

## Key Messages Regional Customer Boards – November/December 2021

### Regional Focus – Midlands and East

- Update from NHSE/I, key points included:
  - a. David Smith's role will remain regional therefore will continue as Regional Head of Procurement for the Midlands and East. The Chair would escalate how important this role is from a regional perspective
  - b. A clinical procurement and sustainability group is being established, linked into the Midlands Greener Board, looking at areas such as a regional wound care formulary
  - c. Request was made for David Smith to pull together a landscape map of the procurement meetings across the region where decisions are made, this should be shared for the next meeting
- Tracey Leforte and Simon Clarke both sit on the Resilience Working group
- Tom Neilan provided a performance update from NHS Supply Chain, key points included:
  - a. Performance across the Midlands and East region is good, over 50% of the joint workplan savings involved change management process which is very positive
  - b. Thanks was given to colleagues who have supported NHS Supply Chain in engaging with senior finance colleagues
  - c. Members were asked to support in progressing workplan savings, noting that pragmatism is needed to support delivery of the numbers and recognising that clinical resource is limited
  - d. Brief discussion was had on the available capital funding and how NHS Supply Chain can support on this was given, noting the information in the pack. The Chair shared that the Midlands is £99m underspent on capital, which is a considerable issue
  - e. Feedback was that there was a noted change in culture, language and engagement from NHS Supply Chain at HCSA, with specific mention to Andrew's ten-minute drop-in slots
  - f. Discussion was held on how we work together to mitigate against inflation and to work together on capturing and quantifying cost avoidance at local, regional and national level. Planning guidance which will come out to the NHS will have a nominal inflation figure
  - g. Recognition was given that despite the challenging landscape there has been some really positive work undertaken by our teams right across the Midlands and East Region.
- The Chair reminded members that they represent their regions not their trusts, each ICS provided an update, this would be an ongoing agenda point. Nathan Joy-Johnson agreed to share his partnership agreement with the group

### Key points

- Update from NHSE/I, representation will be made through a central team at each of the Regional Customer Boards, other than Midlands and 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**

- h. 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
- i. NHS Supply Chain can usually identify easy opportunities from PO data, all were encouraged to share their data through their CRM
- j. 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
- k. Support returning roll cages

