

Key Messages Regional Customer Boards May 2021

Regional Focus – North

- Feedback was provided that the Shelford Group met with ABHI and Industry Leaders, there is a feeling that there are options Industry can provide to help the NHS out of the backlog, but they are struggling to access NHS Supply Chain. Chris Holmes regularly meets with ABHI and this was not a topic of discussion. A follow up meeting is taking place with the Shelford Group, Andrea Smith suggested she links Chris Holmes into this meeting
- Northern trusts were thanked for keeping on top of returning their roll cages
- Members fed back that a number of projects have been delayed due to resource within Category Towers, Chris Holmes asked for specific examples so that work could be done to unblock
- Historically there hasn't been a Customer Board percentage target for savings, feedback was given that the region needs to consider the resource and time implication for this. The Board agreed to 5% which would be reviewed in September 2021
- The Chair referenced the Excellence in Supply Awards which are due to take place later in the year. Sir Jim Mackey will be hosting a speaking session. Deadline for entries is 4 June 2021, the shortlist for awards will be announced in July 2021. Members were encouraged to nominate their suppliers, team and colleagues

Key points

- Update was shared on the engagement with trusts for the operating model. Phase one was diagnostics, a summary was then circulated with the 25 participants. The implications of the emerging direction of travel is now being reviewed. All the categories have been reviewed into four groups, this doesn't mean there will be four Towers, just that the market dynamics are different, and the contracts need to be tailored. There will be a series of meetings over the next three weeks with DHSC and NHSE/I, feedback can then be provided back to customers after a final decision have been made towards the end of June 2021
- Update was given on resilience around stock cover, information would be coming out to trusts soon, this is off the back of the new planning guidance and should provide the confidence trusts need going forwards
- Justine Henson joined the meeting to provide an update on eDirect, key points included:
 - a. Customer engagement has been taking place on this since November 2019 with 19 pilot trusts, a lot of system enhancements have been made since then. The two big improvements are; customer configurable three way matching and back order management, customers should start to see these improvements next year, this will be done as part of the Core Technology Refresh Programme
 - b. Since January work has been done to streamline the GL reporting trusts receive
 - c. Hamish Makanji provided an overview of the work being done on the NHS Supply Chain value proposition; key points included:
- Hamish Makanji provided an overview of the work being done on the NHS Supply Chain value proposition; key points included:
 - a. Focus historically has been on savings, more needs to be done to explain the wider value NHS Supply Chain offers such as sustainability and supply chain resilience. A deck has been provided for members to review and feedback, the plan is that it will be updated quarterly
 - b. Members fed back that whilst CiP is important, there are as many (arguably more) conversations around sustainability than CiP currently, it is a very high priority for trusts NHS Supply Chain was counselled to not just focus on tradition and CiP
 - c. Query was raised over how NHSSC and the Towers are working to leverage the value across ICSs. The customer facing team had been reconfigured to work more effectively with ICSs, also a new collaborative strategy is due to be launched which focus on the opportunities at collaborative level. Through the category council process the Towers are made aware that they need to demonstrate collaborative/system wide working within their strategies otherwise they won't get signed off
 - d. Request was made of NHSE/I to confirm if there are any plans for the legal entity of an ICS to be changed within the PTOM plans



- e. Positive feedback was provided regarding the pack, however further detail around the cost/benefit of logistics would be useful
- Nene Antonio joined the meeting to update members on NHS Supply Chain's business plan, further information would be shared with the NHS in the coming weeks
- Confirmation was provided that all PPE would go back into NHS Supply Chain from October 2021, this is aligned to when the ownership of NHS Supply Chain is planned to move into NHSE/I. Focus is on ensuring the model can deliver to the level as they are today, but also those seen at peak. This is a partnership working approach between NHS Supply Chain and the PPE team. Transition will be gradual, products are starting to move back into the NHS Supply Chain networking, this will be done selectively to ensure there are no service disruptions due to transition
- Clinical engagement in transformation projects is still difficult, trusts are in a difficult position still with clinicians not in the right place to be able to focus on this with no let up from Covid to now ramping up BAU activity
- There is a desire to move towards value-based procurement and away from CiP activity, noting that there is no focus on CiP within trusts at the moment. Point was made that as savings are harder to deliver, the NHS needs to find new ways of delivering benefit
- Update was provided by NHSE/I. Request was made for visibility of the procurement standards link, the following can be used [Government Functional Standard GovS 008: Commercial - GOV.UK \(www.gov.uk\)](http://www.gov.uk)
- Round table discussion on development of ICS structures in the region
- Most trusts have either accepted the revised Terms of Sales by signing up or have accepted implied terms. Clarification was provided that there would be no further review of the Terms as this was done and concluded Nationally
- ICSs are being asked to nominate a sustainability champion, NHS Supply Chain should tap into this
- The paper in the pre-read pack regarding Lead Reference Trusts was referenced, members were asked to revisit the Charter and re-engage with the programme

Key facts

- a. National savings including HCTED for NHSE and Non Centrally Funded for 2020/21 is £65m. For the four Customer Board regions £48.4m, HCTED NHSE savings £14.1m and CCFC £2m.
- b. £12.8m savings is in line with the other regions
- c. 14.5% of savings delivered came through innovation switches within NHS Supply Chain
- d. Q4 savings for the region were at £2.4m with percentage up to 3.8% which is reflective of the fact engagement is starting to build up again
- e. There are £10.3m of potential savings opportunities which is a strong pipeline of opportunities
- f. There are £5m of savings at an advanced stage, which means there is either agreement to progress or awaiting a clinical or trust's decision
- g. It was confirmed that the numbers don't include HCTED
- h. Members shared that savings are hard to access now as suppliers are challenging, but they want to do more

Request of NHS provider organisations

- With regards to eDirect members were asked to cascade the information they have received
- Trusts are to ensure that their Customer Relationship Management team remain in the loop on issues regarding Towers so they can support in resolution
- There is a significant amount of information available on the NHS Supply Chain website, including the Procurement Calendar and Lead Reference Trust information, members encouraged to review the website regularly to ensure they have most up to date information
- All trusts are encouraged to access their savings reports
- Members were asked to support in ensuring that data sharing complies with GDPR
- If any STP/ICS colleagues are looking to move spend away from NHS Supply Chain please flag this at the earliest opportunity so that discussions can take place to try and mitigate against this
- With regards to sustainability there are several initiatives ready to be worked on now, members were asked to engage at an ICS/STP level with their Customer Relationship Managers
- Utilise the dashboard to discuss opportunities with their STP/ICS

