

# Customer Guide

How to get more from our services

This document is  
being refreshed  
in August 2023



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# About us

NHS Supply Chain manages the sourcing, delivery and supply of healthcare products, services and food for NHS trusts and healthcare organisations across England and Wales. It provides a single point of access to over 300,000 nationally available, transactable lines.

Managing more than 4.5 million orders per year, across 94,000 order points and 15,000 locations, NHS Supply Chain systems consolidate orders from over 800 suppliers. This saves trusts time and money and removes duplication of contracts.

The operating model for the NHS Supply Chain is aligned to reduce unwarranted variation in procurement across the NHS.

The design of the supply chain service is intended to help the NHS deliver clinically assured, quality products at the best value, through a range of specialist buying functions. It will leverage the buying power of the NHS to negotiate the best deals from suppliers, aiming to deliver savings of £2.4 billion back into NHS frontline services by the end of the financial year 2022/23.

The model includes 11 specialist category buying functions delivering clinical consumables, capital medical equipment and non-medical products such as food and office solutions. Enabling services for logistics and supporting technology underpin the model. The specialist buyers are procurement experts who will ensure that they are delivering quality products, which are right for patients and that this focus is at the core of their commercial decision making.

## Benefits of the model include:

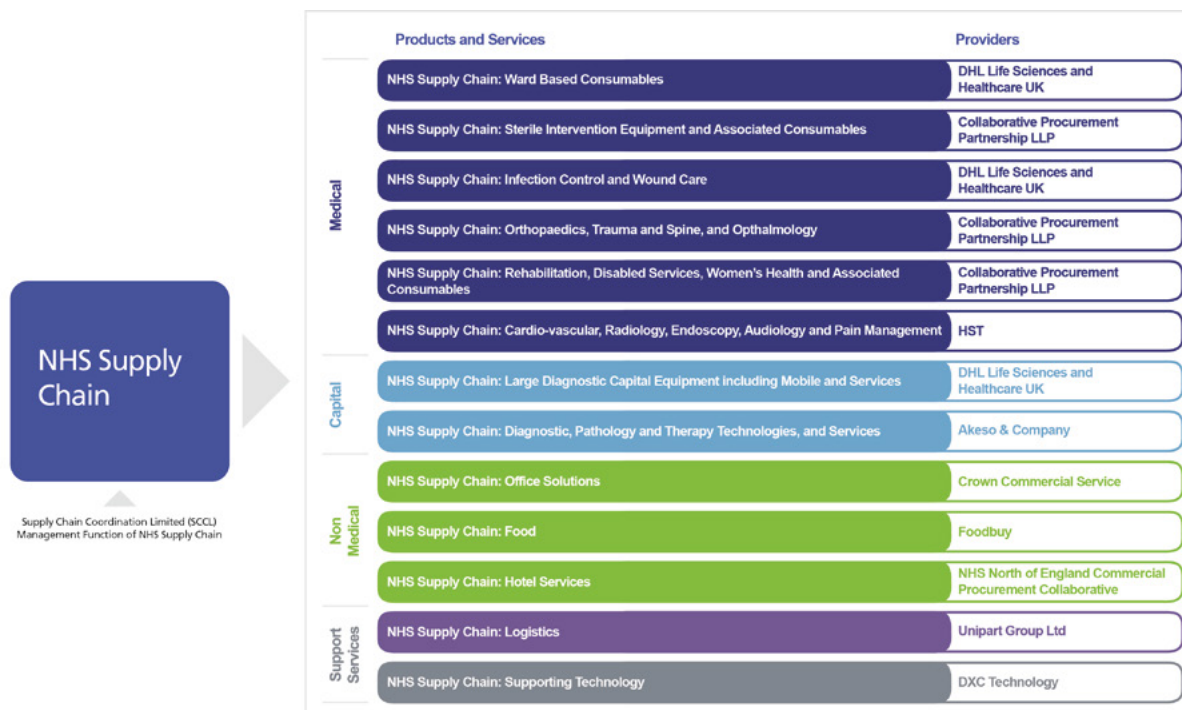
- Leveraging the buying power of the NHS at national level.
- Channelling savings back into frontline services.
- Providing a single route to the national market.
- Providing greater NHS clinical involvement in purchasing decisions.
- Releasing more time for clinical activities such as: supporting product specifications, clinical criteria, range management and product evaluation.
- Supporting the introduction of new innovative products into the catalogue, enabled by our connections with national research bodies and regional networks.

Oversight and operational management of the model is delivered by a new management function, Supply Chain Coordination Limited (SCCL), a limited company, wholly owned by the Secretary of State for Health and Social Care.



# Specialist service providers

The model for the NHS Supply Chain has been fully operational since April 2019.



Category Towers were launched in phases between October 2017 and July 2018. Each of the 11 Category Tower Service Providers (CTSPs) have been contracted for three years with options to extend for up to a further two years.

## Support services

DXC Technology, a world leading independent, end to end IT services company, has provided supporting technologies and infrastructure services to the NHS Supply Chain since February 2019 following contract award in June 2018. They have been contracted to deliver services for four years with an option to extend for up to a further two years.

Since February 2019, the logistics service for the NHS Supply Chain has been provided by Unipart Logistics, part of the Unipart Group and one of Britain's largest employee owned companies. They were awarded the contract in August 2018 for three years with the option to renew for up to a further two years. NHS Supply Chain: Logistics functions cover warehouse, transport, inventory and our Customer Services team.

As of April 2019, transactional services sit within Supply Chain Coordination Limited (SCCL), the management function of the NHS Supply Chain, provided as an in house service.

Further details can be found at:

<https://www.supplychain.nhs.uk/sccl/>

# Our underlying commitment to NHS customers

To deliver first class patient care we must deliver a strong supply chain. As the NHS, you need to be sure that the right product will be delivered to the right place at the right time.

## Our NHS customers benefit from:

- Access to our comprehensive online catalogue of over 300,000 products.
- Our strong partnerships with suppliers.
- Delivery from our strategic network of depots, ensuring service coverage for the entire country.

“ Our ethos is simple; to **provide first class products and services at competitive prices** in line with our customers' needs. We also go that extra mile, providing a number of extra services to support your trust. ”

# Our knowledge and expertise

Customer satisfaction is our priority and we are committed to providing the highest standard of service to every customer, every time. We have the following teams and roles there to help us honour this commitment:

- Customer Services team
- Account Management teams
- Clinical Nurse Advisors
- Clinical and Product Assurance (CaPA) team
- Implementation Managers.

# Customer Services team

As a valued customer you will be supported by Customer Services Advisors and Regional Customer Services Managers. Each Customer Services Advisor has key customers within each geographical area and every customer has a direct line number for their dedicated contacts.

## We provide the following services for customers:

- Service performance and monitoring.
- Providing you with product information.
- Feeding information back into our team, based on the issues you raise to ensure our products and services continue to meet your needs.
- All calls are logged on an electronic helpdesk for the resolution of queries.
- Rapid response to all customer queries, with a named point of contact for each customer.

Our telephone lines are manned from 8am until 5pm, Monday to Friday.  
Alternatively you can email us via [customer.service@supplychain.nhs.uk](mailto:customer.service@supplychain.nhs.uk).

