

MINUTES

RQIA Board Meeting 11 November 2008

Board Room, Riverside Tower, Lanyon Place, Belfast, 2:00pm

Present

Ian Carson (Chairman)
Richard Adams
Geraldine Donaghy
Joan Harbison
Lilian Jennett
Ruth Laird
Allen McCartney
Patricia McCoy
Connor Mulholland
Una O'Kane
Colin Reid
Austin Smith

Officers of the Board present

Maurice Atkinson (Director of Corporate Services)
Alice Casey (Interim Chief Executive)
Robert Graham (Committee Services Manager)
Theresa Nixon (Director of Quality Assurance)
Phelim Quinn (Director of Operations)
David Stewart (Director of Service Improvement)

Apologies

Jim Jamison

Apologies

None

PUBLIC SESSION

08.102 Welcome and Chairman's remarks

08.102.1 The Chairman welcomed Board members, Officers of the Board and member of the public to the meeting. He noted apologies from Jim Jamison.

08.103 Minutes of the meetings of the Board held on Tuesday 2 September [Paper min/Sep/08]

08.103.1 The Board **APPROVED** the minutes of the meeting of the Board meeting held on 2 September 2008.

08.104 Matters arising from minutes

08.78.2 Appointments and Remuneration Committee business

08.104.1 The Chairman advised the Board that he had received a response from the DHSSPS and that he had met members of the Appointments of the Remuneration Committee to discuss this. He added that an instruction would shortly be issued regarding the remuneration of the Senior Management Team.

08.79.12 Review of GP Appraisal Arrangements in Northern Ireland

08.104.2 The Director of Operations confirmed that a response had been received and that this response was satisfactory.

08.92.9 Schedule of Joint Hospital Visits

08.104.3 The Chairman confirmed that Board members had received the schedule of joint visits with the Mental Health Commission.

08.93.7 Controls Assurance

08.104.4 The Chairman advised the Board that he had attended a workshop organised by the DHSSPS to consider 'Strengthening Assurance to the Departmental Accounting Officer from Arm's Length Bodies'. Allen McCartney, Phelim Quinn and Maurice Atkinson were also in attendance. He noted that the workshop was useful, and one matter considered was the future use of Controls Assurance standards. The Director of Operations advised that a meeting had been arranged with John Allen from the DHSSPS to discuss this matter.

08.95.4 Maternity Services Review (Altnagelvin)

08.104.5 The Director of Operations confirmed that the Review Report had been completed and forwarded to the Western Health and Social Care Trust. A Board member felt that the Board should have been informed that the Report was not on the RQIA website and suggested that protocols be put in place to advise Board members of Review reports being published and press releases being issued.

08.76.8 Complaints Review Group

08.104.6 The Interim Chief Executive advised the Board that terms of reference for the Complaints Review Panel would be reviewed by the Governance and Risk Management sub-committee and would be brought to the Board as part of the review of Standing Orders.

08.92.8 Complaints Against RQIA

08.104.7 A Board member asked when the Board would receive information concerning the complaints made against RQIA. The Director of Quality Assurance advised that the Governance and Risk Management sub-committee would be receiving a report of all complaints at its next meeting in December. The Chairman added that following this meeting the sub-committee would prepare a report for the Board.

08.104.8 A Board member noted that the Board needed to be clear about the process of complaints reporting. It was **AGREED** that the terms of

reference of the Governance and Risk Management sub-committee would be shared with Board members in advance of the workshop on 20 November.

08.94 Review of Consultant Appraisal

- 08.104.9 A Board member asked if the RQIA would be following up on the recommendations of the Consultant Appraisal Review report. The Director of Operations advised that the Primary Care Advisor, Hall Graham, was in discussions with the General Medical Council regarding the findings of the Report and that this work would continue in 2009.
- 08.104.10 A Board member asked what the role of the RQIA was in terms of following up recommendations made in Review reports. The Interim Chief Executive advised that the Service Delivery Unit and ultimately the new Regional HSC Board would ensure that recommendations were implemented and followed up.
- 08.104.11 A Board member sought to clarify when information would be brought back to the Board concerning the implementation & outcomes of Consultant Appraisals. The Director of Operations suggested that this work would be monitored by the Trusts but the RQIA could write to the Trusts asking for copies of their Action Plans.
- 08.104.12 The Chairman advised the Board that, in terms of the Consultant Appraisal Review report, there was a professional responsibility on individuals to be appraised. He added that there was a responsibility on Trusts to ensure appraisal was being carried out in line with the Human Resources Controls Assurance standard and that there was a responsibility of the RQIA to maintain a good working relationship with the GMC as the regulator.
- 08.104.13 The Director of Operations noted that it was not the role of the RQIA to implement recommendations, but to ensure that improvements were being made.

