



BHS Executive Meeting

Sunday 6th October 2019 2000-2200

Minutes

Venue: Teleconference

- 1) Present: SJ, JH, AG, MW, VK, AM, DM, TB
- 2) Apologies: Andrew Hamer, Nic Wardle
- 3) Minutes of the Executive Meeting 10th September 2019
 - a) Action points (items bold addressed prior to this meeting)
 - i) **Stryker Fellowship – AG to request Stryker to confirm they are in receipt of emails about fund return**
 - ii) **SJ to send link to 4th NAHR newsletter in next newsletter**
 - iii) **AG will circulate quotes from ACS Global**
 - iv) **AH to feedback about BOA supported accountant**
 - v) **SJ to confirm with ZB that we do not need funding for fellowship**
 - vi) **SJ to write a formal apology to ZB fellowship candidate following withdrawal of fellowship**
 - vii) **MW to inform AAOS of our proposed candidate**
 - viii) VK to contact Peter Kay about BPT for NAHS - completed
 - (1) Peter Kay has put VK in touch with Ro Kulkhani
 - (a) At next round of funding resources will be allocated to instating a BPT
 - ix) **NW to contact Digiology and take process forward**
 - x) **NW to pass quote to AG**
 - xi) MW to incorporate Educ committee TOR into constitution and recirculate - Completed
 - b) Matters arising
 - i) SJ suggested the BOA BHS Revalidation newsletter should be an annual offering for revalidation and as a record of the meeting
 - ii) SJ requested that BOA feedback from meeting should go back to speakers. **MW to collect from BOA and send once available**
- 1) Treasurer update (AG)
 - a) HSBC has closed the BHS account with little notice and just prior to the Standing Orders for members being taken.
 - i) JH sent an email to the members of the BHS Executive this week outlining the situation. See appendix 1.
 - ii) Current standing orders have been returned. Members have been emailed to explain the reasons for this. Direct Debits will start from Jan 2020
 - iii) SJ, JH and AG have been involved in sending complaints to HSBC and this is ongoing.
 - iv) We have received reassurances the money is ring-fenced (estimated 147K
 - (1) AG has suggested this is transferred into the Danske bank account until new account set up – all agreed.

(2) **JH will contact HSBC to arrange transfer**

- v) AG is in the process of setting up a new bank account (treasurer's account) with Santander.
 - (1) This will require a process of direct debits for memberships fees.
 - (2) The members have already been warned of this move which has now been expedited
 - (3) This new account allows for the rolling signatories in keeping with the Executive turnover
- vi) ARM asked if BOA are aware of these developments
 - (1) **SJ has plans to email them day after this Exec call**
- vii) AG has been in touch with GoCardless (cost estimated 1k per annum)
- viii) SJ stated individual emails will be sent with details of what is owed, when payments are due.
 - (1) AG has some clerical support to do this. **AG will identify what hourly rate this would charge and circulate for approval**

b) Outgoings:

- i) EHS/ AHS fellows £5506.76
 - (1) Still awaiting expenses from ARM (now paid) and Fares Haddad
 - (2) Claim for costs for Hotel in Liverpool still outstanding
- ii) BOA BHS Dinner £1573
- iii) Website update – 50% paid - £5400
- c) Erroneous Direct Debit paid out from HSBC account but has been cancelled and money refunded. £56
- d) BHS is now VAT registered – VAT Number: 332 5932 08
- e) MW asked why there were different bank accounts and could these be combined into the new account
 - i) AG stated Danske accounts are useful for overseas payment.
 - ii) If this is easy with Santander than rationalization may be possible
- f) VK suggested NAHR could have separate bank account – for later discussion once Santander account up and running
- g) SJ will inform membership of situation via October newsletter prior to individual newsletters

2) Industry Fellowship Update (SJ)

