

# Nationally Contracted Products FAQ

## Toilet Paper



**Q**

**Will you still have stock of current products available when the Toilet Paper Nationally Contracted Products (NCP) programme is launched on 8 January 2018?**

**A**

Existing products will be available until 8 January 2018 at which point you will only be able to order the NCP products.

**Q What products have been included in Toilet Paper NCP?**

**A**

Only 1 ply and 2 ply bulk pack and 2 ply conventional toilet tissue have been included in this NCP. Jumbo toilet tissue and System toilet tissue have not been included. You can continue to order the Jumbo and System toilet tissue as normal. When you switch to NCP bulk pack and conventional toilet tissue, your local Account Manager will be available to assist you.

**Q**

**Are the NPC codes changing?**

**A**

Yes for the 2 ply conventional 320 sheet toilet tissue, the new NPC code is MRT388

No for the existing 1ply bulk pack (MRT014) and 2 ply bulk pack toilet tissue (MRT209), these two codes will remain the same.

**Q**

**Are the pack sizes changing?**

**A**

The unit of issue (UOI) pack size is changing on the 2 ply conventional toilet tissue MRT085 from pack of 2 to a pack of 4. As this is an indirect alternative please ensure you re-evaluate the quantities being ordered.

**Q**

**What support will be available to trusts during the implementation/conversion period to minimise the impact on current resources?**

**A**

Support will be available from your [Account Manager](#), and the successful suppliers on the NCP programme can provide you with product training and literature.

Information is also available via the Buyer, Diane Woodham, [diane.woodham@supplychain.nhs.uk](mailto:diane.woodham@supplychain.nhs.uk) (mobile: 07917 594513) or any of the [Clinical Nurse Advisors](#)

**Q**

**Why have certain products not been included in this exercise e.g. Jumbo Toilet Tissue and System Toilet Tissue?**

**A**

The bulk type and conventional type toilet tissue will fit existing dispensers that are currently in use across the NHS.

Jumbo toilet tissue is supplied in a variety of core sizes, diameters and lengths which means it would be too complex a product to standardise on a national basis.

System toilet tissue is dispensed through a unique dispenser which means standardisation across the NHS would be difficult.

**Q**

**Can you advise how the specification was developed?**

**A**

The specification was developed as part of the Paper Hygiene Products Framework that launched in April 2016 and was developed in conjunction with suppliers and the Trusted Customer.

**Q**

**How many sheets are on a roll / pack?**

**A**

There are 320 sheets on a roll of 2ply conventional toilet tissue

There are 520 sheets in a pack of 1ply bulk pack toilet tissue

There are 242 sheets in a pack of 2 ply bulk pack toilet tissue

**Q**

**What is the size of the sheet on a roll/sheet?**

**A**

The sheet size on the 2 ply conventional toilet tissue is 112mm x 93mm

The sheet size on the 1 ply bulk pack toilet tissue is 186mm x 108mm

The sheet size on the 2 ply bulk pack toilet tissue is 190mm x 110mm

**Q**

**Will the three products fit existing dispensers?**

A

Yes the three products should fit existing dispensers. If any issues do occur these should be raised with your Account Manager who will liaise with the supplier.

**Q**

**Are samples available?**

A

Yes samples are available. These can be ordered in the usual way.

**Q**

**What contingency is built in if one of the suppliers has a supply issue?**

A

The NCP procurement process includes a range of due diligence activities to ensure there is supply chain resilience and sustainable continuity of supply to NHS customers. Both NHS Supply Chain and the suppliers have increased stock holding and, in the event of any supply issue, direct alternatives will be supplied, at point of order, at no extra cost to the trust.

**Q**

**Where can I get more detailed information?**

A

Please visit [www.supplychain.nhs.uk/ncp](http://www.supplychain.nhs.uk/ncp) for the latest information about the NCP programme.

You can also contact your Account Manager or Customer Services Advisor.