

## Key Messages Regional Advisory Forum – November 2024

### Regional Focus – North

- Thanks were given to members for their support whilst new team members are embedding.
- Year to date full year effect savings for the four regions was £30.5m (2.23%) the North achieved 23% of this.
- Updates on positive engagement with systems was provided, North East ICS are progressing well with opportunities now resource is in place, South Yorkshire delivered £65k savings following the implementation of a new NPM for smoke evacuation pencils. The importance of best practice sharing was reiterated, NHS Supply Chain is investigating how existing internal systems can support this.
- Greater Manchester won the HCSA award for their ICS Training Programme. NHS Supply Chain and Cheshire and Merseyside were also shortlisted for the cross functional collaboration award.
- A Gorse Point update was provided, including a summary of the service issues being experienced and plans to support resolution. Regular updates will be shared via the customer working group.
- Varying levels of maturity of ICSs remain, but increased focus on working collaboratively.

### Key points

- An update was provided on Core List. As part of the CCF 26 interventions, NHS Supply Chain have been tasked to create a core list of products. The first iteration of products is planned to go live from January 2025, these will be largely non-contentious products. Additional phases will follow which will include more clinically complex products. A set of KPIs has been developed to measure the success of the programme, these include compliance, supply chain performance and resilience, growth, and savings. A comms plan will be launched in the coming weeks.
- A manual inflation report has been created whilst we look to develop an automated system. The report reviews data from October 2023 vs October 2024. SSDP and any products that have multiple regional prices has been excluded, analysis on these more complex products will follow. This leaves circa 4500 products where a 1.8% level of inflation has been experienced. A trust and system specific figure will be shared with trusts imminently.

Richard Evans (Commercial Executive Director) provided an update on the four key pillars of focus for the Commercial directorate. Key points included:

- Our people: The function is now fully staffed and plans to upskill the team are in place.
- How we work: the new value cycle model is underway and is now being embedded across all categories.
- Digital and transparency: focused on product data, images and hierarchies and evaluation of the e-procurement tool.
- Influence and scale: SRM and VBP programme implementation is underway.

Lindsey Ward (Head of SRM) and Katie Smith-Merritt (Supplier Relationship Development Lead) joined to provide an update on SRM at NHS Supply Chain, key points included:

- A brief update on the NHSE SSRM programme was provided. Thirteen strategic suppliers have been identified, four of which sit within the 32 suppliers on NHS Supply Chain's programme.
- Further governance to formalise the national programme is required, this is expected to be completed by February. Reassurance was provided that the programmes will be closely aligned once the national programme is ready to proceed. In the meantime, NHS Supply Chain will continue to progress with its formal programme at pace.
- An overview of the scope of the four workstreams that sit within the SRM function was provided, these include SRM Programme, Supplier Development, Innovation and Performance and Risk.
- There are 32 suppliers on the formal NHS Supply Chain SRM programme. These are split in strategic, preferred, transactional and key.
- No suppliers have been identified as strategic based on current relationships; however, the ambition is to transition some here as a greater level of engagement and alignment is achieved.

- A process overview of the programme was given including where each of the suppliers currently is in the process.
- Following a discussion regarding how members would like to be engaged on the programme, it was suggested a bi-monthly forum and regular updates on the 32 suppliers should be shared.

Michelle Johnson (Clinical Executive Director) and Sean McCulloch (Product Assurance Lead) provided an overview of the Clinical Directorate and the Products Assurance Framework, key points included:

- Over the last 12 months, worked hard to build on existing processes to embed the clinical voice within the organisation and put it at the centre of procurement activity.
- A data driven approach has been used to identify high risk/ critical products.
- A series of internal quality standards have been developed to create a common goal.
- An overview of the Clinical Quality Dashboard was provided, this will track framework performance against quality standards and will be available on the website in due course.
- Aiming to launch these new processes across all categories in the new year.
- Future plans include development of a post tender process for quality and assurance.
- Aiming to implement a clinical lab to support product sampling against specification.
- Circa 60 clinicians are embedded across the organisation.
- The 24/25 Clinical plan has five key priorities: well-run clinical leadership, sustainability, patient safety and resilience, partnering expertly with key bodies, and clinical and quality assurance.
- Clinical Procurement Specialist (CPS) mapping exercise is underway to understand where this resource sits across the NHS. Results will support how we develop engagement plans to effectively support all systems. Aiming to develop our quality education and support offer for CPS.
- In the process of co-designing a long term clinical and quality strategy with the clinical community, this will be launched in April 2025.

Raman Bains (Resilience Manager) provided an overview of the approach to the lessons learnt on GOJO hand hygiene supply disruption:

- The GOJO hand hygiene disruption has been the most significant supply disruption since the Resilience team was formed. The supply issue impacted circa 300 customers and was extremely complex to manage.
- Whilst NHS Supply Chain has worked collaboratively with customers throughout, it is recognised that there have been some issues and thus a significant lessons learnt exercise has been undertaken to ensure a robust approach is in place to manage future disruptions.
- Engagement has been carried out both internally and externally through surveys and existing customer forums to understand what the experience has been like for key stakeholders.
- Themes are emerging from these outputs; these are being developed into an action plan. A further update on the steps implemented will be brought to the forums in March.

### **Actions for the NHS**

- Please support NHS Supply Chain customer services teams throughout the Christmas period to manage increased demand and return roll cages.
- If interested in joining the SRM bi-monthly forum, please contact [voiceofthecustomer@supplychain.nhs.uk](mailto:voiceofthecustomer@supplychain.nhs.uk).
- Continue to engage with the Care Pathway team on potential Value Based Procurement opportunities.