

## Key Messages Regional Customer Boards – November 2022

### Regional Focus – South

- Broad discussion was had on the inconsistent engagement approach with systems from the towers. Suggestion was made that the PPSA be engaged in discussions on this to aid learning and improvement for the new model. The need for system led decision making was discussed, recognising the PPSA has a role to play in streamlining this. Pre-procurement engagement, bringing clinicians together to make policy decisions which can then be taken forwards into procurement activity is needed noting that ICSs are at very different levels of maturity which will impact the ability to do this. The group acknowledged the role system level data must play in decision making

### Key points

- Brief update on the current position regarding the Target Operating Model was provided, key points included:
  - Following a thorough evaluation of the tender responses the decision has been taken to stop the Category Management Service Provider procurement on Lot 1 (Surgical Products and Consumables) and Lot 2 (Rehabilitation and Community). These categories will now transfer into the central NHS Supply Chain team, that is SCCL on 1 May 2023
  - The current contract for NHS Supply Chain Logistics and Fulfilment ends in February 2024. Market engagement is currently in progress ahead of commencing the re-procurement process later in the year
  - The current contract for IT services ends in August 2024. The re-procurement process for IT services will begin later this year
- Overview of the Clinical Reference Forum and other working groups, were covered, key points included:
  - First meeting of the Clinical Reference Forum is 29 November 2022, this will be chaired by Heather Tierney-Moore, the aim is to get closer to clinicians, obtaining their clinical insight into areas such as category strategies
  - ICS – building a plan, discussions are taking place on how we align with CCF
  - Non-Acute – one meeting held, next in diary for 15 December. Good first session chaired by Pav Devsi, three key focus areas identified – developing services in Wound Care and Continence and understanding how we can support Section 75 services. Great engagement, 17 customers representing broad range of non-acute customers.
  - Comms Working Group - purpose of the group to collate feedback and insight from a diverse group across the NHS advising NHS Supply Chain on key requirements on specific means of communication. We held our kick off meeting in October with 15 participants from across various trusts both clinical and non-clinical. Our first meeting was to share the purpose of the group and agree the key focus areas of; Operational Communication (including Resilience with a focus on ICNs), Channels of Communication, Driving Value and Horizon Scanning
- Each region had a Chair led discussion on feedback in the market noting the letter which has been received by NHSE and NHS Supply Chain
- Broad discussion on resilience activities, key points included:
  - Recognition that there is no silver bullet to resolve resilience issues
  - Preparations are as expected for winter peak
  - NHS Supply Chain is not suspending products to manage a price increase
  - There is no evidence to support increased service levels after agreeing a price increase
  - There is a complete review of the ICN process to ensure it works for customers
  - Overview of how suspensions are tracked was given, there is a slight downward trend, similarly for Demand Management
  - Information was shared on the impact by supplier by product type
  - Blue Diamond supply channel is being reviewed, c350 products have already been moved from this route into stock
  - Overview of resilience activities was provided noting the weekly drumbeat of meetings
- Opportunity was given for each ICS lead to provide an update from their area
- Update on the work being done to engage more trusts in the category strategy development process was given



## Actions for the NHS

- Reminder was given of the importance of returning roll cages, especially as Christmas is approaching. All members were asked to articulate this at their ICS meetings
- Request for ICS leads to inform NHS Supply Chain if they are planning on doing anything different, this should be fed in through the demand management process, especially if they are moving more demand through NHS Supply Chain
- The 6-10 month category strategy pipeline will be shared through the CRMs, members asked to support in identifying suitable individuals to engage
- Request was made for trust colleagues to engage in two working groups, eCommerce and Inventory Management

