

NHS Supply Chain Modernisation Programme Supplier Fact Sheet

The NHS Supply Chain Modernisation Programme is a major, multi-year investment in our network, technology and ways of working to deliver smarter, simpler, more connected care.

We will deliver a service that is:

- **More reliable** – improving product range and availability and reducing disruption.
- **More resilient** – a stronger, more flexible network and better risk management.
- **More efficient** – reducing operational costs and releasing value for frontline care.
- **More connected** – with improved data, visibility and end-to-end tracking.

This major investment in our network and IT will deliver significant improvements over the next four years and we will work closely with representatives of care settings and other stakeholders along the way to make sure we get it right.

What this means for suppliers

The programme will create a more consistent, transparent and efficient way of working with us. Our ambition is to deliver a range of benefits for suppliers, and achieving these benefits will depend on us continuing to work closely together throughout the programme.

Intended benefits include:

- **Improved visibility and demand insight**
Earlier and clearer visibility of demand, product flows and forecasting to support planning and reduce the risk of shortages.
- **Better data and information quality**
Improved accuracy and transparency of data, supporting better performance tracking and more predictable cash flow.
- **More efficient and standardised processes**
Greater use of standard onboarding, data exchange and integration processes, reducing complexity and improving consistency.
- **Simpler and more transparent interactions**
Reduced reliance on manual processes such as spreadsheets and email, with more intuitive and consistent ways of working.
- **A more modern digital experience**
Introduction of a supplier portal to manage Advanced Shipping Notices (ASNs), invoicing, product data and demand visibility in one place.

Overall, suppliers would benefit from a more joined-up, predictable and transparent environment for doing business with the NHS.

What we need from suppliers

As we progress through design and implementation, suppliers should expect changes to the way they interact with NHS Supply Chain. We will work closely with suppliers throughout the programme, as successful implementation will require suppliers to engage with and adapt to new systems, processes, standards and ways of working over time. We are asking suppliers to:

- **Engage with opportunities to contribute**
We will continue to involve supplier representatives in shaping and testing elements of the programme, leveraging existing engagement mechanisms wherever possible.
- **Prepare for future system and process changes**
This may include integrating with new platforms, data requirements, standards, potential packaging requirements and ways of working as the programme develops.
- **Support improved data standards**
Providing accurate and complete product master data as part of standard practice will become increasingly important.
- **Work collaboratively to maintain continuity of supply**
Ensuring stable supply during transition is a shared priority.

We will continue to provide clear guidance, support and advance notice of changes as requirements evolve.

How we will work with you

We are committed to a collaborative and transparent approach:

- **Early and ongoing engagement** with suppliers throughout design and implementation.
- **Proactive communication**, with a clear 'no surprises' approach.
- **Opportunities to shape and test changes**, including pilots and feedback activities.
- **Phased implementation**, allowing time to adapt and prepare.

Our aim is to make it easier to work with us, enabling smarter, simpler, more connected care and better outcomes for customers, suppliers and the wider health system.



For more information, visit:
www.supplychain.nhs.uk/modernisation