- a) SJ confirmed the situation regarding the Zimmer Biomet Fellowship. Further follow-up is planned with BOA for early October.
- b) Situation close to being resolved.
- c) Any money left over will be returned to Zimmer Biomet
- d) Stryker fellow is aware of remaining funds to be spent by March 2020 and that fellow has acknowledged the timeline
- e) AG has sent further email to Stryker requesting clarification of how to return remaining funds. **AG will chase reply from Stryker re funds**
 - i) MW suggested giving deadline with notice that funds would be retained by BHS after this
- f) SJ stated ZB have confirmed funds towards a research fund to support the new research committee and BHS projects/ possible Priority Setting Partnership/ Possible research fellowship.
 - i) Other companies will be approached

3) Membership Approvals (MW)

- a) None
 - i) Six members applied – awaiting proposers/seconders approval
 - b) Emeritus membership
 - i) One member (under 65 years) has requested Emeritus membership. The current constitution states this is for members over 65 years. MW suggested this should be removed. Will be presented at AGM as part of updated constitution.
- 4) NAHR (VK)
- a) NAHR focusing on compliance
 - i) Initial discussions with amplitude
 - ii) Also considering hiring freelance admin
 - b) Report at ISHA planned
 - i) Will present options for international registry to the ISHA membership
 - c) US, South Africa and Australia have interest in collaborating/ setting standards in MDS
- 5) Website (NW)
- a) NW sent email prior to meeting
 - i) NW confirmed Digiology contact – ‘things are already developing well’
 - b) AG has paid 50% of website update invoice
 - c) AG has agreed to pay Oxford Abstracts to Newport Meeting
 - i) NW has paid this and will submit claim for expenses**
 - ii) NW will add abstract system to old website next week**
 - d) VK requested NW to discuss option of education portal with Digiology**
 - e) SJ to confirm timeline for website etc with NW**
- 6) BHS 2020 (SJ)
- a) SJ and DM are working on programme timetable
 - b) SJ confirmed venue is open and seems to be working well
 - c) JH and SJ to meet at venue with Jai Mistry – end October**
 - d) AG stated DeSoutter have offered 1K less than price of stand**
 - i) SJ suggested holding out until 3/12 before meeting**
 - e) Chase De Vere have offered £400 to present to members as alternative to Emerging Surgeon’s – all agreed**
 - f) MW to contact Dr Tony Goldstone about attending - complete**
- 7) Research Sub-committee (JH & TB)
- a) TB questioned how research will fit into timetable for Newport 2020.
 - i) SJ suggested Friday am for research topics – to be confirmed
 - b) INFORM group have requested some time to present
 - i) This could form part of PJI topics in focus
 - c) Survey Monkey account
 - i) Can proceed now BHS is VAT registered
 - ii) Two options
 - (1) Single account - £384 pa
 - (2) Group account - £750 pa
 - (a) Three license access

- (3) SJ suggested starting with single account, reviewing situation at each Exec meeting and increasing as needed.
- d) JH attended NJR MAC meeting and stated that BASK have worked hard to produce minimum numbers for revisions performed and proposal for how revisions should be managed nationally. Timeframe due for implementation April 2020
 - i) They have done this with help of BASK funded fellows
 - ii) Apparent that the BOA would like more involvement in this area
 - iii) Tim Briggs would like BHS to contribute in similar fashion
 - iv) VK suggested that is something that should be stimulated from PSP
 - (1) TB suggested timeframe for PSP is probably two years and this may need more priority
 - v) JH questioned if this should be driven by BHS or by the BOA
 - vi) MW suggested asking members to vote at AGM whether they feel this is something the BHS should commit time and money toward
 - vii) SJ felt any work on this should be done in partnership with the BOA
 - (1) SJ suggested an email to John Skinner and BOA President asking what they felt next steps for BHS should be. SG to write**
 - viii) ARM cautioned against proceeding too quickly without engagement with all stakeholders
- 8) Education Sub-committee (VK & AH)
 - a) VK has emailed a draft agenda for educational day at Newport 2020
 - b) SJ had previously suggested an option for diploma for completion of BHS education course akin to BSSH diploma.
 - c) VK stated this needs to be done via University. BSSH runs via University of Manchester. He has spoken to Angela Ruskin University and discussions are ongoing.
 - d) TB happy to speak to Manchester if required
 - e) Timeframe – probably for BOA meeting 2020 rather than in time for BHS
 - f) SJ questioned value for time of live surgery
 - i) Recommended lectures with video segments
 - ii) JH happy to give lecture on tips and tricks with cemented THR
 - g) SJ stated having resources to take away would be helpful
 - h) VK said new website should have new education portal with talks and resources online
- 9) Blue Book
 - a) BOA keen for further edition of Blue Book
 - b) BOAST style guidance are more user-friendly, auditable, editable
 - c) MW had discussions with BASK representative who stated they had developed BOAST style guidelines for TKR.
 - i) AG suggested BASK has done Blue Book for Revision knees and has BOAST guidance for other topics, currently with BOA. **AG will share for review - complete**
 - ii) JH stated these have been called British Orthopaedic Elective Care Standards (BOECS)
 - d) VK suggested this would help with international collaboration
 - e) SJ suggested Priority settings to allow gradual introduction over next few years
 - f) **MW to add to agenda for November 2019 meeting for further**

