



## Home Delivery Service

Imagine a home delivery continence service that will allow your clinical team to focus more of their time on patient care, in addition to improving savings and efficiencies for your trust.

Home Delivery Service (HDS) is an NHS Supply Chain bespoke service solution that we offer to NHS providers, specifically designed to support NHS Community Bladder and Bowel teams to meet the needs of NHS patients.

HDS enables NHS trusts or individual patients to place orders for continence products, patients will then receive delivery of these products at their home or care home.

### Benefits of joining the NHS Supply Chain Home Delivery Service:

#### **Fully 'Patient Managed' service.**

Our team will liaise directly with patients and care homes to fulfil product ordering and delivery supporting the trust throughout the life of the contract.

#### **Dedicated HDS Customer Service Manager:**

Leading a resilient and experienced team of over 50 Customer Service Advisors, providing in-house services for patients, care homes and your clinical team.

#### **A delivery 'on time'**

KPI constantly reaching 99.75%.

#### **Fully managed onboarding process:**

Including a dedicated Implementation Manager to manage all aspects of the project.

#### **HDS Account Support Manager:**

As a single point of contact providing quarterly financial and service data support throughout the period of the contract with NHS Supply Chain.

#### **HDS Contract Manager:**

Overseeing all logistics from our third-party logistics partners.

#### **Clinically assured products:**

From all leading disposable continence providers bringing a wider range of patient choice and value

#### **Proven method of delivering trust savings and service efficiencies**

### Supporting the decision-making process

Our HDS Customer Relationship Manager (CRM) will work alongside you to support your trust throughout the decision-making process.

Your dedicated CRM will work with all key stakeholders taking you through the financials, product trials and added value services from suppliers to help you make the best value clinical and procurement decisions.

### Want to find out more

Please get in touch with either of our experienced Customer Relationship Managers. We would welcome an initial discussion to better understand your current service requirements and to discuss the potential savings and benefits of the NHS Supply Chain disposable continence products framework.

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