To find out more visit:

<https://www.supplychain.nhs.uk/customer-service>

For contact details visit:

<https://www.supplychain.nhs.uk/customerserviceteams>



## Field based support

Working in harmony with our office based teams, we have a national network of Implementation Managers, Senior Partnership Managers, Partnership Support Managers, Account Managers, Account Support Managers and Clinical Nurse Advisors. Our field based teams work with customers on an appropriate level to manage their supply chains effectively, support critical and ongoing business requirements, also driving identification and delivery of savings opportunities.

Category Towers product specific customer engagement teams work for Category Tower Service Providers (CTSPs) as Field Managers, Implementation Managers, Business Development or Client Managers to maintain effective relationships with trusts and ensure products meet your needs and savings are delivered.

eCommerce Deployment Managers work with you to make it as easy as possible to order through NHS Supply Chain. They support implementation and use of eDC and eDC Gold applications and inventory solutions: helping frontline hospital theatre staff to improve patient safety and deliver savings.

For contact details visit:

<https://www.supplychain.nhs.uk/contact/>

# Being the voice of the NHS

At NHS Supply Chain we are committed to ensuring that the products we provide are safe and reflect the needs and preferences of all of our NHS partners. In addition, NHS Supply Chain has a vital role in contributing to the upcoming changes to health and social care across England. The changes are underpinned by priorities set out within The NHS Long Term Plan (published January 2019).

To support changes facing the NHS, we have developed the Clinical and Product Assurance (CaPA) team. CaPA will ensure that the procurement process is widely informed by appropriate stakeholders, who reflect the broad range of knowledge and expertise within the health and social care system. The CaPA Assurance Framework ensures that all of our procurement is underpinned by evidence and the expert input of relevant stakeholders. These include patients, users and national clinical expert bodies such as NICE, and GIRFT.

CaPA is committed to ensuring that by 2022, 100% of the products NHS Supply Chain sell are assured in line with the new Assurance Framework. This commitment will support us to deliver products that are safe, fit for purpose, innovative, and provide value for money to the NHS. This includes working with our NHS partners such as NHS England, NHS Improvement and NICE to support the introduction of new technology and innovation into the supply chain; providing demonstratable benefits for patients and users.

In addition to providing product assurance, CaPA ensure that NHS Supply Chain products are safe. The team oversees the resolution of all product complaints which have caused, or pose risk of, patient or user harm. On behalf of our customers, CaPA work closely with our Category Tower Service Providers (CTSPs) and other key partners including the MHRA, to ensure safe and high quality products are available across the NHS.



# Getting procurement right for the NHS

With the new NHS Supply Chain model, it remains critical to engage senior procurement individuals and clinicians. That have been selected to represent the NHS procurement and clinical communities in England, for a particular category specialism. They are key in helping us drive the delivery of the benefits of the NHS Supply Chain model across the NHS.

NHS procurement and clinical communities work in collaboration with the NHS Supply Chain Category Tower Service Providers (CTSPs), to influence and shape key product categories on behalf of the wider NHS. This network of trusts and stakeholder groups throughout the country are consulted on and review product categories, which enable clear identification of opportunities for the application of Lord Carter principles.

Our Trusted Customer programme also continues, and aims to unite the opinions and expertise in trusts with NHS Supply Chain's strategic planning. The role of the Trusted Customer includes critical input and review of the category management strategies developed by the CTSPs category team, challenge where required and reach a point of an agreed strategy that you can support.

The outcome of the procurement activities is shared across all NHS trusts with a focus on openness, transparency and standardisation, where appropriate. Delivering improved clinical governance, enhance patient care, reduce unwarranted variation and deliver best value for the whole of the NHS, underpins everything that we do.

## Non NHS accounts

NHS Supply Chain also provides a similar service to non NHS providers, subject to them directly supporting patient care.

Non NHS Provider accounts are subject to the following service criteria:

- Orders have to be placed using NHS Supply Chains' Online Ordering System.
- When single orders do not meet £120 inclusive of VAT in value they will be subject to a £7.50 delivery charge.
- Payment within 30 days of invoice.
- Accounts not active for a three month period will be subject to closure.
- For registered charities we can offer VAT exemption on medical items.

For further information please email [csadmin@supplychain.nhs.uk](mailto:csadmin@supplychain.nhs.uk) with the subject "Non NHS Account Application Request".



# Things to consider when preparing your order



**(Control of Substances Hazardous to Health)**

Before placing your order with us, please ensure that your health and safety representative visits our online catalogue and obtains CoSHH datasheets for any relevant products you require.

## Electro-medical products **E**

Before these products can be used, they need to be tested by your trust's Electro Biomedical Engineering (EMBE) representative to ensure compliance with regulations. All electro-medical products are clearly labelled in our online catalogue with **E**.



**(Waste Electrical and Electronic Equipment)**

This label shows products that fall under the 2006 WEEE regulations. Once these products reach the end of their life, the manufacturer is responsible for their collection, treatment and disposal. This also applies to similar products that you may have for disposal when ordering a replacement.

We are not classed as the manufacturer of these products. However, we will provide you with information on who to contact should you wish to arrange disposal. If you wish to dispose of the product yourself, please be aware that this needs to be carried out at an authorised treatment facility.

## Medicinal products

We have a small number of products available that are classed as 'Medicinal Products'. These are regulated by the MHRA and as part of EU regulations for the distribution of medicinal products for human use (2001/83/EC) placed on the NHS Supply Chain, we are required to undertake customer validation checks. As such we reserve the right to restrict supply of Medicinal Products to validated customers only. If you order this classification of product from us you will be subject to an initial validation followed by annual revalidation in the form of a request for information. This will enable us to qualify you as a valid legal entity.

## Food products nutritional and allergen information

Before ordering any of our food products, we strongly advise that you visit our online catalogue and view the related food datasheets, which include information on nutritional content and any food allergens the products may contain.

# Placing an order with NHS Supply Chain

To begin ordering you will need an account:

- If you are an NHS customer please contact your Trust Administrator. If you are unsure who your Trust Administrator is, contact [customer.service@supplychain.nhs.uk](mailto:customer.service@supplychain.nhs.uk).
- Non NHS customers should contact our Customer Services team on 0845 680 2439 or [csadmin@supplychain.nhs.uk](mailto:csadmin@supplychain.nhs.uk) for more information.

Before placing your order with us, you will need to choose your products from our online catalogue on our website, <https://my.supplychain.nhs.uk/Catalogue/>

Once you have identified all of the products you require, you are ready to place your order with us through one of our ordering routes:

- Our online catalogue and ordering system
- Electronic Data Capture (eDC) or Electronic Data Capture Gold (eDC Gold)
- Electronic file transfer via NHS.net
- Electronic Data Interchange (EDI).

Covering the entire process, from order through to invoice, our free of charge solutions can cut the time it takes for you to order the products that you need, as well as significantly reduce transaction costs.

Our website also contains full user guides relating to our ecommerce systems, reports and services: <https://www.supplychain.nhs.uk/userguides>

Guides available include:

- Online Catalogue and Ordering\*
- eDC and eDC Gold
- Billing
- Home Delivery Service.

