

Clinical and Quality of Care Strategy 2025-2030

Patients at the heart of every decision



Our Journey to a NHS Supply Chain Clinical and Quality of Care Strategy Journey



Supply Chain

NHS Supply Chain Strategy

**Vision to make it easier
for the NHS to put
patients first through:**

Buy Smart
Supply Right
Partner Expertly
Outcome - £1bn value etc

1st year Clinical and Quality Current Priorities plan

Current areas of focus:

Well run organisation
Quality led Resilience and
Safety
A Sustainable NHS
Products and category
management
NHS clinical engagement

ICS Strategies

**A review of 42 local
Integrated Care
Partnership strategies
identified several themes
which NHS Supply Chain
can have a role in
supporting, including:**

Service review and
reconfiguration (patient
pathways)
Care closer to home
Research and Innovation
Clinical outcomes, health
equity and safety
Population health and
prevention

Lord Darzi Review / Labour Health Priorities

Focused on:

Creating a digital NHS
Focusing on prevention
and public health
Ensuring patients are
cared for closer to home

Co-designed Focus Clinical Leads Workshop and Clinical BIG Lunch

Themes:

Create lasting value for
patients
Education, training and
support
Engagement
Consultation and
communication
Transformation of
categories/frameworks
Data, IT and systems
Value and culture
Innovation

Clinical Ambition for 2030

Partnerships that enable
us to help the NHS
to provide the best care
to patients
Our role in Population
Health Management
Promoting Quality of Care

Co Designed – A Roadmap for Success

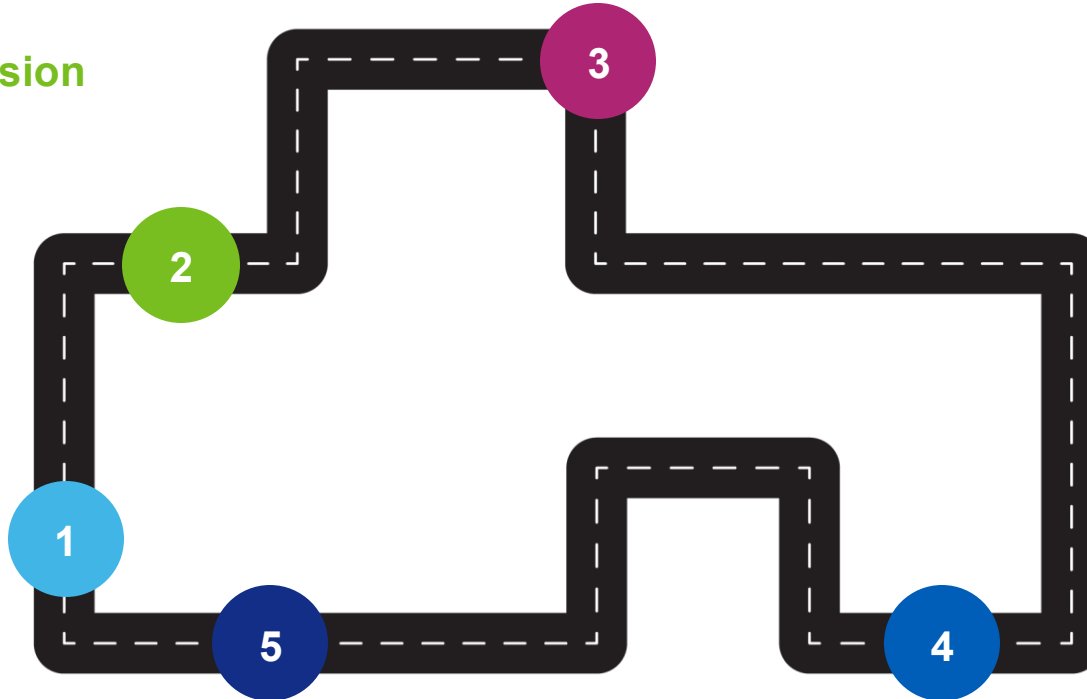
② Clinical BIG Lunch Discussion

Ambitions formulated in clinical community and health care professionals workshop tested with over 50 colleagues who shared their thoughts, opinions and experience to develop the detail of the strategy.

① Clinical Leads Workshop

Initial workshop, 18 NHS Supply Chain health care professionals and health care experts, emerging themes and ambitions identified.

The three key ambitions that are the foundation of this strategy were formulated as a result of this session.



⑤ NHS Supply Chain Wide Engagement

Embedding of the Clinical and Quality of Care Strategy, driven by executives and senior leaders across all directorates.

③ Working Groups

Colleagues from across NHS Supply Chain worked in small groups to produce detailed activity plans to underpin the strategy. Led to the implementation plan for the first year of the strategy and the medium and long term actions required to fulfil the ambitions.

