

Key Messages National Customer Board March 2021

Key points

- The Chair welcomed everyone to his first meeting in the role and set out his observations of the current landscape and aspirations for the Board going forwards. This includes the development of a workplan for the Board for the year.
- Steve Foulser presented on the new Customer Board dashboard which has been shared with the regions. Savings figures are currently at £45m savings YTD excl. capital (reporting a slightly lower number internally of approx. £43m following adjustments)
- The Chair asked about metrics on customer satisfaction and how SCCL measures that. Steve Foulser noted there is a new market research agency working with them and they are now running quarterly surveys with the next due in May. The data from that will be incorporated into the papers for the next round of Boards, along with reference to any relevant SCCL KPIs such as sustainability and customer experience.
- Preeya Bailie provided an update on behalf of NHSEI, noting that the monthly newsletter and portal are the tools currently used to communicate with procurement teams. ICS transition continues to be a key priority for NHSEI. The procurement toolkit has been launched to support this. A template MOU for working collaboratively across procurement functions is being developed and further template documentation will follow.
- Sara Ford joined the meeting to provide an update on the Target Operating Model. TOM is looking at all categories, services, customer experience, insourcing, outsourcing, tower configuration etc. Several workshops have taken place with good representation from regional board members. The team are now drafting operating model options and will go back to the reference group with those options
- Steve Foulser went through the proposed NHS Supply Chain value proposition presentation. The intention is for everyone to be able to use the deck to help articulate where and how NHS Supply Chain adds value. A number of suggestions were put forward from members and revisions will be made to the presentation based on this feedback.
- The Chair thanked members and summarised the key themes from the meeting
 - a) The growing importance of sustainability
 - b) Understanding value now and as the model develops in a very complex system
 - c) Recognition that there is a real appetite for people to help and understand how we can make a difference as a Board.

Summary of escalations from the Regional Customer Boards

- Regarding Terms of Sale, SCCL is getting more feedback from the Trusts and working with Paul Webster to overcome some of the challenges identified.
- It was noted that in terms of transition of PPE back to BAU channels, NHSEI, DHSC and SCCL are working together on a future vision.
- Sara Ford also thanked members for significant contributions to the Target Operating Model.

