Business Process Improvement – Roy Dunn

Human Resources
No changes.

RD has completed the ISO27001 Lead Auditor course in preparation for implementation at HPC.

Quality Management System (QMS) review meetings and internal audits
The internal audit schedule for 2010-11 is running. Fitness to Practise, and Policy, have been audited. The new archive has had a preliminary audit and will be given a more thorough examination in December. Our scanning and copying service provider will be audited this month.

QMS process updates
HR Partners have reviewed their processes over the summer, and have updated some areas.

BSI Audit
Lisa Clarke will be auditing the Policy, UK Registrations, HR internal processes and Partner HR processes on the 23rd November. A new auditor will then commence from April 2011 onwards.

Business continuity
No changes currently other than monthly list updates. A call cascade list has been circulated to holders of the plan. A power outage in the Kennington area on 13th November required switching to the replicated systems at Rackspace, Reading. This occurred without issue.

Information security management
Customisation for our cross organisation Information Security training solution are being designed.

ISO27001 back ground work is progressing. An initial Information Security policy for the ISMS has been signed off by EMT in September. Initial collection of Information Assets lists are underway, and are being populated in the vsRisk tool. These data will ultimately be used with mitigations and risk assessments to produce the Statement of Applicability.

All related Information Security policy items will be circulated to the Finance & Resources Committee in one package.

Information & data management
QMS and HPC intranet integration. Post roll out changes have been designed and have been implemented by the developer.

BPI are looking at possible scanning and presentation systems to speed up CPD and International / Grandparenting assessment processes. This will save storage space, make us less dependant on postal and courier services, and potentially speed up part of the process. Security of the system is of course highly important. A trial of the system is being organised in November, initially in Park House.

Tom Berrie presented "Where do we come from?" a view of the origins of HPC, at the HPC all staff meeting on November 10th.

Risk Register

Specific risks around implementing HPC's actions from the White Paper "Liberating the NHS: Report of the arm's-length bodies review " are included in the current published version.