

Key developments to date, issues, and impact

Development	Issue	Action
<p>840 professionals issued with a unique PIN number for accessing the service (access varies according to grade and professional group) and a central register put in place</p>	<p>Keeping the register up date</p> <p>Stronger management controls needed within some NHS organisations/professional groups to control activity and use of PIN</p> <p>Not all PIN holders are within the line management of the NHS commissioning partners.</p>	<p>Each PCT has agreed to select a limited number of operational managers (to become “Super PINs”) to take greater responsibility for authorising requisitions and controlling equipment activity.</p>
<p>Communication network established for PIN holders</p>	<p>The current Management Advisory Board is not sufficiently robust – key service messages are not always consistently communicated or implemented</p>	<p>As well as forming an executive board the group of “Super PINs” will be responsible for communicating with an agreed group/s of PIN holders.</p>
<p>Operations Manager appointed</p>	<p>This role and the role of the lead organisation has been unclear/misunderstood resulting in some unfulfilled expectations by the PCTs regarding commissioning, financial controls, monitoring of requisitions and rates of returns.</p>	<p>The issues continue to be addressed at a strategic level by the East Sussex Commissioning Partnership Board.</p> <p>Some clarify has been established at an operational level with the agreement to form an executive board of “Super PINs”</p>
<p>ICES Team set up to reconcile invoices, credits and for tracking commitment to the responsible funding partner.</p>	<p>Excel as a format is unwieldy for the volume of data affecting the quality of the management information that is sent to the commissioning partners</p>	<p>Adult Social Care is taking forward plans for introducing SAP to support the ICES Team and implementation of on line ordering to support the requisitioning process.</p>
<p>Commissioning Board established with commissioning representatives from the 5 partners organisations.</p>	<p>The balance of contributions between the NHS partners and the Adult Social Care has been disputed.</p>	<p>An option appraisal is to go forward to the East Sussex Commissioning Partnership Board to agree the future</p>

	<p>An inter-agency steering group has subsequently been set up to address operational and financial issues.</p> <p>Ongoing role of the Commissioning Board is uncertain.</p>	<p>commissioning of ICES.</p>
<p>The process for Minor adaptations has been standardised with lead times for bespoke work.</p>	<p>The reporting information provided by the service provider has not been sufficiently complete in this area to effectively monitor timescales.</p> <p>The management information received from the service provider is not split in way that is relevant to each funding partner.</p>	<p>Under the requirements of the contract to be urgently addressed by the service provider.</p>