For further information, please contact your Account Manager or Customer Services Advisor. Alternatively, go to <https://www.supplychain.nhs.uk/mysupplychain> where you can access all of our ordering systems.

\*Including how to order, masking, set up standing orders and favourites, financial coding, check the status of your order and authorisation levels.

# Online catalogue and ordering

Our online catalogue and ordering system is accessible to our customers via the NHSNet, the system contains features such as:

- Access to an extensive online catalogue with a useful search and browse tool.
- Online requisitioning and order tracking facilities.
- The ability to customise your own trust catalogue, bringing a personal touch to the order process.

Our online catalogue is updated daily, enabling you to access the latest product information when browsing or placing your order, including details on the following:

## Latest products

Keeps you informed of the latest products added to the catalogue. You can search by NPC codes (unique code allocated to each product within our catalogue) or the date they were added.

## Product amendments

Enables you to find out about changes to a product e.g. price, pack size, supply route or available while stocks last (AWSL). Search against a specific NPC code or enter a date range to find the information you need.

## Stock status

Our online catalogue and ordering system now provides logged in users with visibility of the stock status of those products held in our warehouse network:

- For stocked products currently available you will see the words “in stock” in green.
- For stocked products currently unavailable you will see the words “out of stock” in red.

Where a product is shown as “out of stock” logged in users are able to request an automated email notification of when it comes back into stock, which you can do by clicking the “Email Me” button.

We strongly advise you to review your unsatisfied lines report the day before your scheduled delivery to obtain the most accurate and up to date information on product availability.

## Suspended products

Including why the product has been temporarily suspended, direct and indirect alternatives and the date we anticipate it being available again.

You have the option to download the information into Microsoft Excel.



# Online catalogue and ordering

## Managing the ordering process

To assist you in placing orders you can create favourites or standing orders:

### Favourites

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This is a list of items that you order repeatedly. A favourite can be used to create an order, acting as a template, but is not an order itself. A favourite contains details of products and the quantities of each product that you have specified.

You must manually create an order from a favourite, where you can amend quantities and specify other order information.

### Masking products in the catalogue

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Masks are named “collections” of products. Each collection can be associated with one or more requisition points, but a requisition point can only be associated with one collection.

Masking prevents the ordering of products that your trust does not want you to be able to order. The products can still be seen, however only someone with the Mask Override role can order masked products.

A product cannot be ordered for a requisition point if it is masked. Masking can be applied specifically to a requisition point or it can be trust wide.

You must have the Masking role to be able to change or mask part of the catalogue. If you do not have this role, you cannot see this area.

### Standing orders

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These are groups of regularly ordered items that form actual orders.

When the standing order is created, the options you choose determine how frequently the order is repeated. Depending on selections made when creating the order and the authorisation level of the person who created it, a standing order may be generated and saved for further processing, it may also be sent for authorisation or may be submitted to NHS Supply Chain.

### Amending your account

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Should you wish to amend roles or requisition points on your account please speak to your Trust Administrator.

You can find their contact details via the “My Details” section at the top of the online catalogue and ordering system page once logged in.

For more information on our online ordering system, please contact your Regional Customer Services Advisor or your Account Manager via <https://www.supplychain.nhs.uk/contact/>

# Product catalogue images

Where available we provide access to data in the following ways:


- Product images
- Product information sheets
- Material safety data (CoSHH) sheets.

We have a dedicated resource working to increase both the number and quality of images present and keep up to date those products that already have images available. Currently, at least 40% of our products on our catalogue have images provided. This number will continue to rise as we increase our focus on this important area.

Our product images are provided by the supplier of the actual product. We ask our suppliers to provide a clear, crisp and coloured image of the NHS Supply Chain Unit of Issue (UOI) or individual item, whichever is most appropriate.

It is our intention to provide an image of the actual product in its unit of issue. We acknowledge there are instances when images of the product box or outer package are helpful to certain customer groups to aid their decision making. For example, some customers use the product box to identify a product they are using. Likewise, some customers like to see the outer package to ascertain its specific storage requirements, i.e. will they have room to actually store it where they need to.

To access all the images available for a specific product on our online catalogue users can either:

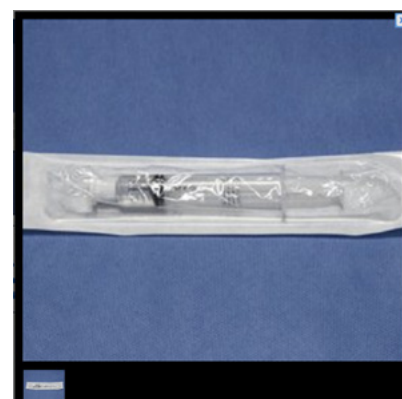
- Click onto the product description to get full sight of all products details and images
- Click your cursor on the "  " icon which will then display them, as shown below.



## NCP Product

### Prefilled Syringe Externally Sterile 3ml NaCL saline in 10ml syringe

Prefilled Syringe Externally Sterile



If there are any products that currently do not have an image then please contact your Customer Services Advisor and they will progress with the supplier on your behalf.

# Electronic Demand Capture (eDC)

eDC is free of charge system offering smarter stock management for high volume, low value goods.

The web interface is used to create an authorised list of requirements including the set up of product reorder and maximum stock levels. It is unique as requirements and demand can be created for NHS Supply Chain supplied products and those which are not supplied through the NHS Supply Chain route.

Demand is predominantly created by scanning barcodes with Personal Digital Assistants (PDAs) which we supply free of charge. The NHS Supply Chain national catalogue can be accessed and a local non stock, local catalogue can be created.

There is a full reporting suite enabling demand monitoring for all areas where eDC is implemented.

## Electronic Demand Capture Gold (eDC Gold)

eDC Gold is an extension to the current eDC system and both applications can be managed using the same PDA device. eDC and eDC Gold are classed as GS1 ready.

eDC Gold is the Inventory Management platform designed to manage consignment, high value and critical care products. It delivers:

- Improved control and greater visibility with track and trace functionality.
- Enriched management data through the capture of batch and serial references, along with product expiry dates.
- Demand for NHS Supply Chain supplied products and those not supplied by NHS Supply Chain.
- Procurement savings and improvements to internal stock supply chain, whilst reducing cost and mitigating risk.
- The foundations to drive costs down further throughout the supply chain, from supplier to end user.

Once the decision has been made to implement eDC or eDC Gold, a dedicated eCommerce Deployment Lead will be assigned and will work with you throughout implementation and beyond.

For more information on eDC and eDC Gold please contact [ravinder.bhurji@supplychain.nhs.uk](mailto:ravinder.bhurji@supplychain.nhs.uk).

“ Time freed up for senior staff can now be spent on training and support for junior members of the team and also means that we have more time available to be in theatre. ”

Claire Chesters, Clinical Lead, Mid Cheshire Hospitals NHS Foundation Trust



# Our product supply routes

## Stocked

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These products are stocked in our national and regional distribution centres. We are able to deliver within a standard 48 hours lead time for all products, subject to preferred delivery days.

