

Meeting: Trust Board Meeting in Public

Date: 27 March 2024

Agenda item	BHT call off Purchase Order approval for BHPL Invoices
EMC Lead	Andrew McLaren, Chief Medical Officer
Author	Kimberley Yoxall, Pharmacy General Manager
Appendices	None
Purpose	Approval
Previously considered	EMC 20.02.2024 F&BPC 26.03.2024

Executive summary

This paper contains a request to approve an uplift to the annual call-off Purchase Order (PO) for 2023/24 of £300,000 due to an increased level of activity over and above forecasts. Without the uplift to the call off PO, BHPL will be unable to operate its business within standing financial instructions.

The Executive Management Committee recommended this for approval in February 2024. A verbal update of the discussion at the Finance & Business Performance Committee on 26 March 2024 will be provided to Trust Board.

Decision	The Committee is requested to approve an uplift to the call off PO 2023/24 for £300,000 drawn down by monthly invoice
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Relevant strategic priority

Outstanding Care Healthy Communities Great Place to Work Net Zero

Relevant objective

<input checked="" type="checkbox"/> Improve waiting times	<input type="checkbox"/> Improve access and effectiveness of Trust services for communities experiencing the poorest outcomes	<input type="checkbox"/> Improve the experience of our new starters
<input type="checkbox"/> Improve safety		<input type="checkbox"/> Upskill operational and clinical managers
<input checked="" type="checkbox"/> Improve productivity		

Implications / Impact

Patient Safety	BHPL has delivered a good service, with high patient approval ratings. This service is monitored by reports to BHPL Board and contract review meetings with BHT pharmacy Services. Patient Safety incidents are reviewed with the BHT Chief Pharmacist and pharmacy board.
Risk: link to Board Assurance Framework (BAF) and local or Corporate Risk Register	Principal Risk 3: Failure to work effectively and collaboratively with external partners Without the uplift to the call off order it means that BHPL is unable to operate its business within standing financial instructions. This model has been used successfully in the previous 6 years and is mutually business critical both BHT & BHPL operational models.
Financial	BHPL is offering BHT good value for money, as seen by the provision of net financial benefit to the Trust.

Compliance NHS Regulation	Fulfilment of financial obligations and the Trust and statutory regulations.
Partnership: consultation / communication	There is regular communication and review meetings between the parties to manage the service. This need for an uplift has been communicated through the board and quarterly review meetings.
Equality	The access to medicines for all is provided by the service.
Quality Impact Assessment [QIA] completion required?	A QIA for this was done at the development of the service

1 Introduction/Position

The outpatient pharmacy service across BHT has been majority provided via Buckinghamshire Health Project Limited (BHPL) by Pharmacy@Bucks (P@B) for the past 6 years, and an SLA was signed in October 2023 for a further 5-year contract. 85% of patients surveyed in the last quarter rated the P@B service as Good or Excellent, waiting times were broadly in line with KPI targets at 20 minutes, and dispensing errors were below the KPI threshold of 0.02%.

2 Background

- 2.1 BHPL raises invoices to BHT every month covering the prior month's activity. The invoices are based on exact medicine issue data taken from the pharmacy stock management system.
- 2.2 The call-off Purchase Order (PO) for 2023/24 was approved at £9.3million split into two, 6-month POs to line up with the contract renewal process. It was based on anticipated activity for the year ahead, but as 2023/24 draws to a close it's apparent that the call-off order amount for the second half of the year will be insufficient. This is due to higher than predicted increases in workload, with P@B supplying high-cost medication to newly diagnosed patients who would have previously been supplied by the pharmacy homecare service during the pause in services this year.

BHPL Activity April 2023 - September 2023

£4,594,290.02

<u>Month</u>	<u>Inv Value</u>	<u>Outstanding Value</u>
April Actual	£719,741.12	£3,874,548.90
May Estimate	£600,000.00	£3,274,548.90
June Estimate & May True Up	£752,126.52	£2,522,422.38
July Estimate & June True Up	£818,167.38	£1,704,255.00
August Estimate & July True Up	£834,921.76	£869,333.24
September Estimate & August True Up	£869,333.24	£0.00

