

Key Messages Regional Customer Boards – December 2022

Regional Focus – Midlands & East of England

- 367 project delivered year to date, with annualised savings of £5.5m
- The region is the highest performing in terms of cash savings
- Thanks was given to Leicester for supporting the value-based procurement presentation at HFMA annual conference, brief update on the other value based opportunities was discussed
- The Chair reflected on the position being given from NHSE regarding next years 3% CIP target and how challenging this would be
- Point was raised about the reconciliation between NHS Supply Chain figures, trust and ICS
- Concern was raised over the pipeline of savings for next year is not acceptable with a request for a foreword view from NHS Supply Chain
- There is limited capacity to look at alternatives due to the current level of resilience issues
- Planning guidance will be issued by NHSE on the 20 December to all organisations, request was made for NHS Supply Chain to bring forward their timeline in line with this to help with system plans
- Request was made for an indicative inflation figure from NHS Supply Chain to be shared as soon as possible so organisations can understand and report the level of risk
- Robust discussion regarding customer feedback provided through the letter to NHSE and NHS Supply Chain
- With regards to resilience feedback was given that there is a feeling that temperature checks are being taken whilst the NHS is drowning and that there is no credible plan to drive improvements and that it appears to lack a sense of urgency

Key points

- 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, key points are summarised in the minutes and will; be escalated via the National Advisory Board
- 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
 - There is a complete review of the ICN process to ensure it works for customers
- Opportunity was given for each ICS lead to provide an update from their area (Excluding London)
- 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

