

## Key Messages Regional Advisory Forum – June 2023

### Regional Focus – London

- Virginia Massaro introduced herself as the new Chair for the group. Virginia is the CFO at Chelsea and Westminster Hospital NHS Foundation Trust
- Sharan Dhillon introduced herself as she is new in post as Regional Lead for London
- £10.6m of reported savings across the region last year, this equates to 3.5% of revenue for NHS Supply Chain
- Savings pipeline is at £19m across the five ICS', this is reflected in the workplans
- Overview of the current resource in the team was provided
- Brief discussion was had on cost pressures, noting that there is a level of inflation combined with pressures brought about through global supply challenges
- Request was made for confirmation of what activity may not happen during the consultation process and where there are vacancies in the teams

### Key points

- Social Value
  - Some ICS are including social value as part of a board balanced scorecard
  - The Social Value Portal is expensive, but forces suppliers to put their measures in. There is an opportunity for this to be funded/coordinated nationally
  - Charity links are being used to ensure suppliers contract with a social value element
  - Consideration is being given to team structures to ensure there is resource to look at social value and help develop the policies in this area
  - The Evergreen platform launched at NHS Confed Expo on 14 June 2023, this is a tool and a one stop communication platform, it will be hosted on Atamis
  - It is difficult to add elements that can be quantifiable into areas which are particularly litigious
  - Suggestion was made that central reporting on what suppliers are doing would be beneficial
  - NHSE are reviewing the social value guidance based on what has been learnt over the last few years
  - Feedback has been given by suppliers that 10% is not enough to be meaningful, there is also a lack of clarity on what is being looked for. Looking at moving higher than 10% and making social value improvement KPIs part of the contract
  - Work is being done to write a methodology for defining savings from a sustainability perspective
  - NHS Supply Chain will do a quarterly sustainability and social value update on the customer webinars
- Role of the Forum and its Members, Chair facilitated discussion
  - The group can provide feedback to improve the operational and strategic delivery in line with agreed aims and objectives
  - The working relationship is two-way therefore the ToR should go further and include ensuring that customer/supplier relationships are positive and professional
  - Members should ensure they are providing updates on collaborations in their areas, not just working collaboratively and provide effective communications back to customer organisations
  - Virtual sessions are well attended, the consolidated meetings don't work as well
  - Suggestion was made that the ToR could be expanded to include some of EDI objectives
  - Digitisation is also another topic which may want to be considered for inclusion with reference to AI
  - Consideration should be given to how central clinical collaboration could bring procurement in rather than procurement being the ones taking opportunities to clinicians
  - Discussion went on to lack of consistency of data at times which leads to clinicians wanting to revalidate
  - Members were asked to ensure they are sharing best practice and act as a conduit for making sure the right people were discussing opportunities and can speed things up
  - Feedback given that more information on category strategies and commercial would be beneficial
  - There is a role to play for the group to identify who from across the area should be involved in Category Strategy development from an early stage
  - Request was made for members to define what they need from NHSE representation
  - The group feedback that they wanted a greater voice in the meeting, aligning it to their strategies
  - Request was made for NHSE/CCF to share initiatives more openly with the groups



- ICS and Collaborative Working
  - Each ICS lead provided an update
  - Update was provided on the ICS drive and pilot. Reports on both projects are due later in the year and further updates will be given through the Regional Advisory Forums
- Ensuring we are ahead of the plan – productivity and flat real time settlements
  - The financial challenge will continue, the service needs to evolve
  - There is no neat governance structure sitting over the ICS, which makes it hard to get support and implement change, consideration needs to be given to form and governance
  - ICB CFOs are likely to have limited direct influence on Provider non pay spend
  - Communication continues to be an area for improvement
  - There needs to be a clear national strategy, and the absence will continue to give rise to unnecessary fragmentation
  - Consideration to people and skills, to ensure the right skills set is in place as it is going to be different moving forwards e.g., understanding Business Intelligence. This can be split into two areas, workforce and analytics and the role of AI
  - Discussion on contract management needs to be had to ensure that continuous improvement and value is leveraged throughout the lifetime of the contract, these skills need to be developed. Procurement is a commercial world, but is difficult to recruit as the remuneration package is not aligned to private sector
  - Some regions did not discuss this in depth, but asked for thoughts and feedback to be sent following the meeting
- Resilience
  - Height of Covid c6k products suspended, pre covid this would have been around 400, over the last 12-18 months there has been a significant reduction in this along with the amount of time a product sits on suspension
  - NHS Supply Chain has increased stock holding
  - Focus is on how work can be done with suppliers to improve service levels through non-stock channels
  - Increasing warehouse capacity will facilitate discussions on supply routes
  - Intelligent resilience – categorisation of stock products to look at service levels and stock holding profiles
  - General feedback on the Resilience Steering Group was this is an excellent forum which has been co-created between trusts and NHS Supply Chain. There is a need to ensure each region is effectively represented through the Resilience Steering Group, work is being done in this area as well as looking at the meeting structure and cadence
- HCSA Women's Network
  - Feedback on the HCSA Woman's network was provided. The event was a great success with several inspirational speakers. Other events will be planned as a follow on. Feedback is being gathered on the event and what can be done to attract people into procurement from a school age and change the perception for school leavers
- NHS Supply Chain Update
  - Hamish Makanji provided and update on the NHS Supply Chain Business Plan, including Comms and engagement will start this week, key deliverables have been broken down into quarters and key metrics

## Actions for the NHS

- Continue to utilise ICS leads to feed in examples of best practice or escalations
- Work with CRMs on joint workplans
- Trusts to contact their CRMs to discuss the NHS Supply Chain Business Plan