④ NHS Partner Engagement

Our internal clinical community tested the strategy ambitions through engagement with colleagues working directly within the NHS. Colleagues from differing roles and NHS organisations provided feedback which sharpened the accuracy of the strategy and feedback featured within the implementation plan.

The Three Ambitions of Our Strategy

Promoting Quality of Care



Providing the right products at the right time to the right people

Focus on patient safety

Develop clear clinical leadership across the organisation

Sustainability products and practices that support the planet

Improving data quality, data sharing, and data usage

Partnerships



Listening to patients, clinicians, and carer's voices

Strengthening internal collaboration

Developing our collaboration with the NHS including charities and voluntary organisations

Focus on supplier engagement for innovation

Education initiatives with internal colleagues and NHS partners

Understanding and communicating who the clinical directorate is, both internally and externally

Population Health Management



Understanding population health management in the context of NHS Supply Chain

Reducing health inequalities through our product offerings

Developing our understanding of, and input into, Health Economics

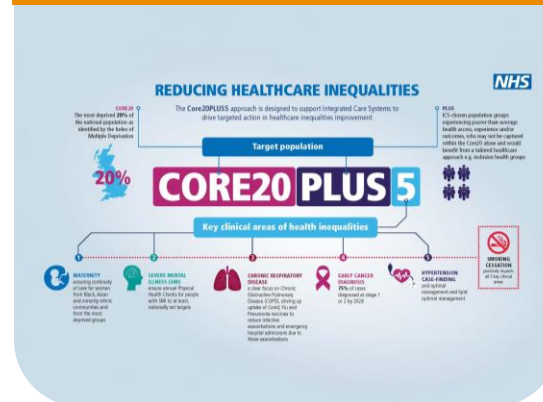
Create Lasting Value for Patients

Clinical Deliverables

**Develop our
clinical leadership
capabilities**



**Determine our role
in population health
management**



**Patient care and
quality of care risk
assessment across
all new frameworks**



**Continuous supply
of regulatory
compliance through
assured and resilient
routes to market**



How We Will Measure Success Linked Clinical and Quality of Care Strategy and NHS Supply Chain Business Plan

Value Proposition	Strategy & Annual Priorities		Corporate KPIs (with a clinical focus only)	
Consolidated Purchasing	Buy Smart	Creating lasting value for patients	NHS Efficiencies (£)	Market Share (%)
Category Frameworks Clinical and Quality Assured			Category Frameworks are Clinically Assured (%)	
Safe	Supply Right	Deliver our service promise	All Staff Patient Safety Training Level 1 (%)	
Targeted Resilience			Introduction of Clinically Disruptive Innovations onto Product Frameworks (No.)	
Innovation	Partner Expertly	Seek efficient solutions	Delivered Service Level (%)	Cost Improvement Plan (£)
Sustainable and Social Value			Sustainable Opportunities Across New Frameworks (%)	
Environment where People can Thrive		Grow our people, culture and capabilities	Customer Satisfaction (Score)	Change Time / Cost (%)
Effective Use of Resources			Colleague Engagement (Accreditation)	

Implementation Plan - Year One (2025 / 2026)

Promoting Quality of Care

- NHS England's Patient Safety Training Syllabus Level 1 'Essentials for Patient Safety' Completion for 95% NHS Supply Chain staff.
- Work with NHS Supply Chain People and Engagement Directorate to enhance leadership skills and techniques for clinical leaders across NHS Supply Chain.
- Conduct product resilience segmentation assessments as part of the Clinical Quality Assurance (CQA) process in framework renewal and currently awarded frameworks.
- Define and develop processes (including CQA) within category teams to provide clarity of responsibilities across the community.

Partnerships

- Focus on mapping current engagement and activities with patients, clinicians, stakeholders and carers
- Accelerating the availability of key innovations to drive improved patient care and added value for the NHS
- Enhancing our clinical leadership and expert knowledge. Clinical fellow roles have been developed to be rolled out in 2025/26 with the initial year focus on health inequalities and maternity



Population Health Management

- Use clinical community forums to identify opportunities and stories that create the association and understanding within NHS Supply Chain.
- Continue using the Health Equity Assessment Tool (HEAT) on currently awarded and new frameworks.
- Map prevention initiatives and explore the scope of NHS SC support and involvement



Prioritising our NHS Colleagues 2025 / 2026

NHS Supply Chain People Strategy

Clinical Community People Priorities

Clinical Education Academy

Clear Career Pathways

Clinical Graduate Programme

Impact on Wider Colleagues

Patient Safety Culture

Embedding of Clinical Quality Assurance Process within
Category Frameworks

Level 1 Patient Safety Training All Colleagues

Supporting Our NHS Partners

Through strategic procurement practices and harnessing of our clinical expertise, we aim to ensure that every product we source meets the NHS standards of safety, quality, and effectiveness

By working in collaboration with the healthcare system and suppliers, we help the NHS to put patients first.

