

Category Guide

NHS Supply Chain: Food

Provided by Foodbuy



About the new NHS Supply Chain

A new operating model

NHS Supply Chain is implementing a new operating model that will be fully operational in early 2019. The model is structured to help the NHS reduce unwarranted variation in product pricing by delivering clinically assured, quality products at the best value through a range of specialist buying functions. It will leverage the buying power of the NHS to negotiate the best deals from suppliers, achieving savings of £2.4 billion to be delivered in FY2022/23.

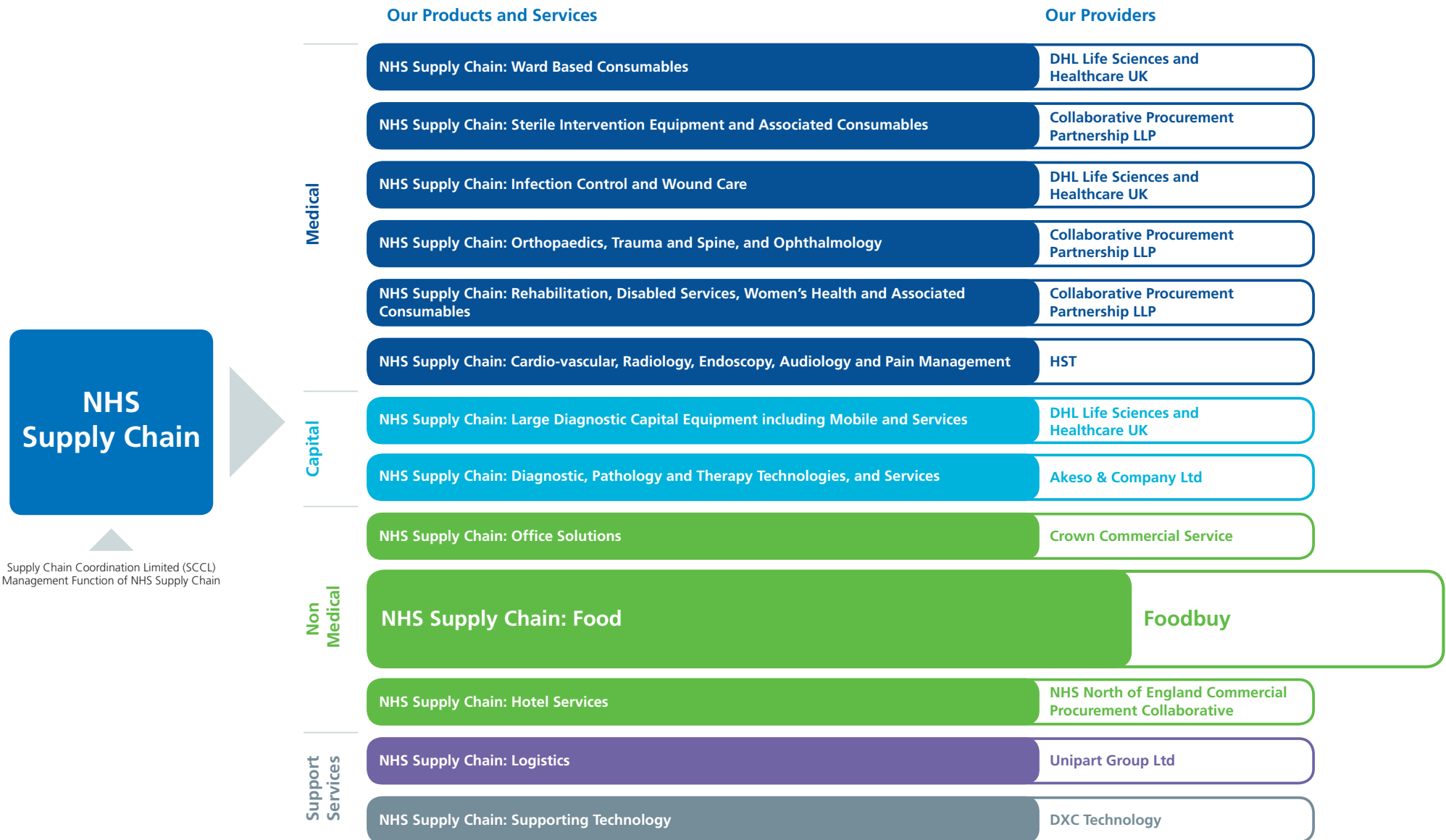
Eleven specialist category buying functions have been awarded and are now operational. The buyers are procurement experts who will ensure delivery of high quality products that are appropriate for patients. This focus is at the core of their commercial decisions. Furthermore, teams of buyers will work in partnership with front line clinicians, who will continuously evaluate new products before these are made available in the catalogue.

