

NHS Supply Chain: Hotel Services

Paper hygiene

You said... We did



Introduction

To complement the renewal process of the Paper Hygiene Framework Agreement, NHS Supply Chain: Hotel Services carried out a customer survey to identify the most important characteristics of a new Paper Hygiene Framework offering for our customers.

This report is to share the outcome of the survey undertaken by customers from a variety of trusts and job roles, the survey was launched in April 2019. The feedback from our customers was analysed and incorporated into the full category management process which was fundamental to the tender strategy devised.

91 people in total responded to this survey. Each of the responses will explain how many of the 91 respondents answered the specific question.

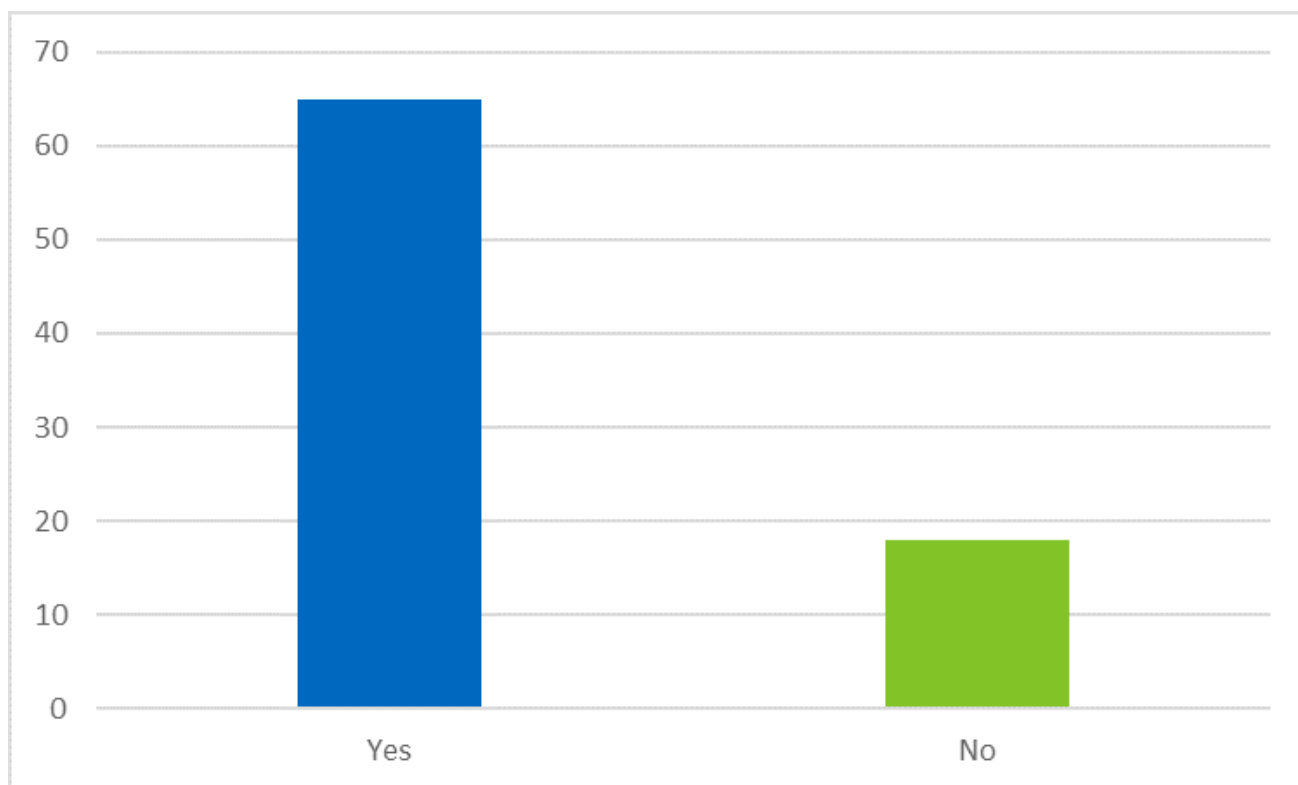
Throughout this report, you will see comments or 'other' responses summarised to remove any duplications and to ensure they are all in relation to the subject matter.

Survey Results

Question one

Are you purchasing from the current NHS Supply Chain paper hygiene framework agreement?