## Blue Diamond ♦

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Blue Diamond products are ordered through NHS Supply Chain, but are not stocked in our warehouses. They are delivered to us, consolidated with the rest of your order and then delivered to you. Some products have lead times longer than our standard 48 hours so will be delivered subject to your preferred delivery days and confirmed lead time.

## eDirect

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eDirect products are ordered through NHS Supply Chain but are delivered directly to you by the supplier or a courier. Some products have longer lead times than our standard 48 hours so will be delivered by the supplier or courier subject to the confirmed lead time.

For more information please see our Guide to NHS Supply Chain Product Supply Routes and Lead Times on our user guides page <https://www.supplychain.nhs.uk/userguides>

## Direct Framework contracts

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Some of the products we offer are via a “National Framework Contract” whereby you order these products directly with the supplier, quoting the Framework contract number and associated product codes. Please note that such orders are transacted **outside** of NHS Supply Chain’s normal ordering system meaning all liaisons are done directly between the customer and the supplier.

All such contracts are prefixed “NF” and all related product codes begin “N1”. Details on all our Framework contracts can be found on our Online Catalogue via the “Quick Links” section here: <https://my.supplychain.nhs.uk/catalogue/contract>

For further information please contact your Account Manager or your Customer Services Advisor.



# How will I know whether or not all my products are available?

Logged in users of our Online Catalogue and Ordering system now have visibility of the stock status of those products held in our warehouse network (see [page 11](#) for further information).

It is our aim to fulfil your order requirements at all times however there may be issues beyond our control that affect our ability to provide our full catalogue.

In the event of a particular item being unavailable you may be offered either a direct or indirect alternative product.

## Direct alternatives

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These are automatically substituted products that are 'like for like'. However should you feel that the alternative offered to you is unsuitable, please contact your Customer Services Advisor at the earliest opportunity.

Note that direct alternatives are referred to as 'nationally agreed alternative products' within our online catalogue.

## Indirect alternatives

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This is the closest product from our range that we can offer in terms of suitability but there may be differences. Please note that an indirect alternative will not be automatically substituted. It needs to be chosen by you, following appropriate clinical consultation.

Note that indirect alternatives are listed as 'nationally agreed similar products' within our online catalogue.

## Rationed items

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Due to issues beyond our control, some products may become short of supply resulting in rationing across the customer base to enable equal distribution across the entire NHS. In the short term this will result in critical products still being delivered to customers, albeit in reduced quantities.

## Suspended items

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We will inform you promptly of any serious product supply issues, and as such products may need to be suspended from our catalogue. This will mean that the product will become temporarily unavailable and you will be automatically prevented from either inputting or ordering any suspended items. A list of current suspended items can be found on our website at: <https://my.supplychain.nhs.uk/Catalogue/suspension>





## Unsatisfied lines report

If for any reason we are unable to fully satisfy your order, we will advise you of this **the working day before your delivery is due** via an unsatisfied lines report.

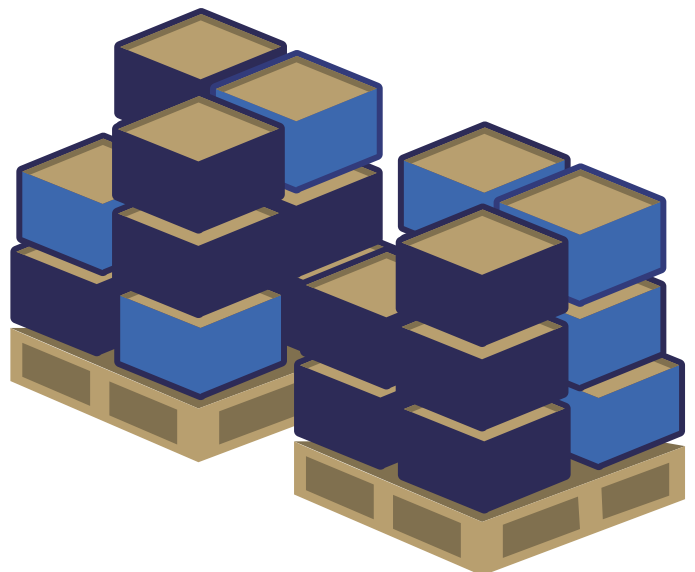
The report can be accessed through our online ordering system. When you log into online ordering in the 'system alerts and messages' section you will see if there are any unsatisfied lines for your trust. By clicking the link you can see the details and any alternative products available.

Alternatively you can receive the unsatisfied lines report by email, for the whole trust or it can be requisition point specific. To receive these emails please contact your Customer Services team.

## Demand forecasting

We work hard to fulfil your order requirements at all times and as such operate in a dynamic environment. For this reason it is essential you forewarn us as early as possible of any change in your normal ordering patterns; be that changes in products and/or quantities purchased. Please contact your Account Manager or Customer Services team at <https://www.supplychain.nhs.uk/contact> and they will be happy to support you.

Please complete the Customer Demand Notification form. This form can be requested from and is to be submitted once completed, to your NHS Supply Chain Customer Services Advisor or Account Manager.



# Deliveries

## Choosing a delivery site

We deliver to a wide variety of healthcare locations from hospitals to small GP clinics and dental surgeries.

Your Regional Customer Services Manager will be able to offer you guidance and support on setting up a new delivery location and arrange any survey of the site which may be required. If we do not think that your chosen delivery site is suitable, they will discuss this with you and help to identify an alternative.

We also help you to manage your delivery profile by periodically deactivating any unused or redundant delivery locations. To reactivate these simply contact your Customer Services team.

## Preferred delivery day and time of delivery

Once a delivery site has been agreed, we will agree a fixed delivery day on which you will receive your order. This will be known as your preferred delivery day.

Please note that dependent on the overall volume or nature of your requirements, you may be allocated more than one preferred delivery day per week. If this is the case you will be notified upon placing your order.

We pride ourselves on providing a rapid and efficient delivery service to our customers. We aim to deliver all standard requisitions within 48 hours of receipt of your order, subject to your preferred delivery days.

**To guarantee that we are able to provide you with this service, please ensure that you input and authorise all orders by 4.15pm 2 days prior to your preferred delivery date, i.e. if your preferred delivery day is Wednesday, you will need to submit your order by 4pm, or 3pm for EDI orders, on the preceding Monday.**

Where appropriate you will be allocated a specific delivery time for each delivery location. If this is the case, our drivers will aim to deliver within 30 minutes of the agreed delivery time. For your convenience, the delivery time can be allocated either inside or outside of normal working hours. Please contact your Regional Customer Services Manager for more details.



# Deliveries

## The day of delivery

To assist our drivers on the day, customers are required to provide staff to accept deliveries at the delivery location. Deliveries will be off loaded at the agreed points of delivery by way of a tail lift service. Please note that our delivery service does not include the manual transportation of goods to other areas within your site. All deliveries will be accompanied by a delivery note.

All customer orders are packed in plastic bags or cardboard boxes and delivered on NHS Supply Chain roll cages for ease of transportation around your site.

Subject to your order, some roll cages may contain goods that may need to be delivered to more than one requisition point at your site. Such roll cages are termed "mixed cages". A mixed roll cage will be labelled to clearly detail all of the requisition points contained within it.