For more information about the new operating model visit <https://www.supplychain.nhs.uk>

How does the new model benefit NHS organisations?

- **Savings channelled back to frontline services**
NHS organisations will pay less for everyday hospital consumables and equipment, releasing funds to support other areas of work.
- **More time released for core clinical activities**
Central sourcing and evidence-based clinical evaluation reduces the need for NHS organisations to resource this activity.
- **Greater NHS clinical involvement in purchasing decisions**
Clinicians will influence product specifications, clinical criteria, range management and product evaluation.
- **More effective introduction of new products**
Links with national research bodies and regional networks will enable a more effective introduction of new innovative products to the catalogue.

New NHS Supply Chain structure



Food

About this category

NHS Supply Chain: Food, provided by Foodbuy, is split between two distinct areas of patient feeding and retail. A number of frameworks sit beneath these two areas, including: Hot Beverages and Vending, Ready Prepared Meals, Fresh Food and many more.

In total, NHS Supply Chain currently manages around £103 million worth of food spend on behalf of NHS trusts. The plan is to grow this managed spend by increasing compliance to NHS Supply Chain which will enable us to consolidate volumes and deliver better prices for trusts.

More information on the frameworks can be found on:

<https://www.supplychain.nhs.uk/categories/food/>

The logistics

NHS Supply Chain directly distributes ambient food products such as canned tomatoes and crisps. It also partners with a number of suppliers who make direct deliveries of chilled and frozen food. Some suppliers are able to deliver multi-temperature products, i.e. ambient, chilled and frozen products in one delivery.

The right suppliers for your trust

Our teams work hard to ensure all of our suppliers are:

- CQUIN compliant (Commissioning for Quality and Innovation).
- Meeting Government Buying Standards (GBS) where necessary.
- Providing great quality products that are fit for purpose.

- Nutritionally compliant in agreement with Clinical and Product Assurance and Clinical Evaluation.
- Meeting any category performance requirements outlined during the tender process.
- Reviewed, tested and audited on a regular basis.
- In line with delivery lead time requirements needed to operate your trust efficiently.
- Supporting you with merchandising and retail execution enabling you to sell more of the right products at the right price.

About the provider

To deliver this category, NHS Supply Chain has partnered with **Foodbuy**, a leading food procurement organisation based in the UK. With over £1bn of managed spend, they bring together the widest range of foodservice and hospitality clients to buy food, and everything associated with it. Foodbuy works closely with the NHS to deliver expert procurement services, saving both time and money and enabling you to focus on what really matters to your business.

Foodbuy has a dedicated team of Account Managers who will work directly with catering teams at NHS trusts.

Food

Frameworks include

Contract Title	Expiry Date
Cold Beverages - Patient Care	31/12/2018
Fresh Food	31/05/2019
Hot and Vending Beverages	31/12/2018
Multi Temperature Food Solutions	31/10/2019
Desserts and Snacks	31/12/2018
SFVS Supply of Fruit and Vegetables	31/03/2020
Ambient Food Solutions	30/04/2019
Food to Go	31/01/2020
Ready Prepared Meals	31/03/2019
SFVS Distribution of Fruit and Vegetables	31/03/2020

There are no fees for NHS organisations to access these frameworks. Details of products available through these frameworks along with pricing, is available through the online catalogue at <https://www.supplychain.nhs.uk>

How to work with NHS Supply Chain

All NHS Supply Chain customers have access to a varied and tailored network of support; from Customer Service Advisors, Account Managers, Support Managers and much more.

