

Key Messages Regional Customer Boards – March 2022

Regional Focus – North

- Feedback was given that how things feel at an ICS level did not come through in the National Customer Board Key Messages, particularly around supply chain resilience and disruption. It was raised this is across all sectors and is exacerbated where trusts operate across multiple sites
- Ashley Morgan joined the meeting to provide an overview of the Social Value Portal
- The group recognised that it would be beneficial to have a consistent representative from NHSE/I, this would help to build one NHS Procurement family
- Update was given by each ICS lead, each one is at a different stage in development, but there are some common themes. NHS Supply Chain is heavily focused on developing our ICS strategy, and needs input from trusts to help shape it. Hamish asked for NHS Supply Chain to be invited to any key senior ICS meetings that are focused on developing ICS strategy and ways of working
- An overview of the performance in the region was provided, key points included:
 - a. The region is slightly down on savings compared to the other regions, however the number of projects delivered is a good run rate to get to the 5% target
 - b. There has been a significant amount of range management savings, which given the pressures on clinical time this a credit to the region
 - c. Four of the opportunities identified at the last meeting have been progressed and delivered significant savings. Trusts were asked to continue to develop savings pipeline and joint workplans
 - d. Continue to participate in challenging resilience conversations and NHS Supply Chain is aware that supporting this is a priority
- Feedback was given that the pricing pack was a good start in sharing more about NHS Supply Chain's process to address price increases requests and was using this internally. Members were pleased their feedback on providing more trust level detail was being factored into the next version

Key points

- Update on NHS Supply Chain's Target Operating Model was given, key points included:
 - a. The process looks to address the future needs of trusts and ICSs
 - b. Several themes have been consistent to date
 - c. Greater visibility and greater input into key strategies
 - d. Simplification of the model as it is today and improved management of the supplier market
 - e. Better connection with patient pathway and driving value
 - f. Resilience and connected supply chains
 - g. Several pain points which are being worked into the transformation plan
 - h. Market engagement sessions with potential CTSP providers have taken place, these will conclude towards the end of March, ITT will then be issued
 - i. A new ten-year vision is being worked on for the organisation, further input will be sought on this
 - j. Chris Holmes attended the National Procurement Forum to ask for support on the logistics tender
 - k. Further input sought on NHS Supply Chain's Clinical Value Proposition
- Brian Mangan joined the meeting to provide an update on the Value Based Procurement Programme, key points included:
 - a. Working with NHSE/I on system level guidance for efficiency savings, stakeholder group being established with first meeting on 9 March 2022
 - b. Engagement with organisations such as NICE, developing a common language of value
 - c. Toolkit has been developed with the CTSPs, each one now has a VBP lead
- Members of the Resilience Working Group, provided an update on its progress, key points included:
 - a. Reassurance was given that demand management and stock issues are being discussed. Lots of work has been done on ICNs with improvement being made, an Early Inform has now been introduced and well received
 - b. Issues around being framework communications is causing problems
 - c. Requests raised are being picked up and acted on which is delivering progress
 - d. Stock availability and issues will continue to arise along with cost pressures
 - e. A separate communication meeting happened, with decision that a comms pack would be developed to share out with all trusts



- Discussion is ongoing around service levels, Chris Holmes and his team are working with UCLH and Oxford on this, further update will be provided on this Jason Shirtcliffe joined the meeting to provide an update on the Lead Reference Trust programme, key points included:
 - a. Lead Reference Trusts should be the heart of any strategy, there is option to extend across a wider group of trusts
 - b. Website has been developed; trusts can register their interest in a particular category. A pipeline can be built up
 - c. Escalation processes have now been introduced to ensure two-way engagement. Level of conversation can be assessed at Category Council session
- Phil Nettleton joined the meeting to provide a further update on the Operational Excellence Contract Launch programme to the group, following the request at the last meeting. Key points included:
 - a. Progress has been made since the last update, there are 27 pain point areas which have now been ranked with input from trust colleagues
 - b. Nine areas out of the 27 are being focused on where the most impact will be made, a governance plan is then being implemented
 - c. There will be a twelve week intensive period to drive the nine projects with full programme support to make continual improvements

Request of NHS provider organisations

- a. Request was made for any ICS who would be willing to take part in a Value Based Procurement pilot to contact Brian Mangan Directly brian.mangan@supplychain.nhs.uk
- b. Review and sign Lead Reference Trust Charter
- c. Trusts were urged to return roll cages; the cost of replacement is rising which creates additional cost in the system and may impact service going forwards if there are not enough cages in the system
- d. All trusts are encouraged to ensure they have suitable representation on the monthly customer webinars to ensure they are receiving all relevant communications

