

Key Messages Regional Customer Boards – November/December 2021

Regional Focus – London

- Resilience Working Group update was provided by Lucie Jagger, noting that Pia Larsen and David Main also sit on the group, key points included:
 - Further work to be done around ICNs, making the urgent high priority ones more visible
 - Agreement that the webinars are an important forum
 - Trusts to support CTSP teams in targeted strategic price negotiations with key suppliers. What the feedback loop should look like, ensuring there is a level of awareness of the financial challenge in the planning cycle
 - Discussions with NHSE/I on the demand management process and what information could be shared
- Feedback was given that fill rates are 99% in pack, this is not recognised by some. The Chair provided update that she has an action to discuss this with Chris Holmes as part of the Resilience Working Group
- Adam Blake provided an update, key points included:
 - a. Update was given that the net savings figure is declining due to cost pressures
 - b. London has delivered 7.7% transacted revenue savings, which is the same as the previous quarter with an overall of 6.2% for the year
 - c. There have been some significant clinical conversions
 - d. The early-stage pipeline is full, £0.8m if savings opportunities have been closed in the last quarter, the speed of conversion in smaller opportunities has slowed down considerably
 - e. £3.5m of savings at advance stage with £2m with a start date, members were asked to support in driving these through to completion
- Discussion was had on TR reports across a confederation to aid mutual aid and improve resilience, members were asked to put pressure on their ICS to support this request

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:
 - f. Summary of the progress so far, noting that the define stage has been completed, measure is in sign off, next will be analyse
 - g. Customers were used in the define stage and will once again be used in the analyse stage, where issues will be prioritised
 - h. Kaizen approach will be followed to drive improvements
- Discussion was had on Collaborations and ICS, each ICS provided a verbal update on where they are in terms of formation, this would be an ongoing agenda item

Request of NHS provider organisations

- a. 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
- b. NHS Supply Chain can usually identify easy opportunities from PO data, all were encouraged to share their data through their CRM
- c. 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
- d. Continued support in returning roll cages

