

## Key Messages National Customer Board December 2020

### Key points

- The Chair, Sir Ian Carruthers OBE, noted this would be his last meeting as Chair; Sir Jim Mackey would be taking on the role in the New Year and would be a great asset to the Customer Board. The Chair was thanked by NHS Supply Chain and the Board for his significant contribution over the years
- It was noted that Mandie Sunderland would be retiring from the NHS at the end of the year and had tendered her resignation from the Customer Board. Mandie had been thanked for her ongoing contribution to the Customer Board, members joined Sir Ian in wishing Mandie well
- Thanks were given to those who had contributed to the recent HFMA presentation, feedback had been positive and starts to move the discussion on to a broader topic of value
- Atamis has been launched within NHSE/I, this will be rolled out in London and then across the system
- Update on sustainability was given from NHSE/I; within the next ten years the NHS will not contract with organisations who are not in line with the NHS's ambitions. There is a section on sustainability in the planning guidance which also includes social value. Work will be done with the accelerated access team to look at how new markets can be developed to align to the strategy, this will also look at the UK Make strategy to ensure that markets being set up can be used going forwards and that they will remain aligned to the strategy
- Request was made for consideration to be given to moving to ICS working, focus should be on building on the foundations already in place and looking at what is working well whilst recognising that organisations are at different stages in their journey
- Saffron Cordery, Deputy CEO of NHS Providers joined the meeting to give an update from their perspective. Key points included;
  - Covid-19 second surge meets winter pressures and end of transition
  - Operational challenges of testing, vaccination and staff absence due to self-isolation
  - Recovering services and service volumes, and managing long term health impact of Covid-19
  - Staff fatigue and potential for burnout
  - Evolution of collaborative working in systems
  - With eye to the future: shifting priorities, system working, 21/22 financial regime, regulation
- Nene Antonio and Suzanne Thomas from NHS Supply Chain joined the meeting to give an update on the Target Operating Model for NHS Supply Chain
- Two papers to be received for information. The first an update on the SIREN process from NHS Supply Chain, the second regarding Excellence in Supply Awards. Members were asked if they were familiar with the SIREN process, it was agreed that this would be followed up at the Regional Customer Boards
- Request was made of NHSE/I to ensure that communications going out to Heads of Procurement also needs to go to Finance leads as well as Regional Chairs and NHS Supply Chain to support in the flow of communications
- Alan Hoskins noted the award from HCSA to the Procurement Community following their contribution to supporting the Covid-19 Pandemic at their recent awards along with the letter from Her Majesty the Queen



### Summary of escalations from the Regional Customer Boards

- Challenge from trusts that most of the savings are coming from Capital. However, focus needs to be on the revenue savings going forwards
- Volunteers were required from each region for the Target Operating Model, representation is looking strong so far however additional representation will be sought from clinicians and from outside the Customer Board
- Work is ongoing regarding the roll out of the Terms of Sale, the Southern region is collating their feedback. However, it was noted that a process was adopted where each region was asked to provide representation into the process on behalf of the region. Alan Hoskins noted that points had been raised with the HCSA who have reiterated the collaborative process taken, this has facilitated a good outcome
- The issue around funding of the NHS Supply Chain model will not go away unless changes are made. Clarity is needed around the cost of running the model, NHS Supply Chain has done work on this, however there is still a lot of noise in the system. The costs and allocations need to be communicated and accepted for the value of the NHS Supply Chain model to be understood. There is an opportunity for the Customer Board to lead this and reset the position. Colin McCready recognised that NHS Supply Chain needs to be more transparent in terms of its costs and drive the value for money agenda working closely with trusts. The view of providers is that the cost of the model outweighs the revenue savings. There is an opportunity to reset the position as part of the planning round. Sir Jim Mackey offered to support on this, Preeya Bailie also agreed to go back to the Tariff team
- Effectiveness of some of the Towers has been raised as a concern
- Question over what the development of ICSs will mean to the Customer Board was raised, focus needs to be on how the NHS Supply Chain model evolves alongside this and PTOM
- Lack of clarity from some trusts on how they access their savings, this was dealt with in the regional meetings, all trusts have access to their own savings reports this has been communicated via the Customer Boards, Customer Relationships Managers and Savings webinars, a low proportion of trusts are accessing their savings reporting which is disappointing
- The focus from trusts has been on operational resilience, but this will soon shift after Christmas to focus again on value
- With regards to the clinical satisfaction survey discussed at the Regional Customer Boards, this will be launched in February 2021 alongside the main survey
- Request was made for the Customer Boards to become more of a two-way dialogue so that they are focused on some of the bigger issues in the regions
- A revised KPI dashboard will be resumed next year

