

NHS Supply Chain Modernisation Programme Benefits

We're transforming NHS Supply Chain to provide the NHS with a service that's more reliable, more flexible and easier for you and your teams to work with - so you can stay focused on patient care.

You'll see improvements in product availability and will have greater confidence that items will arrive when you need them. Clearer stock and order visibility, better tracking and smarter consolidation will make things smoother on the ground at care settings.

New digital tools will make it faster to get answers and simpler to manage orders and returns.

This major investment in our network and IT will deliver significant improvements over the next four years and we will work closely with representatives of care settings along the way to make sure we get it right. This fact sheet outlines some of the benefits we will be aiming to deliver as we enter the design phase of the programme.

This is all part of our vision to enable smarter, simpler, more connected care.



More funds available for frontline services

- Supports our overall ambition to deliver £1 billion in value for the NHS by 2030.
- Utilising our combined scale to get better value for the NHS.
- Lower inventory-holding costs thanks to more reliable fulfilment.
- Fewer cancelled procedures because products are available when needed.
- Lower costs for maintaining and managing national pandemic stockpiles.
- Reduced NHS Supply Chain operational cost per line delivered.
- Builds a foundation to allow NHS Supply Chain to deliver more services and even greater savings for the NHS down the track.

More products delivered more reliably

- We'll hold more of what you buy closer to where it's needed - our aim is to double the percentage of products we'll supply from stock, improving resilience and reducing the likelihood of disruption.
- Better demand and supply information, so you don't need to hold excess stock.
- Enhanced delivery options, including faster turnaround for some products.
- Retirement of our 30-year-old legacy IT system, removing a critical single-point-of-failure risk.
- Better early warning of product shortages, improved support for proactive resolutions and easier management of back orders.
- Faster, more reliable response in emergencies and incidents.

Supporting growth in non-hospital care settings

- A better and higher volume service for non-hospital settings.
- Broader product range and delivery models.
- Support for direct-to-patient delivery, virtual wards and hospital-at-home.
- Additional stocked items, next-day delivery and more flexibility.

More data to help your planning and decision-making

- Real-time electronic delivery notifications.
- Live visibility of stock availability.
- Ability to scan products on receipt, reducing errors and helping teams work more efficiently.
- Enhanced and standardised product, price, order and delivery data.
- Earlier visibility of deliveries and clearer communication.
- End-to-end tracking from dispatch to proof of delivery.
- Modern digital tools that make connecting systems simpler.
- Better traceability including batch control, supporting patient safety and regulatory compliance.

Simpler ordering and operations on site

- We'll reduce the number of small deliveries to hospitals, easing the pressure on goods receipting. This will be achieved by doing more consolidation off site, where we will put products on the right cage for the right delivery point. This will make it easier for hospital teams to get products to theatres and wards.
- Fewer queries and smoother ordering through better visibility.
- Standardised systems mean fewer invoices to manage.
- Simple online returns.
- We're reducing paperwork and duplication of effort.

For more information, visit:

www.supplychain.nhs.uk/modernisation