discussion

- 10) BHS Constitution
 - a) MW has circulated updated constitution for proposal to members at Newport
 - b) All to review and return to MW with comments/ edits**
- 11) AOB
 - a) VK requested all to review Education agenda and return edits
- 12) Date of Next Meeting – 17th November 2019. 20:00

Matt Wilson
Hon. Secretary BHS
7th October 2019

Appendix 1

From: Jonathan Howell
Date: 7 October 2019 at 19:44:39 BST
To: BHS Executive Members

Dear British Hip Society Executive

Many of you must have wondered what was going on this week, as multiple emails flew back and forth about the Society's bank accounts, and so I thought that I should bring you up to date in the interests of clarity and so that you have information ahead of this evening's conference call.

The background to this goes back to the British Hip Society banking crisis after which I took back the role of Treasurer from Rob Middleton, before handing that on a year later to Anil. We went through a turbulent time with HSBC in the two years after the crisis, during which it proved very difficult to get HSBC to move the account away from Rob Middleton's name and to make me the Primary User and to give Anil access to the account. Some of you may remember signing multiple forms time and again but eventually we seemed to have resolved this. HSBC interacted with me as the Primary user and I was informed that Rob Middleton had been removed from the account.

Last Saturday evening I got a message from Anil to say that he could not access the accounts and he assumed that this may be related to the erroneous direct debit that we had raised with the bank the week before. I checked the account and I could still access it, which was reassuring, but the following day, on Sunday, the same happened to me and I was locked out, so I phoned the bank. I was told that the account had been closed and the funds would be returned to the Society. I was told that the account had been closed because we had failed to provide information that had been requested of us by letter and by messages left on the online banking service.

Letters had indeed been delivered to my home address, addressed to Rob Middleton,

asking him to contact the bank for a "Customer Information Review." I had thought wrongly that this was related to the changes that we had made to the account and that HSBC were mistakenly still contacting Rob, but at my home address because we had been through a Change of Address process for the account. The letter said that "if you've recently responded and updated your details, please ignore this letter" and so I did. I know now that this was a mistake.

HSBC also told me that they had displayed messages in red banners on the online banking login page but neither Anil or I can remember seeing those, which is extraordinary given the number of time Anil logs into the account, so I raised a complaint with HSBC on Sunday, which they said would be completed in 3-5 working days. This all took place on Sunday 29th September, two days before the Standing Orders for a large number of members were due to arrive in our bank account, which was now closed. I phoned Anil and Steve on Sunday to inform them of the problem.

On Monday 30th September I called the bank back, this time to the department that deals with Safeguarding, which had not been open on the day before. I called to appeal against the account closure and to get information on next steps. During that call the following issues were discussed:

1 I asked why, when I had phoned the bank three times a week before the account was closed, did no one from HSBC mention the problem to me so that this could have been averted

2 I asked why had no one phoned me from the bank to tell me about the risk of the accounts closure. They told me that they had rung two numbers and they then read those numbers out to me, which I did not recognise and which were not in my contacts list. They told me that when they first rang they were told that the person was on holiday but they had left a message with the person on the phone.

3 I confirmed with HSBC that a complaint against the account closure had been raised and that nothing would be done until that had been completed. Most importantly the money would remain safe at HSBC until that process had been completed.