BHPL Expected Activity October 2023 - March 2024

£4,650,000.00

<u>Month</u>	<u>Inv Value</u>	<u>Outstanding Value</u>
October Estimate & September True Up	£868,496.57	£3,781,503.43
November Estimate & October True Up	£820,482.16	£2,961,021.27
December Estimate & November True Up	£806,969.42	£2,154,051.85
January Estimate & December True Up	£782,204.40	£1,371,847.45
<i>February estimate invoice (average of previous months)</i>	<i>£808,049.17</i>	<i>£563,798.28</i>
<i>March estimate invoice (average of previous months)</i>	<i>£808,049.17</i>	<i>-£244,250.90</i>

3 Proposal, conclusions recommendations and next steps.

- 3.1 An uplift to the 2023/24 PO is necessary to allay any cash flow issues for BHPL and to maintain the good business relationship BHT has with BHPL (i.e., invoices processed efficiently and on time). Any monies not called down for the monthly invoice can be written off at the end of the 2023/24 financial year
- 3.2 There are no resource implications for the proposal. The amount raised on the call-off order has been set at slightly above forecast to mitigate against requiring any further uplift at the end of the year.

4 Action required from the Board/Committee

The Board is requested to:

- a) Approve the raising of an uplift to the call-off PO of £300,000 for the remainder of 2023/24 activity, which will allow for the continuous and seamless processing of invoices between BHPL and BHT.

APPENDICES

N/A

Meeting: Trust Board Meeting in Public

Date: 27 March 2024

Agenda item	BHT call off Purchase Order approval for BHPL Invoices
EMC Lead	Andrew McLaren, Chief Medical Officer
Author	Kimberley Yoxall, Pharmacy General Manager
Appendices	None
Purpose	Approval
Previously considered	EMC 20.02.2024 FBPC 26.03.2024

Executive summary

This paper contains a request to approve a new annual call off Purchase Order (PO) for 2024/25 anticipated activity at £12,000,000. The board approved a new 5 year contract with BHPL which was signed in October 2023 for the provision of outpatient pharmacy services, and a call-off order is required annually to allow BHPL to invoice BHT for activity. Without the call off PO, BHPL will be unable to operate its business within standing financial instructions. The Executive Management Committee recommended this for approval in February 2024. A verbal update of the discussion at the Finance & Business Performance Committee on 26 March 2024 will be provided to Trust Board.

Decision	The Board is requested to approve a new call off PO 2024/25 for £12,000,000 drawn down by monthly invoice
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Relevant strategic priority

Outstanding Care <input checked="" type="checkbox"/>	Healthy Communities <input checked="" type="checkbox"/>	Great Place to Work <input type="checkbox"/>	Net Zero <input type="checkbox"/>
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Relevant objective

<input checked="" type="checkbox"/> Improve waiting times <input type="checkbox"/> Improve safety <input checked="" type="checkbox"/> Improve productivity	<input type="checkbox"/> Improve access and effectiveness of Trust services for communities experiencing the poorest outcomes	<input type="checkbox"/> Improve the experience of our new starters <input type="checkbox"/> Upskill operational and clinical managers
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Implications / Impact

Patient Safety	BHPL has delivered a good service, with high patient approval ratings. This service is monitored by reports to BHPL Board and contract review meetings with BHT pharmacy Services. Patient Safety incidents are reviewed with the BHT Chief Pharmacist and pharmacy board.
Risk: link to Board Assurance Framework (BAF) and local or Corporate Risk Register	Principal Risk 3: Failure to work effectively and collaboratively with external partners Without the call off order it means that BHPL is unable to operate its business within standing financial instructions. This model has been used successfully in the previous 5 years and is mutually business critical both BHT & BHPL operational models.

Financial	BHPL is offering BHT good value for money, as seen by the provision of net financial benefit to the Trust.
Compliance NHS Regulation	Fulfilment of financial obligations and the Trust and statutory regulations.
Partnership: consultation / communication	There is regular communication and review meetings between the parties to manage the service. This uplift is being communicated through the board as part of the consultation on a straightforward uplift to allow the provision of the service. The Trust's commercial services Department in regular communication with BHPL board
Equality	The access to medicines for all is provided by the service. BHPL provides reports which show reductions in patient waiting times. During COVID, P@B implemented several enhanced delivery services for our most vulnerable patients.
Quality Impact Assessment [QIA] completion required?	A QIA for this was done at the development of the service

1 Introduction/Position

The outpatient pharmacy service across BHT is majority provided via Buckinghamshire Health Project Limited (BHPL) by Pharmacy@Bucks (P@B.) The inception of this dedicated outsourced outpatient service 6 years ago has meant that patient wait times for medicines post hospital appointment is now significantly shorter. 85% of patients surveyed in the last quarter rated the P@B service as Good or Excellent, waiting times were broadly in line with KPI targets at 20 minutes, and dispensing errors were below the KPI threshold of 0.02%.

