

Key Messages National Customer Board June 2021

Key points

- Brief update on the work on the operating model for NHS Supply Chain was given, key points included; the new model will be from 2023 onwards, reflections from the workshops have been shared back with those involved, proposed high level design is being discussed in the system, a business case is being developed for approval
- A performance summary from NHS Supply Chain was provided. Revenue savings for last year were £65m, which is the largest number for many years. This year there are £97m savings scoped, £18m awaiting clinical decision in trusts and £44 with procurement, all members were asked to support delivering these savings. Details would be given to Regional Chairs to work with their regions
- Preeya Bailie provided an update on behalf of NHSE/I, key points included; package one was around the job descriptions including lead Procurement Role for the ICS, teams are at different levels of maturity, the format of this role will to start with may be different e.g. full/part time, discussion on how the ICS MOU should be taken forwards, recognition that there is a lot coming from the centre, the team will focus on supporting trusts, focus on increasing value for every pound spent in the NHS, commercial excellence through collaboration, preparing for the future, ensuring the supply chain is resilient
- Reminder was given of the PTOM portal, members were encouraged to sign up
- Overview of the Evergreen Framework was given, this was launched at the last supplier forum. Providing visibility of sustainability and social value targets, there will be consultation with trade association and suppliers over the summer on this. Training sessions have been delivered on social value where trusts have shared their own experiences
- Update was provided on PPE transition into NHS Supply Chain
- Broad discussion on value and how trusts are supported to see more than just savings
- NHS Supply Chain has developed a value proposition slide deck, which has now been shared with each of the four regions, this seeks to address the wider value NHS Supply Chain delivers. Positive feedback was given from the regions on the presentation. However, as a board work could be done to define a set of value items which can be reported against at each of the meetings

Summary of escalations from the Regional Customer Boards

- Communications on supply issued was raised, with good discussion
- Concern in areas of revenue which have dipped
- Concerns with some of the Category Tower Service Providers
- Strong discussion and presentations overall in regional meetings
- ICS discussion was well received, this needs to be made real
- Sustainability described as equal importance to savings however, this is not necessarily evidenced on the ground
- Discussion on how the Category Towers are building the sustainability agenda into their plans
- Need a consistent way of measuring value, request for NHS Supply Chain to be more direct in signposting the opportunities
- Terms of Sale are now accepted as final in the regions
- Trusts are encouraged by opportunities in the pipeline
- PTOM discussion, colleagues becoming more comfortable with the approach and direction of travel
- Brief overview of the work being done between Staffordshire ICS and NHS Supply Chain and the governance arrangements that have been put in place
- Discussion on clinical involvement in the boards was had in the Midlands