8 of the total 91 people that took this survey skipped this question. Those that responded gave the following answers:



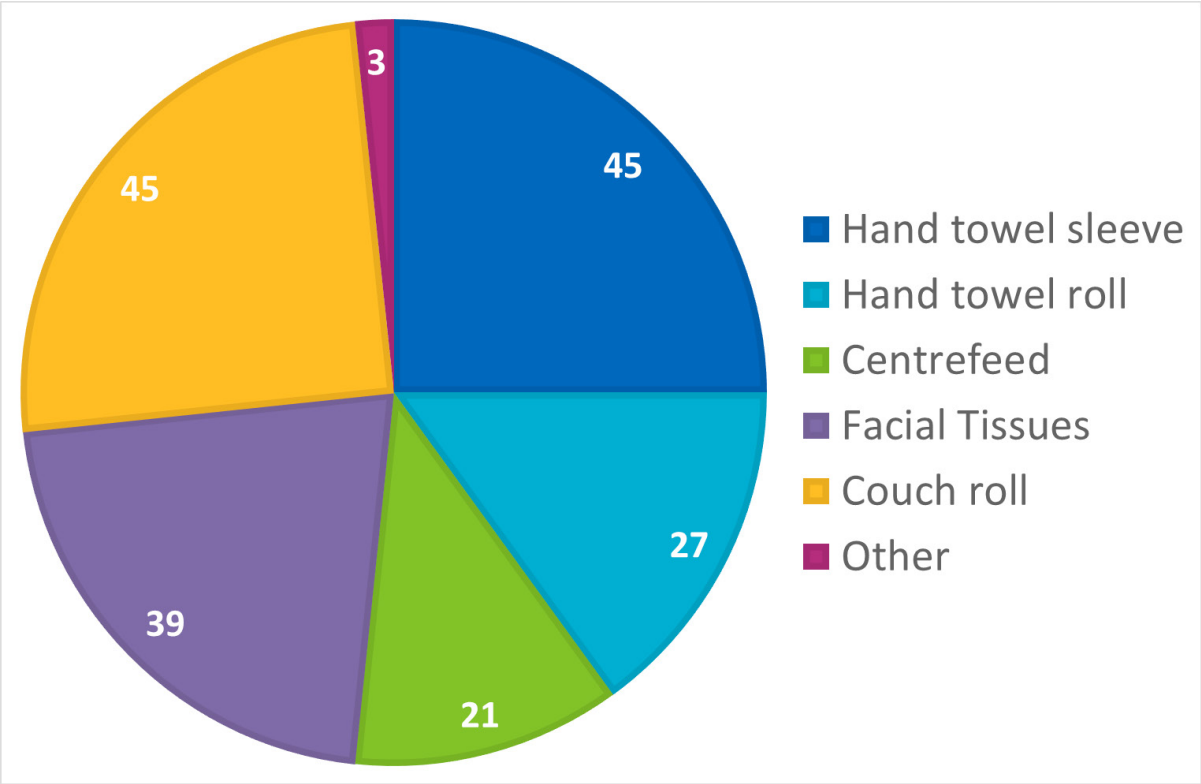
| Answer | Total | Percentage |
|--------|-------|------------|
| Yes | 65 | 78% |
| No | 18 | 22% |

Question two

If you answered 'yes' to Q1, which subcategories have you purchased from?

54 of the 65 people that answered 'yes' to Q1 responded to this question.

37 of the total 91 people that took this survey skipped this question. Those that responded gave the following answers:



| Answer | Total | Percentage |
|-------------------|-------|------------|
| Hand towel sleeve | 45 | 83% |
| Hand towel roll | 27 | 50% |
| Centrefeed | 21 | 39% |
| Facial tissues | 39 | 72% |
| Couch roll | 45 | 83% |
| Other | 3 | 6% |

Summarised responses given for 'Other':