2 Background

- 2.1 BHPL raise invoices to BHT every month covering the prior month's activity based on exact medicine issue data taken from the pharmacy stock management system.
- 2.2 This activity has continued to grow on an annual basis as the outpatient pharmacy service provided by BHPL has become more established over the years. The table below shows the PO order values approved by BHT vs the actual activity values in recent years. On two occasions in the past 5 years the value of the call-off order has been exceeded by the actual activity. This is due to higher than predicted increases in workload, with P@B taking an active role in BHT's COVID recovery programme, dispensing increasing amounts of high-cost systemic anti-cancer therapies (SACT) and supplying high-cost medication to newly diagnosed patients who would have previously been supplied by the pharmacy homecare service during the pause in services in 2023/24. This resulted in an uplift needing to be requested and approved, causing cash-flow concerns for BHPL and an administrative burden for BHT.

Year	Activity Value (Actual)	BHT Board approved Call Off Purchase Order Value	Comment
2020/21	£5,360,000	£5,400,000	
2021/22	£6,600,000	£5,900,000	Difference due to increased popularity of service and BHT COVID recovery program which pushed up outpatient pharmacy activity. 40% outpatient workload increase from 2021/22 into 2022/23.
2022/23	£8,247,659	£8,500,000	Actual activity value closely matched forecasted spend.
2023/24	Estimate: £9,700,000	£9,300,000 (split into £4.65mil POs due to the extension in the contract)	Activity surpassed original forecast, as P@B picked up additional workload due to the closure of the Homecare service to new patients.
2024/25	Forecast: £11,000,000	Requesting: £12,000,000	Pitched at this level to provide adequate cover for activity growth (including SACT), inflation, and workload increases.

3 Possibilities

- 3.1 Based on activity trend growth and the increasing popularity of the service it is anticipated that the value of medicine dispensed via the BHPL outpatient service will increase in line with demographic and economic factors.
- 3.2 It has been determined that raising a Purchase Order for £12,000,000 for 2024/25 to cover the monthly invoices raised by BHPL to BHT will allow for the continued and seamless processing of the invoices in this financial year.
- 3.3 There are no resource implications for the proposal. The amount raised on the call-off order has been set at slightly above forecast to mitigate against requiring an uplift at the end of the year. Any monies not called down for the monthly invoice can be written off at the end of the 2024/25 financial year.
- 3.4 As we begin the new financial year, and to maintain the good business relationship BHT has with BHPL (i.e., invoices processed efficiently and on time) this paper is being put forward for consideration to ensure invoices raised in the 2024/25 financial year are processed as efficiently as they have been in the past.

4 Proposal, conclusions recommendations and next steps.

- 4.1 Based on activity trend growth and the increasing popularity of the service it is anticipated that the value of medicine dispensed via the BHPL outpatient service will increase in line with demographic and economic factors.
- 4.2 It has been determined that raising a Purchase Order for £12,000,000 for 2024/25 to cover the monthly invoices raised by BHPL to BHT will allow for the continued and seamless processing of the invoices in this financial year.
- 4.3 There are no resource implications for the proposal. The amount raised on the call-off order has been set at slightly above forecast to mitigate against requiring an uplift at the end of the year. Any monies not called down for the monthly invoice can be written off at the end of the 2024/25 financial year.
- 4.4 As we begin the new financial year, and to maintain the good business relationship BHT has with BHPL (i.e., invoices processed efficiently and on time) this paper is being put forward for consideration to ensure invoices raised in the 2024/25 financial year are processed as efficiently as they have been in the past.

5 Action required from the Board/Committee

The Board is requested to:

- a) Approve the raising of a call-off PO of £12,000,000 for 2024/25 activity, in line with activity growth and inflation, which will allow for the continuous and seamless processing of invoices between BHPL and BHT.

APPENDICES

N/A

Meeting: Trust Board Meeting in Public

27 March 2024

Agenda item	Non Emergency Patient Transport Service (NEPTS) Contract 2024/25
Board Lead	Raghuv Bhasin, Chief Operating Officer
Type name of Author	Head of Nursing for Clinical Site Management & Hospital Discharge
Attachments	None
Purpose	Approval
Previously considered	EMC 19.03.2024 FBCP 26.03.2024

Executive Summary

The current provision of Non-Emergency Patient Transport is provided via a contractor – South Central Ambulance Services (SCAS) - commissioned by BOB ICB, and BHT makes a payment for services within this contract. The contract has been in place since 2016 and has been extended to March 2025.

