSC were asked to inform NHSBSA of their preference.</p> <p>DECISION- TR confirmed that the report should report to a financial year period. However also asked if the full data could also be supplied, as this is particularly useful for any scheme questions that arise.</p> <p>ACTION Q12- HE to ensure that the future version of the report includes both the financial year and the full year's data.</p>
6	<p>Finance Paper 4</p> <p><u>Finance Year to date</u></p> <p>JH shared and discussed the 2019/20 year-end financial information for EIBSS.</p> <ul style="list-style-type: none"> The total spend for 2019/20 is £75,132,283, a slight overspend against the 2019/20 EIBSS financial commitment of £75m, this figure is within an expected tolerance of intended spend. <p>JH confirmed that the Q1 2020/21 drawdown request when compared against the standard quarterly funding amount, which is aligned to the usual quarterly amount. Q1 2020/21 cannot be compared to Q1 2019/20, as Q1 2019/20 included the uplifted payment amounts.</p> <p>Income Top-up; JH updated on the progress with the JRG action regarding modelling an alternative top-up mechanism. i.e. topping everyone up to the maximum £28,400 rather than using their earnings to calculate a bracketed support amount. The analysis must take account</p>

	<p>of the intention for any change to ensure that everyone receives the same or increased payments; as a result 'no-one can be worse off'.</p> <p>ACTION Q13- JH will share the information with DHSC to inform any potential scheme change decision, once quality checking is completed.</p>
7	Governance Paper 5
	<p>JH presented the Risk and Issues Register to the group, and discussed each item in-turn advising of any change in status.</p> <p><u>Issues</u> Issue is outstanding and has not moved since the last meeting, this is related to action point 06 from the 22 October 2019 meeting.</p> <p><u>Risks</u> R_EIBSS10- Red risk, has now been closed due to the successful recruitment and training of three new medical assessors. R_EIBSS13- Has been added to reflect the on-going monitoring of the medical assessor volumes. R_EIBSS11 & R_EIBSS12- have been added to take account of the risks that Covid-19 has on the operational elements of the scheme.</p>
8	Any other business
	<p>Date of next meeting and future meetings for the year to be decided.</p> <p>ACTION Q14- JO to work with TR to agree dates, attendees and details for the next monthly and Quarterly meetings.</p>