08.105 Chairman's report [Paper B/06/08]

- 08.105.1 The Chairman presented his Report to the Board and highlighted some of the key meetings he had attended.
- 08.105.2 The Chairman advised the Board that he had met with the Children's Commissioner, Patricia Lewsley, and the potential for future joint working between RQIA and NICCY was discussed.
- 08.105.3 The Chairman noted that he had attended the ISQuA conference in Copenhagen. ISQuA are now head-quartered in Dublin and next year's conference will be held there in October 2009. He suggested that there may be a possibility of RQIA being involved in the

organisation of this event.

08.105.4 The Board **NOTED** the Chairman's Report.

08.106 Quarterly Report - Director of Corporate Services [Paper C/06/08]

08.106.1 The Director of Corporate Services presented the Quarterly Report to the Board. He advised the Board that the Report format had been revised to give a more concise Report and that further work would be done if the balanced scorecard approach was taken as part of the new Corporate Strategy.

08.106.2 The Director of Corporate Services gave an overview of the key highlights. He made specific reference to the financial position where a project deficit of almost £70,000 had been forecast. He assured Board members that the Executive Team would be monitoring this on a regular basis.

08.106.3 A Board member asked if the staff numbers could be forecast to allow the Board to know if the RQIA has sufficient workforce to complete its work. Another Board member asked if further detail could be given in terms of Freedom of Information requests.

08.106.4 A Board member sought clarity on why the progress had been slower than anticipated in the implementation of the new inspection and registration methodology. The Director of Quality Assurance explained that almost double the number of facilities than expected were required to be registered, and this had resulted in the delay.

08.106.5 The Director of Quality Assurance suggested that a review of the categorisation of the notifiable events from children's homes was required by the Children's Services Regulation team with Trusts in view of some disparity in reporting of incidents.

08.106.6 A Board member asked if there was a seasonal variation in complaints due to the increasing numbers. The Interim Chief Executive explained that a new system of monitoring complaints had been introduced, which would explain the increased number.

08.106.7 A Board member asked about the "Overall Assessment". The Director of Service Improvement explained that, following the recent Board workshop, an agreed programme of reviews would be conducted over the next three years and the findings of these would form part of the Overall Review.

08.106.8 In response to a query from a Board member regarding increased legal costs, the Director of Operations confirmed that recent Judicial Reviews had contributed to the increased legal expenditure.

- 08.106.9 The Director of Corporate Services **AGREED** to accept nominations from Board members who were interested in joining a group to look at the format of future Quarterly Reports in the context of new Corporate Plan.
- 08.106.10 A Board member noted that there had been a decrease in the long term sickness rate but that the short term sickness rate had increased. The Interim Chief Executive confirmed that the HR Manager would be monitoring this closely and a more detailed absence report would be brought to the Board.
- 08.106.11 The Board **NOTED** the Quarterly Report.
- 08.107 Audit Committee update (to include minutes of meeting of 1 July 2008) - Chairman of Audit Committee [Paper D/06/08]**
- 08.107.1 The Audit Committee Chairman updated the Board on the work of the Audit Committee and began by advising that the minutes of the meeting of 1 July 2008 were available for noting by Board members.
- 08.107.2 The Committee Chairman advised the Board that the Audit Committee had conducted a self-assessment survey and that the findings showed there was a need for improvement in certain areas including the formality of appointment of Committee members, induction and training.
- 08.107.3 The Committee Chairman informed the Board that the meeting of 28 October 2008 had been attended by Peter Cooper, the recently appointed Professional Advisor to the Audit Committee.
- 08.107.4 The Committee Chairman noted that the Audit Committee had considered a revised Internal Audit Action Plan and had received an update on the work being carried out to implement the External Audit recommendations.
- 08.107.5 The Committee Chairman finished by noting that the Audit Committee had considered a controls assurance framework and new terms of reference for the Governance and Risk Management sub-committee.
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- 08.107.6 The Board **NOTED** the update from the Committee Chairman.
- 08.108 Governance and Risk Management sub-committee business (to include minutes of 25 October 2007) - sub-committee Chairman [Paper E/06/08]**
- 08.108.1 The Governance and Risk Management sub-committee Chairman updated the Board on the work of the sub-committee and began by advising that the minutes of the meeting of 25 October 2007 were available for noting by Board members. She added that the sub-

committee had met on 16 September 2008.

