

Combined NHS Supply Chain Regional Advisory Forum Key Messages March 2023

This meeting brought together the four Regional Advisory Forums.

Key points

Update was provided following recent IT issues, key points included:

- Impacts and consequences were material and NHS Supply Chain are responding to that
 - Infrastructure challenges, the size of the catalogue, plus higher traffic, which was in part driven by the outages, all contributed to the event
 - The impact on customers was recognised, and NHS Supply Chain have since worked with the teams in UCLH and Nottingham to understand the impact at trust level on resourcing and supply
 - It was a challenge to get messaging out to the right people in a timely manner. NHS Supply Chain take this issue seriously and have already materially changed processes to reflect and address this
 - Detail was shared confirming that since the incident the system had been re-platformed to a cloud-based solution, increasing the resilience. The infrastructure is now more easily scalable
 - Request was made for more detail on the IT modernisation plan to be shared at the next round of Regional Advisory Forums
- Update was provided on NHS Supply Change Key Activities, key points included:
 - ICS Supply Chain project – pilot report has gone to the 11 ICS pilot sites, now working through the next steps for the 42 ICSs
 - CCF items – discussions are ongoing with CCF on aligning activities and developing this together to reduce overlap
 - Inventory Management Systems – work is ongoing with the trusts that have volunteered, and a rollout plan will be agreed March / April 2023
 - Request was made for the level of investment potential from NHS Supply Chain and the trust for the Inventory Management activity to be shared with the members
 - Hamish Makanji provided an update on the proposed savings targets for 2023 / 2024, more detail to be shared once final savings figures are confirmed
 - Discussion was had on the Lead Reference Trust Programme and how consistently trusts were involved in categories strategies. NHS Supply Chain confirmed that trusts are currently involved, however recognise there is an opportunity to increase this via the work the Voice of the Customer team are doing. Request was made for the timeline for category strategies to be shared with the members.
 - Revised Regional Advisory Forum Terms of Reference were approved and signed-off
 - Sara Ford joined the call to provide an update on the Target Operating Model (TOM), key points included:
 - Overview of the programme and progress to date was shared
 - The timeline covers:
 - Capital and PPE towers have already transitioned into NHS Supply Chain. The rest of clinical towers are on track to be insourced by 1 May 2023
 - Two non-clinical towers will remain outsourced and the successful bidders for these will be announced in due course.
 - The logistics business case is at final sign-off and will then go out to market
 - The IT business case is in outline business case development phase
 - In parallel the supporting SCCL changes are planned to take effect from 1 August this year
 - Investment will be made in a Procurement Centre of Excellence so the business can invest in areas like supplier relationship management and bringing innovative products to market
 - A Customer Academy will be created to build capability within NHS Supply Chain that responds to the needs of the NHS



- Where applicable, the Procurement Centre of Excellence and Customer Academy will align to the CCF and NHSE Commercial Talent board
- Changes in the supply chain space will enable NHS Supply Chain to offer greater flexibility to different types of trusts in the future
- Feedback was given that the NHS is being asked to work as systems and if something does need to be addressed at a trust level then this should be with the ICS agreement
- Request was made for the latest data on product inventory size, churn and the number of core lines contributing to the majority of value and volume, and how the TOM category changes will influence this
- Feedback was given that all future savings targets will need to be:
 - aligned to trust customer savings methodology
 - cashable savings
 - revenue focused
- Sian Fumarola joined the call to provide an update on the Clinical Advisory Forum, key points included:
 - The Clinical Advisory Forum, established during Q3 2022 / 23, will focus on ensuring the clinical voice is at the heart of the activity within NHS Supply Chain
 - The main pillars of focus of this group are:
 - Patient safety
 - Patient experience and engagement
 - Improved clinical outcomes
 - Sustainability and Innovation support
 - The group currently includes the following representation: Chief Nurse and Deputy Chief Nurse, Clinical Procurement, IPC lead, Medical Director and Patient Safety lead. There are still some gaps on the group, now there is greater clarity on the role we will reach out to fill those
 - Request was made for the list of Clinical Advisory Forum members to be shared with the four Regional Chairs

Ask of trust colleagues

- Ensure teams continue to use the resilience guidance on the website developed in response to your feedback
- Ensure teams actively engage with their CRMs on how the Sales and Savings Tracking Tool can be best utilised to support local change management activities ensuring maximum benefit is delivered
- Request was made for two members of each Regional Advisory Forum to support the development of the updated dashboard for the next round of Regional Advisory Forum meetings to contact Gareth Harvey directly
- Request was made for anyone interested in developing the Value Based Procurement Opportunity Management Processes to contact Tom Neilan directly
- Request was made for customer input into three category strategies, and the redesign of the Lead Reference Trust Programme, those interested to contact the Voice of the Customer team directly

