

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

Regional Focus – Midlands

- Members were thanked for their significant representation in the customer workshops focusing on the new operating model.
- There is good support for the project on auto-enrolment for the National Pricing Matrix with a number of volunteers from the region taking this forward
- The region recognises the increasing move to ICS structures and the importance of the Board providing space on the agenda to focus on transition going forwards. In addition, David Melbourne will be seconded out of his current role to be Programme Lead for the Birmingham and Solihull ICS for a minimum of 6 months from April.

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
- Sara Ford 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/Sarah Young 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 Leads provided members with an update. PTOM has four key elements; Digital, Data and Technology, People Skills (Talent Management, Career Pathways and Role Profiles and Governance) and ICS. All are linked into the Government White Paper. The NHS Procurement Standards are being reviewed, and there will be a communication coming out soon to the NHS.
- Sustainability - Hamish Makanji stated that engagement has been started with 10 trusts regarding Vanguard and remanufactured products and that feedback will be provided at the next meeting.

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 - Chris Holmes noted that 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