If required, deliveries can be made on pallets in strict agreement with NHS Supply Chain.

## How can I be sure that my delivery is correct?

Whilst we endeavour to ensure that deliveries are accurate occasionally errors do occur which is why we ask customers to check their deliveries to ensure they are correct. Along with your delivery, you should receive:

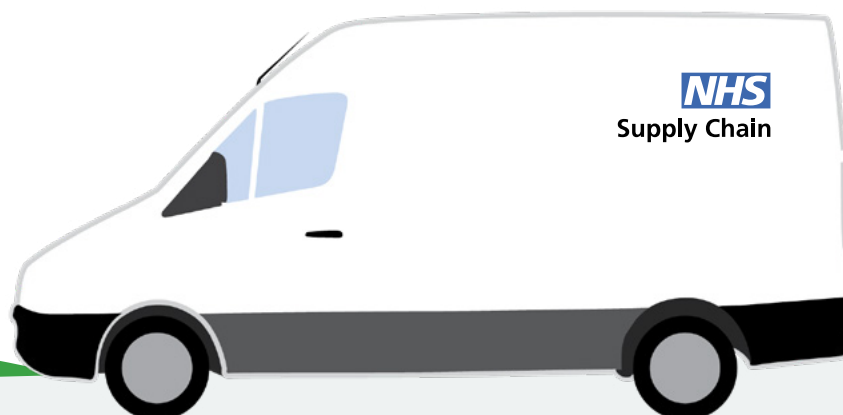
### Delivery documentation

This needs to be signed and the time of delivery recorded, along with any discrepancies in the number of containers received.

**Priced Advice Note** (packed with each individual requisition).

This document will contain details of the products that have been selected and dispatched, together with the prices charged.

It is your responsibility to check your delivery for quantity and quality in accordance with these two documents.



# How to read the Priced Advice Note

Below is a copy of a Priced Advice Note (PAN) with the important information highlighted. Please ensure you have these details to hand before contacting us with any queries, as this will help our Customer Services team to handle your phone call in the quickest and most efficient way.

ACCOUNT NAME (DISTRIBUTION CENTRE)	ADVICE NOTE	DATE: 00/00/0000
	-----	CYCLE:00
		LOAD: 012345
REQUISITION NUMBER: 12345W	GLN: 1234567890123	
SORT CODE:	REQ. POINT: A1234B	
REQUISITIONER CODE: AB	NAME: NAME HERE	DELIVERY LOCATION: AB1234 VERSION: 00
LOCATION: NW1234	DESC: INFORMATION HERE	DEL DESC: INFORMATION HERE

NSV CODE	-----DESCRIPTION-----	QTY	QTY	UNIT	TOTAL	VAT	COSHH	QA	COMMENT
		ORDERED	SENT	PRICE	PRICE				
ABC123	PRODUCT INFO WILL GO HERE	6	6	0.00	0.00			#	COPY HERE
(GTIN NUMBER)	PACK SIZE	BRAND:							
NO. OF TOTE BINS:	---	---	---	---					
NO. OF ROLL CAGES:	---	6	6		0.00				TOTAL VALUE
NO. OF LABELLED PARCELS:	---	---	---	---					

MESSAGE TO USER FROM DISTRIBUTION CENTRE

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CLAIMS FOR SHORTAGE / DAMAGE WILL NOT BE ACCEPTED UNLESS ADVISED TO DISTRIBUTION CENTRE WITHIN 3 DAYS OF RECEIPT.

\*ITEM TEMPORARILY OUT OF STOCK IF REQUIRED URGENTLY, CONTACT DISTRIBUTION CENTRE, IF NOT THEN PLEASE RE-ORDER

THE WHOLE OF THE SUPPLIES DETAILED HEREON UNLESS REFERENCED # HAVE BEEN MANUFACTURED BY A QUALITY ASSURED SOURCE AND HAVE BEEN SUBJECTED TO THE QUALITY SYSTEM REQUIREMENTS IN ACCORDANCE WITH THE CONDITIONS OF REGISTRATION TO BS EN ISO 9002.

MESSAGE TO USER FROM TRUST

\*\*\*\*\*

On completion please sign, date and forward to the appropriate department in accordance with trust procedures.

Signed: ----- Date: -----

# What should I do if my order is incorrect?

Should you have any queries relating to your order, our Customer Services team will be more than happy to help you. Please report delivery issues to Customer Services <https://www.supplychain.nhs.uk/customerserviceteams> within the following timescales:

- **Error relating to the number of containers delivered**  
At the point of delivery to the driver when signing the delivery documentation.
- **Order discrepancies**  
At the earliest opportunity and within a maximum of 3 working days.

## Out of hours deliveries

Where the delivery is made outside of normal working hours and there was nobody available to sign for it, the delivery must be checked at the earliest opportunity with any errors relating to container quantities or quality being reported by 10am the following morning to Customer Services.

## When contacting our Customer Services Team

You will be asked to provide the following information to enable us to deal with your query promptly:

- **Requisition number**  
This is your unique customer reference number allocated to you when you place each new order with us.
- **Requisition point**  
This is your unique account number, specific to your department, which helps our team to identify the specific order point for each product.
- **Catalogue product codes**  
These are unique codes allocated to each product within our catalogue. We often refer to these as National Product Codes (NPCs). Please ensure that you have each code and quantity to hand.

Our team will then issue you with a call log number. If your order was incomplete, missing items will be sent on the next available delivery day with a credit raised for the original items, pending the outcome of our investigations.

If you wish to follow up on a call logged with Customer Services, please quote the call log number to enable easy identification of the call details.

# Return of roll cages

Roll cages are the property of NHS Supply Chain and provided to customers to ensure efficient and effective delivery of products. They are required on a daily basis to ensure continuity of supply across the NHS. Unreturned cages can cause delays in deliveries and last year it cost us **£1 million to retrieve existing roll cages** - the equivalent of 40 Band 5\* nurses. We ask that all cages are made available for collection.

## Do's and Don'ts

### Do...

- Check deliveries against delivery notes.
- Deliver goods to their respective destinations as soon as possible.
- Empty roll cages of all goods.
- Return empty roll cages folded down to the delivery location, stores or R&D point.
- If necessary, secure roll cages together with a chain and padlock to prevent theft.
- Return all containers on the next available NHS Supply Chain vehicle.

### Do Not...

- Use roll cages for collecting dirty or clean linen.
- Use roll cages for the collection of general rubbish.
- Use roll cages as mobile equipment lockers.
- Use roll cages for storing goods or for filing medical records.
- Allow others to use roll cages for their own purpose.
- Leave roll cages unattended, particularly in corridors or stairwells.

\* NHS pay scales 2017-18, Royal College of Nursing.

“Following this instruction will not only **save space at your site**, but also **remove a potential health and safety hazard** caused by empty roll cages rolling away. It should also enable our drivers to provide a quicker turn-around on your delivery.”



# Urgent and emergency deliveries

We recognise that occasionally situations occur when you may need clinical products in a hurry. We aim to provide deliveries wherever possible in relation to 'urgent' requests (where products are required within the standard 48 hour delivery cycle) and 'emergency' requests (those related to major incidents and/or medical emergencies).

