

Key Messages London and East of England Regional Advisory Forum – March 2026

NHS Supply Chain Update

- The 26/27 business plan is nearly approved, with no major changes to core priorities expected.
- New communication forums are being introduced to strengthen partner engagement.
- Recent supply disruptions are being actively managed, with work underway to stabilise and maintain continuity of supply.
- Middle East developments (Gulf region) are being monitored; no current concerns, with immediate communication planned if the situation changes.

Regional Update

- National FY25/26 savings: £107.1m YTD (3.2%), incl. £31.1m in Q3.
- London and East region savings: £29.1m YTD (3.4%), £9.3m in Q3 (3%).
- Joint savings work plan: £18.4m annualised opportunities, incl. £3.1m at go live; £6.2m still to explore; £7.2m pending decision.

Vision, Mission and Identity

- NHS Supply Chain is launching a new vision, mission, and visual identity centred on:
 - Smarter, simpler, more connected care
 - Greater collaboration and simplification across the system
 - Improved connectivity for partners and stakeholders

Future User Experience

A session explored how the group can influence the future user experience for NHS commercial teams.

- **Co-design and Governance:** New Customer Design Authority and Working Groups will ensure services are designed with users and deliver a single, joined-up national model.
- **Data and Automation:** Real-time visibility of contracts, pricing, performance, and supply resilience is essential, with automation reducing manual workload.
- **Standardisation vs Flexibility:** A tiered approach is needed, high standardisation for simple categories, controlled flexibility for clinically complex ones.
- **Culture Shift:** Move from “supplier” thinking to strategic partnership, with shared accountability between national and local teams.
- **Reducing Friction:** Current processes are slow; future state must simplify approvals, improve reliability, and get the basics right.
- **Clinical Assurance:** Must be built in from the start, balancing clinical preference with supply resilience.
- **Local–National Alignment:** Engagement should focus on tangible local benefits, fewer stockouts, faster processes, clearer value.