

## Key Messages London and East of England Regional Advisory Forum – June 2025

### NHS Supply Chain Updates and Regional Focus

- 2024–25 savings: £95.04 million across four regions; London and East of England region contributed £37.9 million, equating to 4.8% of sales, around 40% of the overall figure, maintaining top-performing status for three consecutive quarters.
- A comprehensive performance metrics dashboard has been proposed to enable consistent tracking of key indicators such as on-time delivery, catalogue and invoice accuracy, and customer service standards.
- Value-Based Procurement (VBP) is progressing but lags behind other targets due to team capacity and varied local clinical engagement. Improved communication and local adaptation were agreed as vital next steps.

### Simplify to Strengthen

- Restructure announced:
- Removal of regional lead roles.
- New Customer Engagement Director appointed.
- Formation of Strategic Engagement and Service Support Teams.
- Integration of Communications, Marketing, and Customer Voice.
- Aimed at improving customer relationships and strategic alignment.

### Clinical and Quality of Care Strategy

- Strategy focuses on:
  1. Promoting quality of care.
  2. Strengthening NHS partnerships.
  3. Supporting population health.
- Includes essential patient safety training for all NHS Supply Chain staff.
- Development of a Clinical Education Academy.
- Three new corporate KPIs will drive accountability and alignment with patient-centric goals.

### Data Visualisation Tool

- New dashboard tool allows trusts to visualise spend and identify opportunities.
- Future roadmap includes:
  - Handling multi-DoH codes.
  - Automated reporting of rejected opportunities.
- Potential for wider spend integration beyond NHS Supply Chain.
- Tool under development in collaboration with NHSE to avoid duplication.

### ICS and Collaborative Working

- North Central London is relaunching a pilot for Value Based Procurement and patient pathways.
- South East London is progressing a large cardiology tender and strengthening shared service models.
- North East London is centralising procurement functions across multiple trusts.
- The East of England are exploring shared planning, aligned networks, and stronger cross ICS working to maximise savings and efficiency.