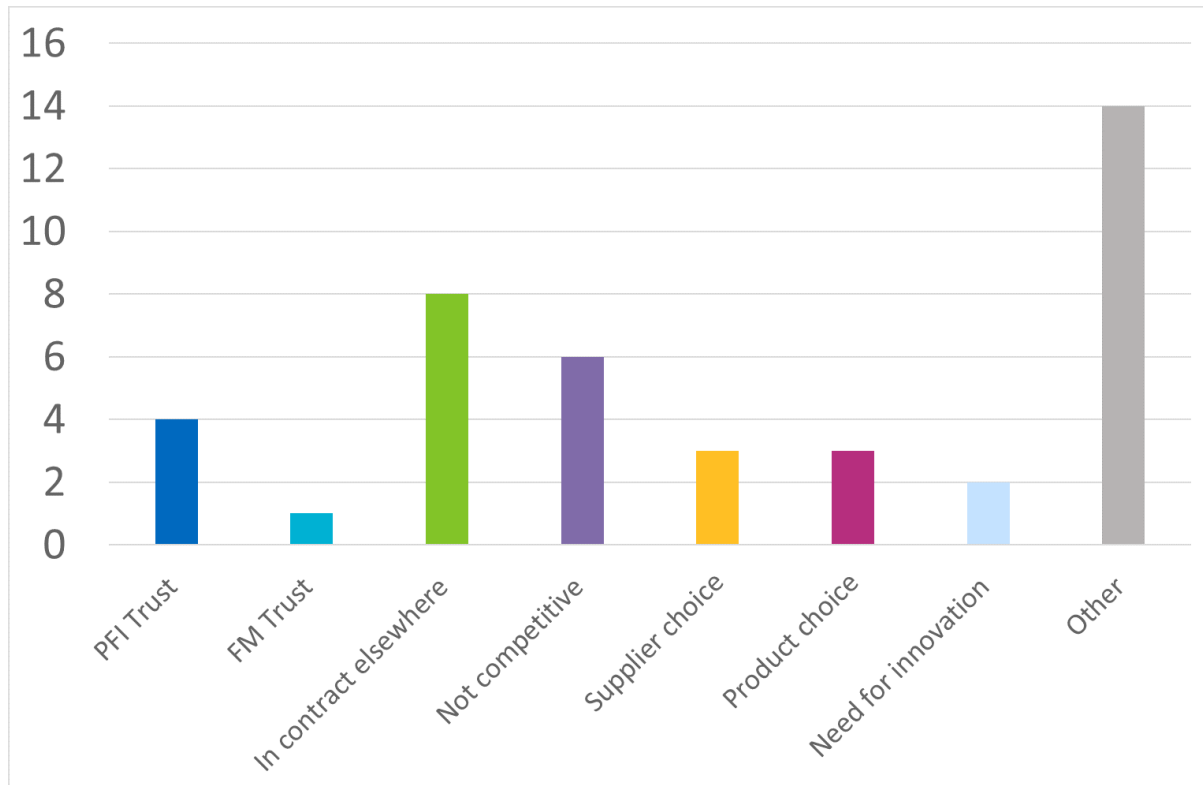
- Toilet tissue
- Toilet roll.

Question three

If you answered 'no' to Q1, please confirm the reason(s) for not purchasing from this framework agreement?

18 people answered 'no' to Q1, however 35 people responded to this question.

56 of the total 91 people that took this survey skipped this question. Those that responded gave the following answers:



| Answer | Total | Percentage |
|-----------------------|-------|------------|
| PFI Trust | 4 | 11% |
| FM Trust | 1 | 3% |
| In contract elsewhere | 8 | 23% |
| Not competitive | 6 | 17% |
| Supplier choice | 3 | 9% |
| Product choice | 3 | 9% |
| Need for innovation | 2 | 6% |
| Other | 14 | 40% |