4 I was told that someone would call me with the results of the complaint and I read them out my number, which they said they did not have despite the forms that we had submitted over the last two years.

5 I established that the Standing Orders of members, due the following day, would simply not be processed and the money would remain in members' accounts. I was not warned that the bank would be writing to members about that.

Anil was on leave last week but he took time to research a new account and immediately started the process of setting up what is called a Treasurer's account at Santander. The advantage of this type of account is that it is designed to deal with turnover of signatories such as we have with the British Hip Society executive. This is why you all got requests for information. He has also been in contact with Go Cardless about setting up a new Direct debit service.

On the morning of Tuesday 1st October we started to get contacted by some

members who had received letters in the post informing them that our bank account had closed and that their Standing orders had not been taken. We responded immediately with an email to members explaining that we were aware of the HSBC account closure and that they would be contacted individually in the near future with an update on their membership and with Direct Debit details. That email was sent to the BOA, for Natasha to distribute if contacted by members, and it was sent to Nic who kindly sent it out as soon as his work commitments allowed.

Steve, Anil and I then agreed to wait until the 5th working day before contacting the bank for news because we knew they had a process to go through, but in that time Anil continued to make arrangements with Santander for a new account.

On Friday morning, the 5th working day, I called HSBC back to enquire about the complaint raised, to be told that the complaint had been resolved and closed on Tuesday 2nd October, although no one had telephoned me to inform me of the decision, as I had requested them to do. Indeed HSBC staff told me there was no record of me having asked to be contacted, to which I invited them to go back and listen to their own telephone recordings of my conversation with their staff on Monday.

Having established that the account was closed I then enquired about the transfer of balance from the accounts. I was once again told that we would be issued with a cheque for the balance and this would occur between 8 and 10 working days from the date of the decision, 1st October 2019. When I challenged them on how this would proceed they told me that a cheque would be posted in an envelope marked "private and confidential" to my home address. I questioned what sort of tracking would be undertaken of this payment and how I would establish where the cheque was in the not-too-unlikely scenario of it going missing at some stage between leaving their hands and arriving in mine. Furthermore, I challenged them on how a new bank would treat a cheque for more than £140,000 and whether the Society would face significant challenges from a new bank on the basis of money laundering regulations.

I was initially told that they would raise another complaint for me about my concerns regarding the safety of their banking practices and that the complaint would be answered within 3 to 5 working days. However after much wrangling I was finally put through to the complaints department and I talked to a helpful individual called Thomas Park. He accepted my concerns about the safety of a cheque being sent through the post for such a large sum of money and he has instead outlined a process whereby we can apply to have the closing balance of our HSBC account transferred to a new account in the Society's name. I will need to write a letter, sent by email, providing the bank name sort code and account number for our new account. On receipt of the letter requesting transfer of the closing balance he will send it to the processing department and the transfer will go ahead within 48 hours after receipt by them.

Interestingly he asked me whether the new account would be with HSBC or another provider. I told him that it would be with an alternative bank to which his response was positive because he informed me that HSBC are currently taking a long time to establish new bank accounts.

Two hours after that phone call I received a WhatsApp message from Rob Middleton

saying that the bank had left a message on his phone asking him to contact them but said that the message had been mumbled and indistinct the number was indistinguishable.

I then spent quite a while on the phone with HSBC tracking down who had made that call to Rob Middleton and we eventually found her. Her name is Lesley Mainwaring and she will be personally supervising the transfer of our funds to the new bank. She has given me her personal email address and as soon as I have the new account details I will send them direct to her and she will sort out the transfer. She has confirmed that she has cancelled the cheque and that HSBC have the funds safe and sound.

Lesley also confirmed that the erroneous direct debit that we had questioned two weeks ago has been refunded back to the British Hip Society and will be added to the transfer balance.

As you might imagine this has been a very stressful week for Steve, Anil and me, but I am satisfied that the British Hip Society funds are secure, that we have a mechanism in hand for their transfer and that we have a plan underway to bring forward the change to Direct Debit.

For the meantime I wanted to bring you all up to speed in an honest and open manner and hopefully this email will save us some time on the call this evening.

Kind regards
Jonathan Howell
President Elect - BHS