Health Sector Community Panel Notes

MEETING: Health Sector Community Panel Meeting

LOCATION: Hybrid meeting – Voco Hotel Solihull and Teams

DATE: 5 June 2024

TIME: 14:00 – 15:30

ATTENDEES: Susan Allan (ACCA Council member); Connie Atugonza; Teresa Au; Finn Maxwell; Stephanie Moonan; Shekh Motin; Joshua Ngeresa; Veer Parmar; Saqib Raza; Dawn Scrafield; Sailesh Shah.

APOLOGIES: Natalie Bennets; Tim Kelland; Maddy Kennedy; Sotiris Kyriacou; Sinéad McCormack; Winifred Sarbah.

Panel objectives for 2024/2025

The panel will work around three key areas – AI, Sustainability and Talent - to collaborate and produce sector-relevant outputs which will aim to improve Net Promoter Score figures in quarterly membership satisfaction surveys.

AI – group comprising Veer, Finn and Saqib

- It was agreed that the angle to take on AI would be to focus on the financial side
- The focus is on demonstrating the value of investment in technology, the economic benefit is not yet known.
- The Treasury have set aside funding for AI software within the NHS
- Current uses include automated payroll and discharge letter systems

Agreed outputs/projects

- Case study from Veer on HR automation
- Case study from Saqib on payroll and discharge letter automation

Sustainability – group comprising Connie, Shekh, Dawn and Stephanie

The panel agreed that given the current political landscape it was hard to build concrete sustainability plans but that government was offering decarbonisation grants to hospitals.

Climate change will have an effect on people's health so the sector can have a real impact and influence on the topic. The NHS is still in the "foothills" of sustainability and needs to work more closely with local authorities.

Agreed outputs/projects

- Case study from Shekh
- Case study from Connie on an operating theatre running on green energy

Talent – group comprising Dawn, Veer, Connie, Stephanie and Joshua

The panel agreed that developing talent was key to the NHS, in particular with regard to recruitment and retention.

Saqib's organisation has a clear career progression path which exposes people to different aspects of the business.

Connie shared an update on the Insights programme where 17-19 years olds were offered a year of support and learning within the NHS to help attract talent at a grass roots level.

Agreed outputs/projects

- supporting career development for members and the development of future finance leaders
- connecting new members in with existing members – new members have the technical knowledge but not the insight in to how to influence senior people and effect change
- promoting coaching and mentoring opportunities
- explore using elements of the PER process as part of career development plans for new members
- Stephanie to take the lead on the student development side.

Sector trends and insights

Each panel member shared an update on the insights and trends within their roles.

- lack of budget and clinical staff
- pressures caused by the return to the three-monthly budgeting cycle
- working on National Cost Collection data
- a focus on delivering greater efficiencies - monitoring existing ones whilst looking for new ones
- job losses and team restructures
- the need to drive cost improvements and release cash
- building on collaborative approaches to develop a single system across different areas
- consolidating back office and shared service functions across 42 systems
- uncertainty around funding due to the upcoming election
- reductions in government funding threatening the development of future medical innovations
- evaluating software systems
- research project funding is hard to come by
- organisational restructures
- dealing with the development of electronic patient records
- overseeing the construction of the new hospitals programme

Date of next meeting

Tuesday 3rd September via teams