

## Key Messages Regional Advisory Forum – June 2024

### Regional Focus – London and East

- Full year effect savings nationally was £91.58m (4.1%), London and East of England achieved 5.1% of this and were the highest performing region.
- The team are now fully resourced, thanks were given to members for their patience throughout the recruitment period.
- Thanks were given to the region for supporting the Voice of the Customer working groups and Category Strategy panels, members were asked to continue to engage with this important work.
- Value Based Procurement (VBP) opportunities have now been shared with systems, the Care Pathway team are on hand to support further.
- Members were asked to feedback on their ICS priorities for 24/25, key themes included:
  - Cost improvement activity, increased focus on VBP opportunities and delivery of major programmes and new regulations.
  - The key risks for delivery of these priorities were recruitment and retention of staff.

### Partnership Ways of Working Pilot

- North Central London are one of the two ICSs on the Partnership Ways of Working pilot.
- The aim will be to understand how an enhanced service offer can be provided to ICSs, focusing on broader value delivery to the system.
- Internal departments have been briefed and commitment has been gained to support the pilots in an accelerated way to drive increased value at pace.
- The project will run for an initial six months with key learnings implemented in to BAU activity.

### Key points

An update on the Gojo Hand Hygiene Supply Disruption was provided.

- Resilience activity was started as soon as NHS Supply Chain and NHSE were made aware of the disruption. There is limited Gojo stock available and thus organisations need to take action.
- Trusts will need to complete a risk assessment to understand whether products can be switched to free standing bottles or dispensers.
- Demand capture needs to be submitted to enable our inventory teams to plan effectively.
- A weekly customer webinar has been scheduled to provide key updates and there is extensive information including a FAQ document on ICN 2523.

An update on the Contract Launch end to end process review was provided. Key points included:

- Immediate interventions have been implemented including socialisation of launch documentation with customers ahead of launch, increased focus on delists to ensure alternatives are appropriate and increased customer impact touch points.
- A steering group has been set up to review the end-to-end procurement process, which is being led by the operational excellence group, this will ensure best practice is embedded.
- There continues to be significant focus on contract launch within the organisation and there is commitment to drive improvements throughout the process.
- Further updates will be shared with ICS managers and via future Regional Advisory Forums.

An overview of NHS Supply Chain's readiness for the new Procurement Act was provided:

- The Procurement Act 2023 will go live on 28 October 2024.
- An internal working group is in place and are engaged with the NHSE working group.
- Processes, technology, and training requirements are being reviewed.
- Working closely with Mills and Reeves to understand the direct impact on the organisation and how opportunities from the act can be maximised to benefit future procurements.

Tom Neilan (Head of Care Pathway) provided an overview of his team's objectives, key points included:

- An overview of the role of the Care Pathway Specialists and Clinical Nurse Advisors was provided.
- The intention of the team is to work in partnership with customers to drive the adoption of VBP opportunities and products and services from the MedTech funding mandate policy.
- The team also aims to work in partnership with systems to understand local pain points where products and services from our route could potentially enable efficiencies and productivities.
- An overview of the VBP opportunities that have been shared with systems was given. The modelling of these opportunities is imperfect and will require close working with customers to qualify and validate at a local level. These financially modelled savings opportunities are mainly non-cash releasing in nature.

Members of the savings team provided a savings update; key points included:

- The savings team have worked closely with NHSE to align NHSE's and NHS Supply Chain's savings methodologies and baselines. Though significant progress has been made, it is a journey and refinement continue.
- An overview of how NHS Supply Chain's savings methodology aligns with NHSE's was provided. The majority align, however Innovation, VBP and Capital products cause more challenge due to there not being one single NHSE bucket to correlate with.
- An overview of how the system transacts and interprets savings was provided. This is an automated processes and unless trusts advise an alternative baseline the automated figure will be used in reporting.
- Historical transacted baselines come from the system; however, where provided customer baselines will always be used.
- An overview of the four NHSE order of preference of baselines was provided.
- Overview of how NHS Supply Chain's baselines align with NHSE's was provided. The majority fall in to the top two preferences. Innovation is more challenging due to the complexities of the products; however, this can be resolved with customer engagement.
- Trust savings queries can be logged on the website, for more complex savings queries, customer workshops will be re-introduced to enable feedback.
- Atamis usage is not used as this is not applicable to NHS Supply Chain.
- Decisions relating to recurring and non-recurring cashable and non-cashable savings is the responsibility of the budget holder, however the team are able to assist with providing supporting information where required.

### **Actions for the NHS**

- Support discussions with your dedicated Care Pathway Specialists on the potential VBP opportunities that have been shared.
- Impacted trusts of the Gojo Hand Hygiene Supply Disruption are required to complete the NHSE risk assessment and submit demand capture for alternative product as soon as possible.
- Continue to support the Voice of the Customer Category Strategy customer panels.