

Key Messages Regional Customer Boards – November/December 2021

Regional Focus – North

- The Chair noted it was his first meeting as Chair and that he felt privileged to be in the position
- The Chair explained his vision for membership, noting that he would like representation from each ICS as well as a handful of Finance Directors. Members would be used to build a communications bridge in and out of the region
- Update was provided on the Target Operating Model, market engagement session would start next week and continue into the New Year. Communication would remain on-going with customers through the Customer Board
- Members raised that there is a lack of communication from NHSE/I, the Chair would raise this again at the National Customer Board. Where there are communications it is ad hoc and not long term, which makes it challenging for trusts to put a longer-term strategy in place
- Andrea Smith and Paul Ralston provided an update on the Resilience Working Group
- The Chair set the expectation that going forwards a more structured update on ICS development and progress would be required from each member. Each lead was asked to give a verbal update, however going forward a matrix would be used
- Gareth Harvey provided a performance update from NHS Supply Chain, key points included:
 - a. Savings performance is at 5.2% year to date, which is slightly lower than the national average of 5.3%, the north has contributed 31.5% to the national savings
 - b. There is a piece of work being done to review the savings data to allow further comparison of cost pressures and savings, this will be brought back to the meeting
 - c. £3m of new opportunities were converted in the last quarter, this is almost double the other regions
 - d. Engagement is starting to take place with ICS sub boards which is positive
 - e. Request was made for the £1.8m of saving opportunities to be reviewed at their regional SCRMM meetings to focus on converting
 - f. £13m overall in the pipeline, with £8m in scoped or above, which means it will be on the workplans as a live project. This would deliver £1.7m in year savings if it was all converted
 - g. Trusts and CRM Team should focus on local and ICS savings work-plans for next year with a particular focus on the potential to unlock value from high value eDirect opportunities and in anticipation of planned eDirect developments being implemented over the next 6-9 months.

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