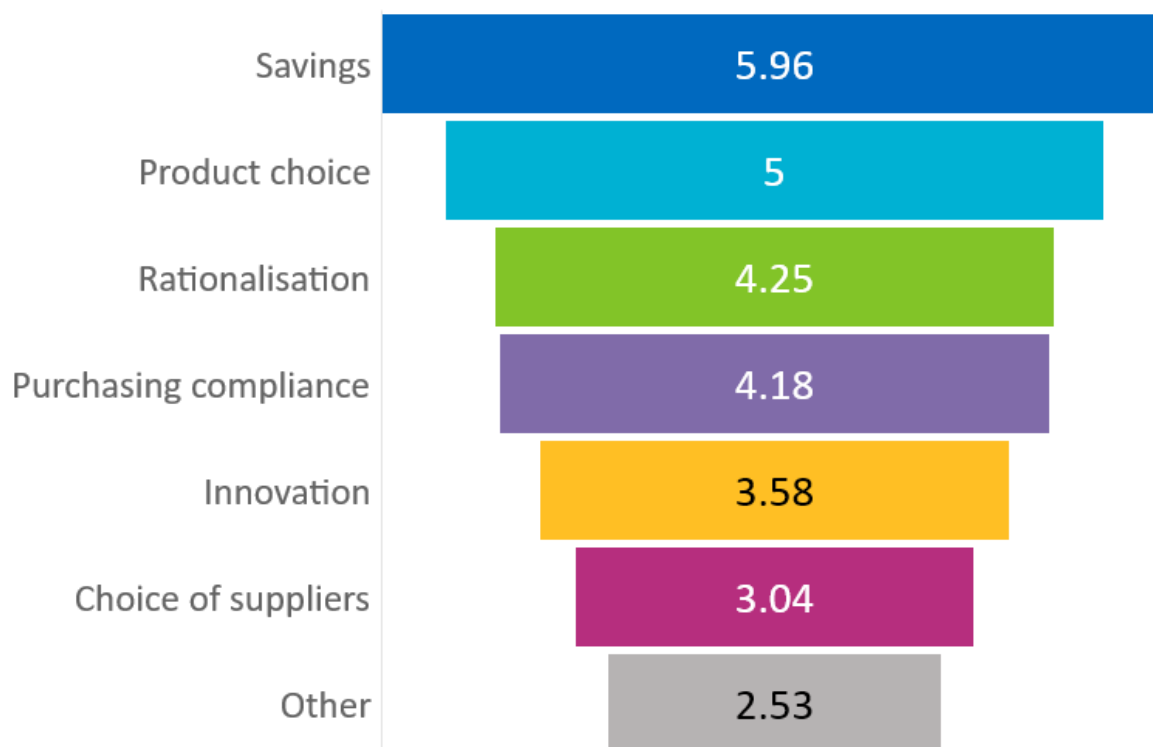
Summarised responses given for 'Other':

- Included in soft FM contract
- Non-ambulance specific products
- Some ligature free dispensers require specific size paper
- No requirement
- Another department, ward or team department deal with this
- End user choice.

Question four

Please rank the importance of the following to your trust in terms of a new paper hygiene framework offering (1 = most important, 7 = least important)

33 of the total 91 people that took this survey skipped this question. Those that responded gave the following answers:



| Answer | Total score |
|-----------------------|-------------|
| Savings | 5.96 |
| Product choice | 5 |
| Rationalisation | 4.25 |
| Purchasing compliance | 4.18 |
| Innovation | 3.58 |
| Choice of suppliers | 3.04 |
| Other | 2.35 |