The purpose of this service is to provide patient transport for Outpatients, Discharges, Renal service and a wide range of other services for all BHT sites and departments inclusive of The National Spinal Injuries Centre (NSIC).

BOB ICB are currently undertaking a re-procurement and tender process for a new contract to be in place from April 2025.

The value for the BHT element of the contract is £1,829,388 for 2023/24. As yet we have not received the confirmed contract value for 2024/2025 but have budgeted for next year the contract continuing with inflationary uplifts and annual growth based on previous years. This amounts to a further £178,761 on top of the 2023/24 payment value.

On 19 March 2024, EMC recommended the continuation of the payment to SCAS for 2024/25 within the financial envelope of £2,008,149. A verbal update will be provided to Trust Board following further consideration by the Finance & Business Performance Committee on 26 March 2024.

Decision	The Board is requested to approve the continuation of the contract.
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Relevant Strategic Priority

Outstanding Care <input checked="" type="checkbox"/>	Healthy Communities <input checked="" type="checkbox"/>	Great Place to Work <input checked="" type="checkbox"/>	Net Zero <input type="checkbox"/>
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Relevant objective

<input checked="" type="checkbox"/> Improve waiting times	<input type="checkbox"/> Improve access and effectiveness of Trust services for communities experiencing the poorest outcomes	<input type="checkbox"/> Improve the experience of our new starters
<input type="checkbox"/> Improve safety		<input type="checkbox"/> Upskill operational and clinical managers
<input type="checkbox"/> Improve productivity		

Implications / Impact

Patient Safety	Provides continuation of NEPTS to ensure patients able to attend outpatient clinic's and access treatment and to support flow from hospital
Risk: link to Board Assurance Framework (BAF)/Risk Register	Principal Risk 1: Failure to provide care that consistently meets or exceeds performance or quality standards
Financial	Payment against contract in place

Compliance Health and Safety Regulation Person-centred Care	Provides the organisation with an appropriate service for NEPTS with a structured governance framework to manage the contract
Partnership: consultation / communication	Contract for provision of service with commissioned provider
Equality	The Trust is committed in ensuring all our patients are treated fairly in accessing services, the service does have an eligibility criteria
Quality Impact Assessment [QIA] completion required?	N/A

1 Introduction/Position

This outlines the Trusts current provision and contractual agreements for Non-Emergency Patient Transport Service (NEPTS)

The Trust currently makes a payment as part of a wider BOB contract with SCAS to provide support for patients accessing Outpatient services and Discharge home, including NSIC.

2 Current Arrangements

NEPTS is currently provided as part of a commissioned service by BOB ICB for which BHT is an associate commissioner. The current contract value for BHT is £1,829,388 for 2023/24 and currently have not received the total cost of 2024/2025 contract but anticipate this will be of similar value and continues with South Central Ambulance Service. A further £178,671 is included in budgetary planning for next year relating to inflation and volume growth.

This contract provides patient transport for:

- outpatients, both general and spinal across all sites
- transport for Buckinghamshire residents to access Renal services across BOB
- repatriations of Buckinghamshire residents to and from other health providers
- discharge of patients from across all sites
- transfer of patients between all of our sites

There is also a provision of a liaison officer to support the flow of transport services

The current NEPTS contract is currently going through a procurement process for which there will be a single commissioner, BOB ICB, and the contract is due to commence in April 2025. This would remove the need to contract separately with SCAS for the BHT elements of the contract.

3 Proposed Arrangements

As part of the NEPTS contract procurement there has been the agreement that that the contract will move to a single commissioner and that it will be commissioned at the current use. As this service will not fulfil the current discharge demand BHT will continue to require support from a private provider which is separately procured by BHT.

It has been requested that the current supplementary contract value be transferred to BOB, the Trust is in discussions as to the value that will be transferred as part of the procurement process.

The Trust will continue to participate in the procurement process for the new 2025 contract.

4 Proposal, conclusions recommendations

It is proposed that the Trust approve the payment for 2024/25 for NEPTS with the current provider, South Central Ambulance Service within the financial envelope of £2,008,149. Further advice will be provided as to the financial implications of the move to a single commissioner for BHT as the ICB procurement progresses.

5 Action required from the Board/Committee

The Board is requested to approve the payment with SCAS for the NEPTS for 2024/25 within the financial envelope set out.