08.108.2 The sub-committee Chairman advised the Board that at the recent meeting, the sub-committee had considered a controls assurance framework and amended terms of reference which would mean changing the name of the sub-committee to the Governance and Controls Assurance sub-committee. She added that the role of the sub-committee would be to review the Corporate Risk Register and to monitor the processes for conducting complaints / investigations and implementation of actions.

08.108.3 The Board **NOTED** the update from the sub-committee Chairman.

08.109 Corporate Risk Register - Interim Chief Executive [Paper F/06/08]

08.109.1 The Director of Corporate Services presented the updated Corporate Risk Register to the Board and began by advising the Board that the format of the Register had been altered following guidance recently received from DHSSPS. He added that there was one new risk added and invited questions from Board members.

08.109.2 The Chairman advised the Board that the Governance and Controls Assurance sub-committee would have responsibility for challenging the information contained in the Risk Register. A Board member sought clarity on the process of commenting on the Register. It was agreed that comments should be given directly to the Director of Corporate Services and could be raised at any time.

08.109.3 The Audit Committee Chairman advised the Board that the management of risks was the responsibility of the Chief Executive and the Governance and Risk Management sub-committee Chairman added that it would be the responsibility of the sub-committee to ensure that the correct processes were being used.

08.109.4 The Board **NOTED** the updated Corporate Risk Register.

08.110 Memorandum of Understanding with CJI/HMIP - Director of Operations [Paper G/06/08]

08.110.1 The Director of Operations presented the Memorandum of Understanding with Criminal Justice Inspection (CJI) and Her Majesty's Inspectorate of Prisons (HMIP) to the Board and noted that the Executive Team had approved this MOU.

08.110.2 After a short discussion, the Memorandum of Understanding was **APPROVED** by the Board.

**08.111 Public Participation Strategy - Director of Corporate Services
[Paper H/06/08]**

08.111.1 The Chairman advised that the Public Participation Strategy would be presented to the Board at the meeting on 9 December.

**08.112 Clinical and Social Care Governance Overview Report 2007/08
[Paper I/06/08] - Director of Operations**

08.112.1 The Director of Operations presented the Clinical and Social Care Governance Overview Report to the Board. He noted that this was the combined Report of the five individual Reports which had been presented to the Board in September 2008.

08.112.2 The Director of Operations outlined to Board members the key learning from the Overview Report. He commented on the progress the new Trusts were making on integrating new governance arrangements. He added that future Reviews would consider the use of continuous self-assessment, based on a model used in Wales.

08.112.3 A Board member asked if the recommendations in the Report would be followed up. The Director of Operations explained that it would be difficult for the RQIA to follow up every recommendation in every Report and that this role should belong to the new performance management body. The Chairman added that all regulatory bodies faced a similar dilemma around the balance between assurance, performance management and outcomes.

08.112.4 A Board member noted that there was a diagram missing in one particular section which needed to be added. The Chairman added that the colour coding used in the diagrams in the Report should be altered. Another Board member suggested that the areas of good practice highlighted in the Report should be grouped together at the end of the Report. The Director of Operations **AGREED** to make the necessary amendments.

08.112.5 A Board member asked if the Report would be formally launched. The Director of Operations advised that the previous Report had not been launched publicly but that a media release could be issued prior to the launch of this Report.

08.112.6 A Board member asked if there was a sufficient pool of lay and peer reviewers. The Director of Operations confirmed that recruitment of reviewers was ongoing and that a targeted recruitment drive was under way for peer reviewers.

08.112.7 The Board **APPROVED** the Clinical and Social Care Governance Overview Report.

08.113 Any other business

- 08.113.1 The Director of Quality Assurance advised the Board that following the launch of the "Strengthening User Involvement" Action Plan in February 2008, a follow up joint workshop with NISCC and SCIE entitled "Nothing About Us Without Us" would be taking place on 5 February 2009. Board members were invited to attend.
- 08.113.2 A Board member asked when the calendar of Board meetings for 2009/10 would be available for Board members. The Committee Services Manager advised that this would be brought to the Board workshop on 20 November.
- 08.113.3 The Chairman confirmed that despite the absence of two members of the Executive Team, the Board meeting on 9 December would still take place.
- 08.113.4 With there being no other business the Chairman drew the meeting to a close at 4:10pm.

**Date of next meeting:
9 December 2008, Board Room, Riverside Tower**

Signed 

Dr Ian Carson
Chairman

Date 9 Dec 2008