

NHS Supply Chain National Advisory Board - Key Messages April 2024

Key points

Introduction from Michelle Johnson, National Clinical Executive Director

Michelle is an Adult and Children's nurse by background and prior to joining NHS Supply Chain held two Chief Nurse positions in North Central London. Michelle outlined her priorities for her first year in post, these include:

- Committed to supporting the circa 100 clinicians in NHS Supply Chain to lead clinically across all pathways from supplier relationship to improving engagement with clinical colleagues in the NHS
- Focused on product assurance, framework development and resilience, with focus being centered on the patient, carers and healthcare providers that use the product
- The ability to influence sustainability was a key driver for taking the role, nurses and midwives are the biggest consumers of medical devices across the NHS and have a significant role to play in making improvements
- Aims to support the organisation in becoming more patient focused
- Engagement with the NHS including the Chief Nursing and Chief Medical Officer will be a priority
- Michelle will chair the Clinical Advisory Forum going forward

Feedback and Escalations from the Regions

- Positive use of digital is being seen, noting the benefits this will deliver to end users
- Contract launch issues impacted colleagues, exacerbating constrained resources
- Financial challenges were a key theme across the regions
- There is a need for alignment of savings methodologies
- Positive feedback received on the resilience forum and development of strategy/assurance
- Communication is key, there is a need to manage people's expectations, so appropriate action can be taken
- North Central London Partners in Health and Care are working with NHS Supply Chain as one of the selected ICSs on the 'Partnership Way of Working' pilot

NHSE Update

- Fiona Hilton was recently appointed as the Director of Commercial Best Practice and Engagement at NHSE and will lead on the CCF Strategic Framework
- Fiona will represent NHSE at the National Board going forward
- The Strategic Framework is made up of 26 commercial interventions, six of these are directly linked to NHS Supply Chain
- Andrew New now attends the CCF steering board on a monthly basis which is aimed to progress the Strategic Framework
- NHSE and NHS Supply Chain are working very closely to collaborate and work as one
- NHSE will attend the HCSA regional forums to provide updates on the CCF Strategic Framework

Contract Launch Issues

Rowan Mulvey provided an update on the recent contract launch issues; key points included:

- An apology was provided for the impact of the recent issues on TOS 3 and Airways Management contract launches
- An end-to-end review of the whole procurement process is being undertaken to identify any issues and key risks much earlier in the process
- The contract launch team will now report into the customer voice team, this will aid collaboration and will enable key risks to be resolved and escalated at pace
- Additional customer impact checks will be implemented, and the Customer Voice Engagement Managers will now be involved in the end-to-end process to ensure customer impact is considered throughout

- Customer sense checks on high impact frameworks will be piloted to ensure relevant information has been included for trusts to act appropriately
- Pre-contract launch documentation is being developed to ensure customers have better visibility of future contracts, this will include an improved procurement calendar
- Communication will be improved, the potential for a forum to communicate upcoming framework launches and proposed mitigations is being considered
- A plan of proposed changes will be communicated via appropriate forums, including the regional advisories