## Special Picks

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In the event that you require a **product urgently for a same or next day delivery**, a special pick can be arranged. As special picks are more costly to process and deliver, these should be kept to a minimum. In the event that a request is made without a valid reason i.e. it is not directly related to patient care, then an additional charge of £35 may be levied, in addition to any courier costs incurred.

Please contact your Customer Services team at the earliest opportunity with a reason for the request, who will inform you if your request can be accommodated and what, if any, charges will be applied.

## Unscheduled deliveries

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These are 48 hour deliveries requested **outside** of your **normal preferred delivery date**. These are more costly to process and deliver; therefore you should contact your Customer Services team in the first instance stating a reason for your request. In the event that a request is made without a valid reason, an additional charge may be levied. You may be charged for the delivery depending on the route.

## Support in the event of a major incident, clinical or medical emergency

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NHS Supply Chain has a proven **emergency service** that is available to NHS trusts 365 days per year, 24 hours per day and is committed to delivery of a stocked product within five hours of any emergency request being received. For products that are not stocked within our distribution centre network such as Blue Diamond or eDirect products then we will endeavour to obtain stock for delivery within the shortest time possible.

If an emergency occurs within NHS Supply Chain working hours (Monday – Friday, 8am to 5pm) contact your named Customer Services Advisor. For emergencies that occur outside of these hours, contact your supplying distribution centre using the telephone numbers listed on [page 42](#).

Further details on out of hours support can be found via:

<https://www.supplychain.nhs.uk/customer-service/out-of-hours-and-emergency-delivery-service>

# Additional charges - special picks, unscheduled deliveries and eDirect returns

NHS Supply Chain's pricing is fully inclusive of all costs; picking, packing, transshipment, containment, delivery and customer service. There are no hidden or additional charges. Prices also include VAT so the price you see in the catalogue is the same price you pay on your invoices.

There may be occasions though whereby we seek to recover any additional costs incurred via an exceptional delivery request or an eDirect product return to supplier.

Additional charges will therefore typically be:

- The £35 charge that covers the cost of manually picking or packing an item within the nominal 48 hour period.
- Additional third party delivery charges, such as to cover a courier cost.
- Returns charge in relation to an eDirect product.

Note that eDirect suppliers reserve the right to charge for the return or restocking of an item.

For occasions incurring a third party charge, for example, the use of a courier company, we would look to recover the actual cost invoiced to us. This means that the cost will be directly passed on to you, we will not add any additional charge.

In any event, any additional charge arising will be advised and your approval sought prior to proceeding additional charges do not apply when responding to a major incident or critical clinical or medical requirement.

## Product samples

Requests for samples should initially be discussed via your field based representative; Account Manager, Senior Partnership Manager, Partnership Support Manager or Clinical Nurse Advisor. They will then work with you and the respective supplier(s) to agree requests and order on your behalf. You will receive a confirmation email, informing you that the request has been ordered. If the samples are not received please contact us.

Please note that the decision to supply samples, along with the unit of issue, supplied quantity, time to supply and free of charge nature of any request, is solely the decision of the relevant supplier(s). Where we are unable to meet your exact requirements we will contact you to discuss.

Sample feedback will be requested and collected by your NHS Supply Chain Account Manager.



# Returning products



We are happy to accept product returns providing they are:

## Reported in time

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You will need to report any discrepancies to Customer Services at the earliest opportunity and within 3 working days of the delivery, unless agreed otherwise.

## Fit for resale

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Unless the items were found to be damaged on arrival at your delivery point, returned goods must be in a condition fit for resale, unopened and not written on.

## Returned within time

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Upon agreement of a return, we will provide you with the latest acceptable collection and return date. To ensure that we are able to action your return, we must receive your goods by this date.

## Over £10 in value

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To ensure a cost effective service in relation to the collection, processing and restocking of returned items, and to ensure that unnecessary costs are not incurred by the greater NHS, a minimum order value of £10 per product line for return requests is in place. Orders below this value cannot be returned and will not be credited in the event of a customer order error.



We are unable to accept product returns from you if they are:

## Licensed Medicinal Products (LMP)

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We cannot accept returns for resale of products classed as LMPs due to the restrictions placed on us by the MHRA and EU regulations for the Wholesale Distribution of Medicines for Human Use.

## Non returnable products

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We have a number of products which are non returnable. These include some consumable items, including paper and some high value products. Your Customer Services Advisor will advise you if a product is not returnable and will help you to redistribute the product(s) within your trust.



# Returning products

Providing all of the criteria listed on page 25 have been satisfied, our Customer Services team will then:

- Provide you with a call log number for your reference.
- Raise a return on the system (an “uplift”) and provide you with an uplift number, along with a date when the items will be collected. We will email you a copy of the ‘returns’ paperwork for you to enclose with the items to be returned to us. Please ensure that the items for return are made available to the delivery driver at this time, and that you retain one copy of the signed paperwork as proof of collection.
- Once we have received the items, a credit will be raised for the value of the goods.

Please note all eDirect products will need to be returned directly to the supplier, and not NHS Supply Chain. Your Customer Services Advisor will be happy to assist you when dealing with eDirect product returns. Please be aware that eDirect suppliers may levy a charge for the return of an item. Any additional costs that would be incurred will be discussed and advised prior to collection being made.

## Product Recalls and Field Safety Notices

Occasionally, it may be necessary for us to recall products as directed by either the supplier or Medical Health Regulatory Agency (MHRA). On such occasions, information regarding the recall will be emailed to your nominated supplies department to cascade and manage within your organisation. Our Customer Services team will coordinate all activities relating to the return, replacement or crediting of any products that may be recalled.

Whilst suppliers may occasionally choose to manage the recall directly with customers, our Customer Services team will always be available to assist and support you with any product recalls.

If you wish to be added to the distribution list for product recalls please email [recalls.fsn@supplychain.nhs.uk](mailto:recalls.fsn@supplychain.nhs.uk)

Information on recalls can also be found under Important Customer Notices on our website.

## Important Customer Notices (ICNs)

Our main method for keeping customers aware and informed of important service related issues is via our ICNs. These notices keep customers informed of current temporary supply issues, discontinued products, product updates and more. ICNs are available via our website <https://www.supplychain.nhs.uk/notices>.

As our customer, if you wish to subscribe for weekly notifications and updates directly to your inbox, please email [news@supplychain.nhs.uk](mailto:news@supplychain.nhs.uk)

# Product changes

Product changes mainly occur as the result of a planned 'contract change', including a new contract, a contract extension, contract renewal, or in the occurrence of a supply issue. Such changes can be permanent or temporary and may involve products being; removed from our catalogue, suspended, made available in limited quantities etc.

It is our intention to inform customers in advance of any planned change, subject to the information being available to share.

## Product changes for planned contract changes

- We will work to provide full and clear details of any **planned** contract or product changes as far in advance of the change as possible.
- We will post the information on our website, additionally providing relevant customer communications to our customer facing teams.
- This information will include details of any specific product changes along with any available alternatives, which will also cover unit of issue and pricing.

