

Key Messages Regional Customer Boards – December 2022

Regional Focus – London

- Savings for the region have dipped slightly, the value of savings has been impacted by price increases, however due to collaborative projects this is being mitigated in comparison to other regions, recognition that there is a healthy savings pipeline for the region. The baseline for the number of projects being delivered on a collaborative basis was 14% last year and London is currently at over 25% for this year
- Members were asked to ensure they are sharing workplans and sustainability plans
- Request for support in clinical activity to help manage resilience and alternative product issues
- Several process flows are due to be launched soon regarding escalation of product issues, the CRM team will ensure trusts are aware
- Adam Blake was thanked for his contribution to the group and for his work in the region, noting this would be his last regional meeting before he leaves NHS Supply Chain

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, there is a workshop being planned for late-Dec/early Jan to move this forward (between NHS Supply Chain and 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 a reset was required for the Resilience Working Group
 - Recognition however that there is no silver bullet to resolve resilience issues
 - Preparations are as expected for winter peak
 - Confirmation that NHS Supply Chain is not suspending products to manage a price increase
 - Confirmation 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 (Excluding London, which was deferred to the next meeting due to time constraints)
- 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

