

**Key Messages Regional Customer Boards
February/March 2021**

Regional Focus – London

- Greater insight was provided and discussion had on key activity underway within the CTSPs, including progress with price management and savings opportunities. Trusts expressed a desire for PPE to return to BAU channels to enable a return to normal service and have asked to be involved in this plan.
- The next London meeting will include an opportunity to reflect on 2020 and discuss how to move forward.

Key points

- NHS Supply Chain is developing a pack which identifies the end to end value that is delivered, this includes cash releasing savings but also other key value elements such as sustainability, quality, assurance, innovation, finance efficiencies, logistics and network capacity
- The new dashboards were presented and details provided of sources of data. These will continue to be refined.
- Jahanara Choudhury joined the meeting to provide an update on the National Pricing Matrix. NPM's can deliver significant savings but are time consuming to set up. There is a pilot on auto enrolment underway with waste containers
- Nene Antonio provided an update on the Target Operating Model project. Key points included;
 - a. CTSPs' contracts are coming up for renewal and we need to reflect on changes we need to make with changing landscape
 - b. A series of workshops are being run with 24 heads of procurement to agree design principles for the operating model
 - c. Once the workshops have been completed then options will be created, financials will be looked at and a list of recommendations will be finalised by the end of April
 - d. An update will be provided at the next meeting or sooner if available
- Helen Timpson joined the meeting to provide an update on the Service Excellence programme. The Inventory Management workstream is progressing well, November and December saw the highest two months of service. There has been considerable work done on Blue Diamond with engagement with eight core suppliers to drive service levels up. The next tranche is being looked at. Product availability is an area of concern with deep dives being carried out in two areas.
- NHSEI Regional Lead provided members with an update including a summary of the Futures platform for communication and the plans for the next National Procurement Forum.

Key facts

- Year to date savings are £167m, (£31m revenue and £136m capital)
- The service level is now at 99.67% but there are still areas that need improvement in product availability, ordering process and communications
- Service Excellence Programme - The Operations workstream aims to reduce discrepancies and improve capability. There has been an improvement from 0.75% to 0.3% with processes now more capable of meeting the target than previously

Request of NHS provider organisations

- Area representatives to liaise with providers and NHS Supply Chain to get remaining outstanding Terms of Sale agreements completed
- New product complaints process - it is requested that members cascade and familiarise themselves with the new process due to its importance in reporting and managing product complaints.
- NHS Supply Chain Food Strategy - if trusts are interested in being involved they should reach out as there is capacity in the tower to help.
- **Members are encouraged to use the papers in the pack to share with their peers to prompt discussion and challenge**