## Product changes for unplanned supply issues

- Product changes that occur due to a supply issue are typically a responsive measure taken to maintain continuity of supply and mitigate any impact to customers or patients.
- We will notify customers at the earliest opportunity providing the full details available at that time.
- Due to the uncertain nature of such issues we may have to adapt our approach to ensure any response remains effective.

## Switching support

Support is always available to all customers to enable you to move efficiently and effectively from one product to another, when needed. Where switching support is required, our Customer Services teams, Account Managers or Clinical Nurse Advisors can help facilitate product switches.

For contact information on these teams, please visit: <https://www.supplychain.nhs.uk/contact/>

# Product delists

A product 'delist' is when a product is permanently removed from our catalogue. NHS Supply Chain delists a product only when there is no other viable option available.

Product delists can occur for a number of reasons:

- As a result of a contract change.
- The provider ceasing supply of the product(s).
- Removal of non purchased products.
- A supplier introduces a higher specification or innovative product to replace the original line.

In all instances, **NHS Supply Chain will aim to notify all customers in a timely manner** so that they are informed and able to take any necessary actions, without or with minimal disruption to them.

NHS Supply Chain will notify customers through one or more of the following methods:

- Important Customer Notices (ICNs) which are posted on our website and may be emailed directly to impacted customers.
- Customer facing staff. All relevant NHS Supply Chain customer facing teams will be informed and asked to engage with any customers likely to be affected by the changes.

Where a product is delisted we will work to identify and make available suitable assured alternatives, where available. The provision of alternatives is dependent upon the suppliers and products currently on contract, lead times to obtain sufficient stocks and operational and commercial activity to make these available to order for customers.

Please note that our ability to make customers aware of any delists is solely dependent upon NHS Supply Chain being made aware in a timely manner. There are occasions when we may not have received prior notice of a change, for example a provider ceases supplying a product without warning. In such circumstances some customers may already be aware and asking for support before we are able to notify you. We apologise for such instances but these may be outside of our control.

## Stages of a product delist

1. NHS Supply Chain becomes aware of the need to delist a product.
2. At this stage an "Urgent Service Update" may be posted on our website if a severe issue.
3. Full customer impact assessment undertaken.
4. All suitable assured alternatives identified and readied to make available.
5. Customer communications released, including any details relating to alternative products: website, email, telephone call, and in person (as appropriate).
6. Customer support provided as needed.

# Managing changes in your demand

It is important to let us know if your demand changes as this ensures we can plan for volume changes and support high service levels.

To let us know of any planned change in demand, please complete the Customer Demand Notification form. This form can be requested from and is to be submitted once completed, to your NHS Supply Chain Customer Services Advisor or Account Manager.

Where you are looking to transition new volume to NHS Supply Chain, we will confirm through your Account Manager or Customer Services Advisor, the date on which you can commence ordering the new volume to ensure stock is available.

There may be periods of critical activity during which this process will be amended. Should this occur, we will communicate the changes to you in advance to ensure there is no impact to your service.

## Pricing and invoicing

### Price banding

We operate a “price band” as opposed to “price breaks”. This is where the price charged relates to the unit of issue (UOI) the product is supplied in.

Price banding reflects the operational cost involved in receipting, storing, picking, packing and delivering a product; hence the charge being levied against the unit of issue ordered and supplied.

Each product in our catalogue will have a minimum of one price band relating to the quantities in which the product is issued:

- Band one will be the price for an item purchased in its smallest unit of issue.
- Band two and above will be the price for an item purchased in larger units of issue.
- If a product has more than one price band, customers will be charged for the price band for the unit of issue ordered, and any bands that apply to that order.

#### Example of price banding

##### Example one: two price bands

If an order is placed for 12 units then the following charges would be applied: 10 would be charged at band two (£2.21 x 10) and the remaining two units charged at band one (£2.33 x 2). The total would be £26.76 (being £22.10 + £4.66).

Band	UOI Qty	Price
1	1	£2.33
2	5	£2.21

##### Example two: two or more price bands

If an order is placed for 32 units then the following charging would be applied: 30 units would be charged the highest band breached\* (£2.17 x 30) and the remaining two units charged at band one (£2.33 x 2). The total charge would be £69.76 (being £65.10 + £4.66).

Band	UOI Qty	Price
1	1	£2.33
2	5	£2.21
3	25	£2.17

\*calculated using two bands maximum and utilising the highest band breached for the multiple and the remainder charged at the single price.

# Pricing and invoicing

## Price updates

To reduce the impact of price changes on your operations, all national price updates now go live on the first working day of each month. The addition of new and delisted products and error corrections will continue to happen throughout the month, as required.

### This assists trusts by:

- Providing greater stability, helping trusts more easily manage and minimise the potential impact of price updates.
- Enabling greater control over catalogue management and the reporting of potential savings.
- Enabling greater visibility of when price updates are taking place, via a forward view calendar, with all price changes taking place on the first working day of each month.
- Helping trusts to plan and allocate their resource more effectively, across 12 concentrated periods of price updates every year, instead of many.

Where significant prices changes are made, there is full and clear communication to all customers regarding any impacts. Our Customer Engagement teams will work closely with their customers to ensure they are fully aware, informed and supported throughout any change.

## Price changes

It is the NHS Supply Chain policy to offer prices that represent and provide the best value to customers. The NHS Supply Chain pricing falls into two main categories, as below.

**Fixed price contracts** are typically short term agreements or contracts where prices are fixed. This involves a level of commitment, such as to a given time period or volume of product. Under such a contract pricing cannot be varied at any point in the contract and this is enforced during the term of the agreement.

**Variable price agreements** are agreements under which prices can be varied, such as a framework agreement over a longer time period. This category represents the majority of NHS Supply Chain agreements. Pricing variations could occur for a variety of reasons, including:

- Movements in exchange rates.
- Fluctuations in commodity pricing.
- Collaboration initiatives resulting in improved commercial terms.
- Fundamental changes made to a product e.g. pack size or composition.
- Market or competitor activity etc.

Any price changes requested or occurring within the term of a contract are clearly detailed and subject to a formal 'price change' review.

# Pricing and invoicing

## eBilling

Our full eBilling service allows you to receive your invoices electronically and has additional benefits including:

- Information that can be downloaded into your existing Microsoft Excel package in a user friendly format.
- A clearly presented 'transaction file' being sent directly to your trust's own system at the end of each week.
- By paying us electronically, you not only reduce your own internal transaction costs, but you also eliminate invoice duplication.

For more information contact our Finance team directly [credit.control@supplychain.nhs.uk](mailto:credit.control@supplychain.nhs.uk)

## VAT

**Divisional NHS VAT group** (identified by having a VAT registration number beginning with 654 followed by six digits).

Our online catalogue prices are inclusive of standard rate VAT where applicable. This means that the price shown in the NHS Supply Chain online catalogue is the price that you pay.

For price comparisons against other catalogues, ensure you uplift those prices by any prevailing VAT rate and related costs. Be aware that input VAT is likely to be non recoverable on supply of goods in the provision of healthcare services.

**Non divisional NHS VAT group** (examples include GPs, Social Enterprises and other health service commissioners and providers outside the NHS divisional VAT registration of 654).

### VAT reclaim

Under current HMRC legislation, products purchased by your organisation for the purpose of providing healthcare services are likely not to be eligible for VAT reclaim, as they are classified as non business.

