

Key Messages Regional Customer Boards – November/December 2021

Regional Focus – South

- Mark Gronow from NHSE/I would share his slides for circulation after the meeting. Going forwards Mark would include a summary of where each organisation is against the standards as well as where each ICS is against the 34 steps
- Darren Williams provided a performance update from NHS Supply Chain, key points included:
 - a. £8m savings in workplans across the South, they are at the early stage, therefore review of the potential to progress the opportunities needs to happen
 - b. Members were asked to check that there is a mix of high end clinical and smaller consumable savings opportunities on the workplan
 - c. NHS Supply Chain is using SCS to identify opportunities
 - d. The Chair noted that now is the time to review savings opportunities in advance of 2022/23 financial year when the savings pressure will return
 - e. Members were thanked for their support with Roll Cage returns
 - f. Going forward workplans will include avoidance and mitigation as well as sustainability options
- Suggestion was made that consideration may need to be made to ICS representation when clarity is provided around ICS procurement leads

Key points

- Update from NHSE/I, representation will be made through a central team at each of the Regional Customer Boards, other than Midlands & East, where David Smith has been retained in a regional capacity. A standard pack will be prepared for each of the Boards
- The resilience working group is now operational as an output of discussions at the last round of Regional and National Customer Boards, key points to note from the group; improvements to the ICN process, the way ICNs are displayed on the website has already been changed, the weekly ICN summary has been re-introduced, with an option for trusts to feed intelligence back, as well as scoping work for a pre-ICN. Work is being done to review demand signals and look at where and why demand goes up before it becomes a supply issue
- Regional performance update was provided
- Phil Nettleton joined the meeting to provide an update on Contract Launch. Key points included:
 - a. Summary of the progress so far, noting that the define stage has been completed, measure is in sign off, next will be analyse
 - b. Customers were used in the define stage and will once again be used in the analyse stage, where issues will be prioritised
 - c. Kaizen approach will be followed to drive improvements
- Discussion was had on Collaborations and ICS, this would be an ongoing agenda item

Request of NHS provider organisations

- g. Identify savings on the workplan which will not be possible to take forwards so they can be taken out and feedback provided to the CTSPs
- h. NHS Supply Chain can usually identify easy opportunities from PO data, all were encouraged to share their data through their CRM
- i. As part of the planning for 22/23, members were asked to encourage their teams to support their Customer Relationship Managers to identify opportunities to unlock value on high value eDirect product category areas.

