

## Key Messages Regional Customer Boards – June 2022

### Regional Focus – London

- The focus of discussion, and source of dissatisfaction focused on supply chain issues. Request was made for service metrics to be included to support this area going forwards. Trust Customers were concerned that performance was not improving and assurance was not in evidence that further disruption was being mitigated and managed
- A request was made to change the meeting format urgently to reflect that half the meeting should be discussing performance metrics
- Good savings performance in last quarter and year to date. However, risk to delivery for rest of the year
- Request was made for ICSs to include NHS Supply Chain in the discussions where possible to aid understanding of ways of working together
- The region was asked to return roll cages to avoid issues in future
- Based on the information NHS Supply Chain has at this point in time, the expectation is a 5% overall net inflation impact for 22/23
- Each ICS provided an update

### Key points

- Melanie Hall joined the session to provide an update on the work Unipart is doing with a number of ICSs. Key points included:
  - a. Update on which ICSs have been involved to date and the activity which has commenced
  - b. Learnings so far; strong collaboration across acutes, less so with community and mental health, less cohesiveness across all ICS partners
  - c. Inconsistency of systems and process across the ICS, trying to understand this is a key part of the programme. This is creating cost and inefficiency
  - d. There is a lack of data and performance management at an ICS level for supply chain activity, the hope is this activity may be able to make some recommendations as to how to address this
- Update was given at each meeting on the work of the Resilience Working Group, key points included:
  - a. Recognition that there is a lot to do, but the working group provides a good structure
  - b. Improvements to ICNs and ICN process to make it easier for colleagues to navigate
  - c. Work is being done on price increase information; a pack will be launched later this month
  - d. Where there is significant cost pressure request from suppliers, top users are being brought into the discussion to ensure there is strong voice of the NHS
  - e. Work is being done to improve the process and queries around stock availability, a clear process flow is being developed for escalations
- Claire Marsh joined the meeting to provide an update on savings reporting, key points included:
  - a. Changes have been made based on recommendations from the savings working group
  - b. Indexation report – this is live now, but improvements have been made to include the Consumer Price Index as recommended by the customer working group. Savings or cost pressures already applied have been removed to avoid any duplication. Launch will be 13 June 2022
  - c. New cost avoidance report is being developed; the hope is this will be ready for launch in July.
  - d. Brief overview of the reporting portal was provided, noting everything will be kept together
  - f. There are 15 trusts represented on the savings working group
- Sara Ford provided an update to the meeting on the Target Operating Model process so far, key points included:
  - a. Additional engagement sessions were held in April 2022
  - b. There are three procurement activities, running in different time scales
  - c. Work is being done to move from the 'as is' stage to the 'to be' stage, a further update on this will be provided
  - d. Out to tender for the outsourced category management providers
  - e. A representative member from each of the Customer Boards would be asked to be involved in the evaluation stage, but also to spend some time understanding the specification
  - f. The insource of Category Tower 7 is going well and on track for July 2022
  - g. The IT and Logistics procurements are going through business case development

