

Key Messages Regional Customer Boards November 2020

Regional Focus – London

- New Chair of the London Customer Board – Lucie Jaggar Chaired her first meeting
- NHS Supply Chain validated savings were £126m year to date to end of September 2020, London accounts for c28 percent of the National figure. Trusts are encouraged to view their savings reports online via the system and discuss with their account manager
- There are still savings in the system to be validated such as the £1.4m. from the London Cardiac
- The focus throughout the meeting was on moving closer to the customer and increasing the value of the NHS Supply Chain model for all.

Key points

- PPE remains under the remit of the dedicated PPE Channel; the Managed Inventory System is being launched imminently. Key is to work with EPRR leads to ensure levels are set appropriately. PPE queries are now being managed by a centralised team within Unipart
- The HCTED Team has been working with NHSE to update the migration plan for outstanding opportunities, there is still a drive to accelerate migration, the CRM team will be in touch with the relevant trusts
- NHS Supply Chain is working to support the Increased Capacity Framework
- The aim is by early December 2020, NHS Supply Chain will be in a position to share savings planning through to the end of the year and into next year in terms of opportunities by type, this will be a foundation to build a workplan once overlaid by trust activity
- Challenge was raised with regards to the funding of the NHS Supply Chain model versus savings. There are some who maintain this is a challenge versus those who accept that operational costs of the new model need to be funded and therefore the discussion should be focused on demonstration of value
- Update was provided on the revised Terms of Sale, noting that representatives from each of the four regions along with commercial colleagues from Manchester and Birmingham have reviewed this
- Update on NHS Supply Chain's Customer Satisfaction process was provided
- Chris Holmes provided an update on the NHS Supply Chain Target Operating Model (TOM), key points included:
 - This is not a new model, but what the model provides and how e.g. how many Towers, what is in scope etc. Overview of the key activities was provided including; Customer Engagement, Stakeholder and Shareholder agreement, workshops to determine TOM including lessons learnt, conclusion of strategic development by the end of March 2021 to allow time to plan and execute the necessary procurement activity
 - Summary of how customers can be involved was given. There will be six to eight hour-long workshops based on specific topics, the intention is to use Customer Boards as a communications vehicle into and out of the process. The sessions are intentionally at the very start of the process so that lessons learnt are being taken into consideration. Four to five volunteers per region are required, giving coverage across different customer types as well as from different roles; procurement, finance, catering, estates and clinical and those who can bring an ICS view. Volunteers need to be able to commit to all workshops to facilitate continuity
- The DHSC joined the meeting to provide an update on the end of EU transition. Key points included:
 - An assurance process is taking place
 - Contracts have been awarded to the Government secured freight capacity. Suppliers are being asked to register to access the capacity across category 1 goods, details of crossing times and prices will be released next week with tickets going on sale on 23 November for January 2021
 - DHSC have a contingency for Air Freight which suppliers can register for now, this can be accessed through NSDR
- Martin Toomey joined the meeting to provide an update on Sustainability from NHS Supply Chain



Key facts

- Pre-covid BAU stock holding for NHS Supply Chain would be around £80m stock, at the moment NHS Supply Chain has around £400m of stock across the different workstreams
- With regards to NHS Supply Chain validated savings are £126m by the end of September 2020, London accounts for c28 percent of the National figure
- With regards to end of Transition suppliers are asked to hold six weeks' of stock in addition to NHS Supply Chain's stock holding. 75% of suppliers have confirmed they will have the minimum stock-holding, work is being done with the other 25% to ensure they have robust contingency plans such as air freight if there are disruptions in the short straits

Request of NHS provider organisations

- Provide NHS Supply Chain with any changes to demand to allow ongoing accurate forecasting and maintain high levels of resilience
- Trusts to review their savings report as NHS Supply Chain is aware these are not being accessed by many trusts
- Trusts were asked to sign the revised NHS Supply Chain Terms of Sale
- The position on roll cages is improving, however there are a few trusts where the cage deficits are significant, members were encouraged to support in returning their cages
- Expressions of interest or any questions regarding involvement in the Target operating Model for NHS Supply Chain should go via suzanne.thomas@supplychain.nhs.uk
- If trusts have specific queries regarding end of transition they should be directed through mdcc-contingencyplanning@dhsc.gov.uk
- With regards to PPE it is key for trusts to work with EPRR leads to ensure levels are set appropriately

