

## Key Messages Regional Customer Boards - September 2021

### Regional Focus – Midlands and East

- The Chair requested that each ICS should agree with him and NHS Supply Chain who their Customer Board representative should be and who their deputy is should they not be able to attend a meeting
- Request was made and agreed for the Customer Board name to be changed to the Midlands and East Customer Board
- The Chair provide an update on the Excellence in Supply Awards for the Midlands, noting they had been postponed until September. However, they will still link into the HCSA as a national awards platform
- Claire Marsh will be attending the Midlands & East Regional HoP meeting on 8 October to demonstrate the new savings reports
- Tom Neilan provided an update on NHS Supply Chain performance; the following key points were made:
  - a. Focus would be on looking forwards to the 3% H2 collective challenge for the remainder of the year. There is £200m of revenue forecasted across the Midlands and East Customer Board Region in H2, which would see £6m in year savings delivered. There is a potential line of sight to this, but it comes with two significant challenges; operational issues and cost pressures
  - b. Wide range of recent positive change management savings success stories of opportunities were shared
  - c. Discussion was had around the impact of cost pressures on savings. Cost avoidance is the new waste reduction plan. The narrative around this needs to be considered going forward
  - d. Simon Clarke raised several points to be addressed to support trusts with forward planning with particular reference to the plastics packaging tax which will be applied from April 2022 onwards
  - e. A request for transparency on cost pressures was made. Example was given of where suppliers are under mining the national model, members were encouraged to share any examples with their Customer Relationship Manager
- If members require any further information on the Excellence in Supply Awards, they should contact Geoff Roberts.

### Key points

- Update on the ongoing supply disruption, in particular those around BD was discussed. A summary slides will be circulated with the minutes for members to use within their ICS
- There will be a change to the Foundry system, invitations to training sessions have been issued. Trusts will need to provide a weekly stock take, with the ability to monitor and amend requirements through the system, putting control back to trusts
- Phil Nettleton supported by Konstantinos Alevizo joined the meeting to provide an update on Contract Launch. Key points included:
  - a. Contract launch process improvement sits as part of the Operational Excellence Programme
  - b. Focus on quality and accuracy so that products launch right first time
  - c. The programme spans most functions, support has also given by Simon Clarke and Jackie Scroggs from UHB in terms of providing the voice of the customer into the work
  - d. NHS Supply Chain recognises this can often be a pain point for trusts, focus is on driving improvements to benefit customers, where improvements can be obtained throughout the process they will be
- Lee Atherton and Catherine Andrews from NHS Supply Chain joined the meeting to provide an update on collaborative working. Key points included:
  - e. 29 of the 42 ICSs are formally established



- f. Collaborative working to lead the procurement landscape
- g. NHS Supply Chain recognises ICSs are not just about procurement
- h. NHS Supply Chain is ready to work at a collaborative level and have ways of working established, all Customer Relationship Managers are aligned to STP/ICS boundaries
- i. A collaboration Tool Kit has been launched to Customer Engagement colleagues, and it is now being rolled out to the CTSPs
- j. Ability to identify opportunities at a collaborative level, this is also linked to the sustainability agenda
- k. £5m collaborative opportunities in the pipeline
- l. Specific example was given the £1.3m savings delivered through Clinical Council Collaboration on PCI
- m. Work has been done with South West London to develop a best practice way of working across collaboratives
- Claire Marsh joined the meeting to update on the progress made on savings reporting since she last joined the Customer Boards, key points included:
  - a. All regions are now represented in the working group and to provide feedback on developments
  - b. A report to show the base line which is used to calculate savings has been developed, this is at trust level due to the granularity of the date required
- Alan Wain joined the meeting to give an update on NHS Supply Chain's sustainability work, key points included:
  - a. The challenge is huge to get to net zero, however, progress is being made
  - b. Sustainability metrics are reported to the NHS Supply Chain Board, reasonable progress is being made, a push is needed on plastics
  - c. A new service is being introduced to empty and recycle clinical waste containers which will reduce the amount of plastic in the system
  - d. Work is being done to look at how the plastic tax can be reduced
  - e. The government target is 30% on SNE, NHS Supply Chain is at 33%
  - f. All central government procurement needs to include a 10% weighting to social value, this will apply to the NHS from April next year. Training is taking place with all Category Towers
  - g. NQC is a government recognised portal for sustainability. NHS Supply Chain has gained agreement that any NHS customers can have access to the data and reporting at no cost and can therefore access supplier information, this is a win for suppliers as means they only have to complete the information once.
  - h. There is a remanufacturing programme now underway on to re-use devices, the devices come in at half the price and half the carbon footprint of the original product. HCTED have agreed that 80% of savings will sit with the trust rather than it all going back to NHSE/I. Members were encouraged to engage with their regional teams on this.
  - i. All NHS Supply Chain warehouses have been converted to sustainable electricity, all lighting will be LED by the end of the year
  - j. A grant has been secured to trial seven electric trucks for the year to see how the footprint can be reduced
  - k. Focus is with suppliers to look at what they are doing to reduce their carbon footprint, review of their carbon reporting is taking place to gather base data. This will be included in NHS Supply Chain reporting next year which will then flow through to trusts, a methodology to do this will be developed

### Request of NHS provider organisations

- There will be a PPE webinar in September, all were encouraged to attend
- Anyone who would like to support Phil Nettleton on the Operational Excellence programme around Contract Launch should contact Phil directly [philip.nettleton@supplychain.nhs.uk](mailto:philip.nettleton@supplychain.nhs.uk)
- Members were asked to: help identify those ICS leads (where those individuals have been nominated as some ICSs are further advanced than others) to their NHS Supply Chain CRM and help share current progress and workplans and provide insight on pain points and blockers
- A trust facing savings methodology document is being developed, this will be launched to trusts in the next few weeks with all trusts invited to an engagement session
- With regards to the NQC portal, trusts were asked to feedback through their CRM if there is a supplier they use not on there
- Trusts were encouraged to review their workplan opportunities and progress what they can

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