Dedicated Account Managers for food

Your NHS Supply Chain Food Account Manager will be your first point of call for all queries relating to our range of framework agreements. They will:

- Assist in managing your framework.
- Work to drive identification and delivery of savings opportunities.
- Support on critical and on-going business requirements.
- Where required, draw on the expertise of our other field based teams.

We are committed to providing increased engagement with catering professionals and dieticians to deliver a service that the NHS needs. Our new, dedicated account management team, who are knowledgeable in food nutrition, health and wellbeing, will assist in managing your framework and will work to identify and deliver savings opportunities. They will work alongside you to ensure we're delivering on specific needs like healthier, CQUIN compliant retail ranges. They can also draw on the expertise of our dedicated culinary lead, dietician and marketeers to support on critical and on-going business requirements.

Our customer services team

As a valued customer you will be supported by NHS Supply Chain's Customer Services Advisors and Regional Customer Service Managers. Each Customer Service Advisor has key customers within each geographical area and every customer has a direct telephone number for their dedicated contacts.

Our customer service experts can provide:

- Rapid response and resolution to queries.
- Product information, delivery advice, system or procedure training.
- Support raising questions or queries, ensuring our products and services continue to meet your needs.

Please visit <https://www.supplychain.nhs.uk/customer-service/customer-service-teams> for details of your regional customer service contacts for food related queries.

Changes to the food complaints and queries process

There is a change to the way in which you contact us with food complaints and queries. The old email address is now closed and you should instead contact your regional customer services team, or email customer.service@supplychain.nhs.uk

To download the NHS Supply Chain Food complaint reporting form please visit <https://www.supplychain.nhs.uk/foodsafety>

Supported by specialist procurement teams

Our procurement team aims to ensure our supplier agreements are OJEU (Official Journal of the European Union) compliant, provide the choice of products you need at the best possible price and ultimately save you time and money. They work hand in hand with our Account Managers to ensure all of our procurement strategies are aligned to and meet your specific needs.



Value for the NHS

More savings

- **We save money** - Our collective buying power, people, breadth of products, network, technology and relationships deliver commercial results. The efficiencies of our service, ranging from eOrdering to consolidated deliveries, enable significant savings.

More value

- **We offer quality** - Providing the right quality products and services for each and every NHS trust is our business. We understand the NHS so well that we can be sure we offer the right quality products to satisfy the needs of patients, customers and budgets.
- **Our global network** - We connect the NHS to suppliers from over 50 countries, allowing us to provide national, regional and local products and services.

Our knowledge and expertise

- **Our dedicated Account Managers** - Our Account Managers are your day to day contact for all queries. They will help you identify savings opportunities, solve any issues on your behalf and ensure high service levels are always met.
- **We're food procurement experts** - Our teams are procurement specialists in their product areas and can offer expert advice on new and alternative products.
- **We're on your side** - You're in safe hands thanks to daily support from our dedicated, knowledgeable customer service advisors and service managers.

Peace of mind

- **We make it easy** - We make it easy for NHS trusts to achieve their goals. Spend less time and money on tendering and let our procurement specialists undertake it on your behalf.
- **We're honest and transparent** - We work hard to remove any variation in product pricing across the NHS by leveraging the buying power of the NHS as a whole. You'll get clinically assured, quality products at the best possible value.
- **We listen** - We work with stakeholder groups from the NHS so we can be sure our solutions are fit for purpose in every way. We ensure the 'voice of the customer' is heard and that it informs every decision we make.
- **We deliver innovation** - We have the expertise and focus to work with our suppliers and the NHS to innovate.

To find out more about how NHS Supply Chain can partner with you to deliver best value, contact your **Account Manager for more details**.

Contact us

Email: customer.service@supplychain.nhs.uk
Twitter: @NHSSupplyChain
<https://www.supplychain.nhs.uk>

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