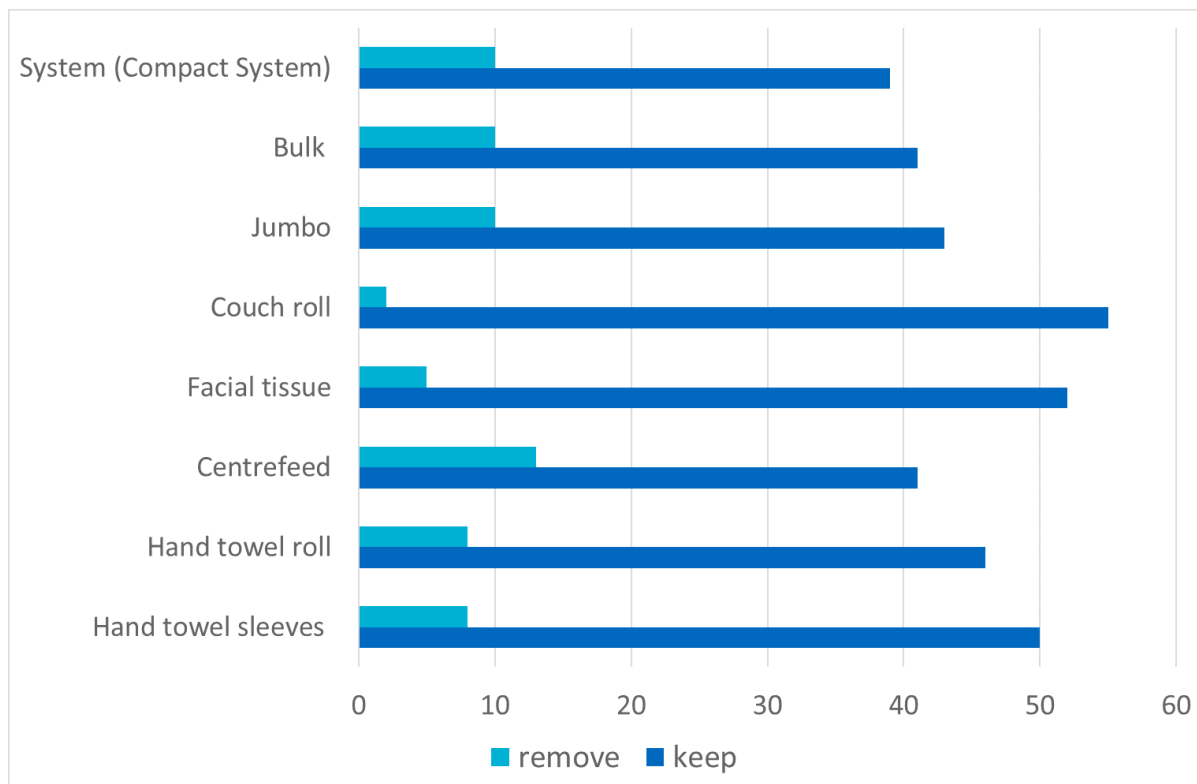
Summarised responses given for 'Other':

- Dispensers
- Quality of product
- Additional benefits e.g. FOC dispensers
- Acute products
- Compatibility, associated equipment, time to install, suitability of products, quality
- Clinical approval via IPC
- The products are fit for purpose/ effectiveness
- Supply logistics.

Question five

Detailed below are the lots covered within the current NHS Supply Chain framework agreement. Please indicate where you would keep or remove a lot from the framework.

32 of the total 91 people that took this survey skipped this question. Those that responded gave the following answers:



| Answer | Keep | Remove |
|-------------------------|------|--------|
| Hand towel sleeves | 50 | 8 |
| Hand towel roll | 46 | 8 |
| Centrefeed | 41 | 13 |
| Facial tissues | 52 | 5 |
| Couch roll | 55 | 2 |
| Jumbo | 43 | 10 |
| Bulk | 41 | 10 |
| System (compact system) | 39 | 10 |

Question six

Do you think anything is missing from the current NHS Supply Chain offering?

69 of the total 91 people that took this survey skipped this question. Those that responded gave the following answers:

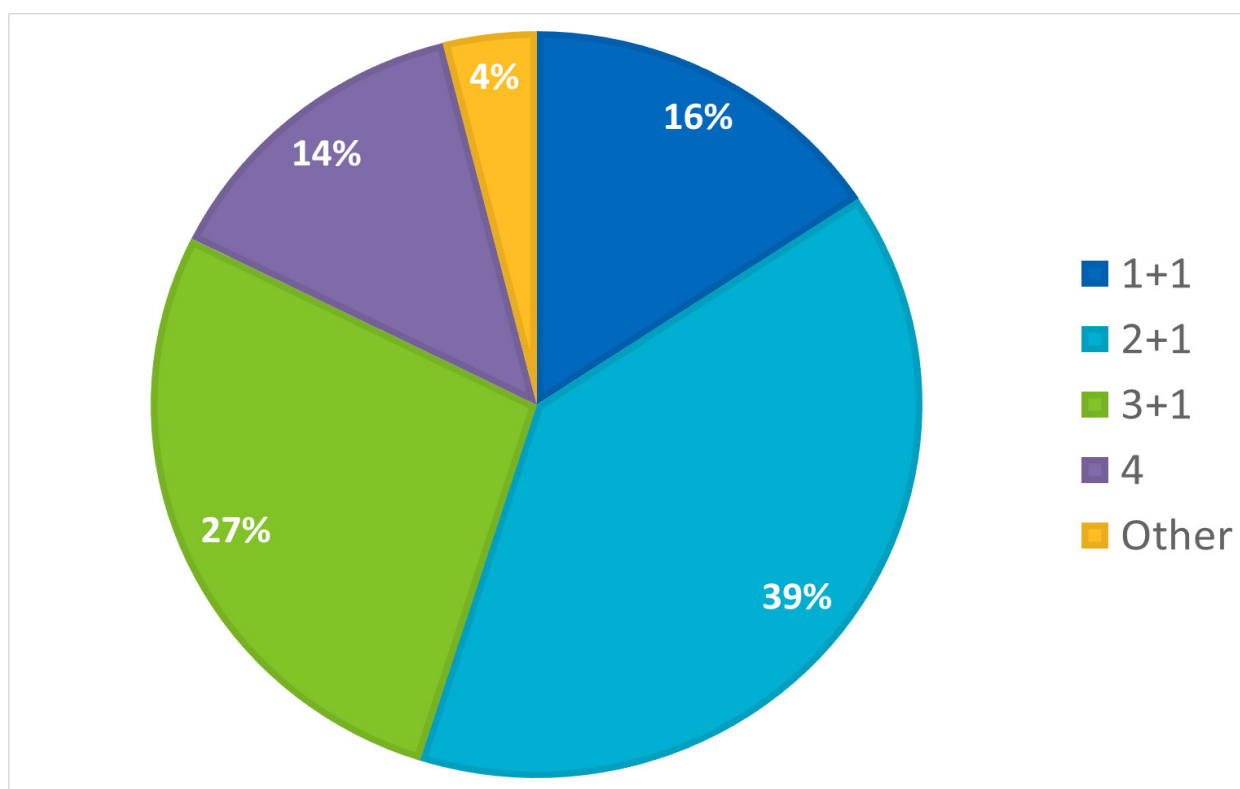
Summarised responses:

- No (x15)
- Business acumen, understanding of needs outside of acute setting, separation of duties between NHS SC and NHSi
- Smaller packs of tissues
- Choice of hand towel rolls
- Some quality products no longer available
- Suitable alternatives when product out of stock
- A dispenser suitable for mental health setting.

Question seven

Which duration for a new framework agreement is most important?

40 of the total 91 people that took this survey skipped this question. Those that responded gave the following answers:



| Answer | Total score |
|--------|-------------|
| 1+1 | 8 |
| 2+1 | 20 |
| 3+1 | 14 |
| 4 | 7 |
| Other | 2 |

Summarised responses given for 'Other':

- 1+1+1+1
- 4 if stability does not yield high prices. Price refresh through the term to drive downwards is beneficial.

You said... We did



Our main priority is savings, how can you help?

The new framework agreement duration is for four years, we recognise that the longevity of the framework is significant to assist customers in maximising their savings potential especially on conversions to hand towel roll.

Four years provides savings stability, a typical hand towel roll conversion can take up to 16 weeks. We have close working relationships with suppliers, promoting engagement and collaboration, helping suppliers to gain a better understanding of what we are trying to achieve. This gives suppliers the understanding to help them develop savings solutions for our customers.

We have refreshed our centrefeed price ranking exercise with the new catalogue and are working to produce another for our hand towel sleeve options. These will be available through the NHS Supply Chain website.

Couch roll and wiper NCP is continuing, and we are also evaluating the potential of other NCP opportunities for the future.

During the tender process we worked hard to ensure that we could offer alternatives for all available products where possible.



We want to see more competition and more supplier options available through the framework

The new agreement has seven suppliers awarded (manufacturers and distributors) and these suppliers cover the majority of the paper hygiene market. This has enhanced product choice, supplier choice and savings potential for customers.

In particular this has provided competitive product options on hand towel rolls, hand towel sleeves, centrefeed, and system toilet tissues.

Please go to the NHS Supply Chain website for more information.



We would like you to present us with more innovative solutions

With the introduction of the new framework we have increased the number of hand towel roll options including flushable.

The range of flushable hand towel sleeves has significantly increased and pocket tissues are also now available through the framework.

With support and verification from the suppliers on the framework we have developed a switching tool to be used by our team to help you identify product alternatives and dispenser requirements. We envisage this will reduce the time it takes for benchmarking on this category.

This framework offers the ability to develop our own label paper products and dispenser, as a long term vision.