However, where confectionery products are purchased through NHS Supply Chain specifically for resale, for example in restaurants, cafes or vending machines; your finance team should be able to reclaim VAT as part of their monthly VAT returns. This could contribute towards your cost improvement target.

For confirmation on your VAT position it is recommended that you speak with your own VAT advisors or HMRC.

For more information visit <https://www.supplychain.nhs.uk/vat-reclaim>

<sup>1</sup>English NHS organisations only.

<sup>2</sup>Supplier VAT included in NHS Supply Chain's price.


# Pricing and invoicing

## Invoicing

All goods delivered by us are invoiced to you weekly. Additionally, we will send a customised, electronic file transfer of all transaction data direct to your own financial ledgers, enabling you to undertake your own budgetary monitoring and control.

From 1 April 2019, invoices from the NHS Supply Chain show prices as net value + VAT, as below:

**INVOICE**



Invoice address

Delivery address

Order number

Requisition number

Depot

District

Requisition point

GLN

0

Normanton

12

0

Account number

Invoice number

Invoice date

Goods delivered week ending

43491(S212.)

1010135741

04/10/2019

04/10/2019

Bank details for payment of this invoice by BACS: sort code 60-70-80 account number 10029737

NPC (GTIN)	Item description	Qty	Nett	VAT rate	VAT	Totals
	NHS Product Sales Summary	1	3,433.55	Z	0.00	3,433.55
	NHS Product Sales Summary	1	373,447.17	S	74,689.91	448,137.08
	NHS Product Sales Summary	1	82.57	R	4.15	86.72

VAT registration no. 290 8858 54

Invoice total (GBP )

376,963.29

74,694.06

451,657.35

**PAYMENT TERMS:- 30 NET. PAYMENT MUST BE RECEIVED ON OR BEFORE:- 3 Nov 2019.**

VAT rate R summary

VAT rate S summary

VAT rate Z summary

82.57

373,447.17

3,433.55

R

S

Z

4.15

74,689.91

0.00

86.72

448,137.08

3,433.55

VAT rate codes:- S = Standard rate R = Reduced rate Z= Zero rated item E = Zero rated purchase O = Out of scope

**REMITTANCE ADVICE**

Please fax remittances to 01773 724225  
or email to [credit.control@supplychain.nhs.uk](mailto:credit.control@supplychain.nhs.uk)  
Please post cheques to  
NHS Supply Chain  
Cash Receipts Department  
West Way Cotes Park Industrial Estate  
Alfreton, Derbyshire  
DE55 4QJ

Account number

Invoice number

Invoice total (GBP )

43491(S212.)

1010135741

451,657.35

Supply Chain Coordination Limited (SCCL) is the Management Function of the NHS Supply Chain Registered in England No: 10881715.  
VAT No: 290 8858 54 Registered Office: Skipton House, 80 London Road, London, United Kingdom, SE1 6LH

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# Our website, your online resource for keeping informed

We hope that you find our website user friendly and we aim to make it a reliable, useful source of information. We want to help you to save time and money.

Visit our website here - <https://www.supplychain.nhs.uk/> - this is the information resource referred to in this section of your Customer Guide.

Visit our Online Catalogue here - <https://my.supplychain.nhs.uk/Catalogue/browse/> - for information about the catalogue please refer to pages 11 and 12.

## Search

Please use the website's interactive search facility by entering a keyword or phrase - or search for the word 'search' to find a 30 second 'how to' video and brief instructions.

We are constantly updating our information and improving on the results that are shown when you search. We use the number of searches for different keywords and phrases to focus our activity on where it is needed most.

However, if you have a suggestion for how we could improve on what results you find, or any other feedback about our website, please type the word 'feedback' into the search box and use the feedback form to contact us

## Website account

To access some of the information on our website, you will need log in details. This is a different log in feature to the one you might use for the Online Catalogue.

If you would like to apply for log in details please search for the phrase 'create an account' and choose the relevant option.

# Our website, your online resource for keeping informed

## Types of information that we publish

We provide the most up to date information on our website and would strongly recommend that if you have a printed document (like this Customer Guide) and want to check if there is a newer version, please search for it on the website.

Our website information is mobile friendly (and is designed to display properly on tablets and other devices too) so please help us to offer a more sustainable service by not printing information unless it is necessary.

Types of information you will find include:

- ICNs - Important Customer Notices (typically about individual products, their availability, any recalls or safety concerns).
- Publications - user guides, case studies, product listings, delisted products, brochures or fact sheets.
- Contracts - our framework agreements for the supply of products, listed alphabetically and by Category.
- News Articles - our latest press releases, company news articles, supplier news and more.
- Service Updates - should a telephone system be under repair or any other urgent service related announcement.
- Events - find out about our latest events and webinars (online events that you can usually register for).

## Savings

This is a constantly evolving section of our website. We have a calendar with regular updates to highlight the procurement activity and savings that will be available soon.

At the time of writing this entry, we have separate pages for Nationally Contracted Products (NCPs), Compare and Save, Top Proven Switches, Price Ranking and more general Savings Opportunities.

# Programmes

## Automatic External Defibrillators (AEDs) in schools

In the event of cardiac arrest, an AED is a medical device that can be used to give an electric shock to a person to restore their normal heart rhythm. NHS Supply Chain supports the government and Department for Education in supplying AEDs to a number of schools.

To find out more please visit:

<https://www.gov.uk/government/publications/automated-external-defibrillators-aeds-in-schools>

## eProcurement and GS1 compliance

NHS Supply Chain is committed to supporting the implementation of the Department of Health and Social Care's eProcurement strategy. The strategy aims to contribute to improved patient care and generate significant financial savings for NHS providers, through the wider use of eProcurement solutions driven by global standards.

To support the strategy, we established an eProcurement programme. This focused on making the required changes to our processes and systems to support customers and suppliers, focusing on the adoption of common global coding standards (GS1) and PEPPOL message standards.

For further information visit <https://www.supplychain.nhs.uk/gs1>

## Food safety

NHS Supply Chain works with Support, Training & Services Ltd (STS) to carry out all food supplier assessments and to manage product complaints, STS are UKAS accredited. It is a requirement of award to the NHS Supply Chain Fresh Food Framework Agreement that all suppliers achieve 'Approved Supplier' status from STS. Suppliers must hold this for the term of the Framework Agreement.

To read more on the STS standards please visit: <https://www.supplychain.nhs.uk/food-safety>

The Government Buying Standards for Food and Catering Services (GBSF) are a set criteria outlined by the Department for Environment, Food and Rural Affairs (Defra) to ensure the use of sustainable food products. GBSF standards were implemented in 2011 and became legally binding for NHS trusts in April 2015.

To see how the GBSF and NHS Supply Chain work together, please visit:

<https://www.supplychain.nhs.uk/programmes/government-buying-standards>

## National Wound Care Strategy

The NHS Supply Chain Clinical and Product Assurance (CaPA) team is supporting the work of the National Wound Care Strategy Programme (NWCSP); a programme which NHS England and NHS Improvement have commissioned the Academic Health Science Network (AHSN) to develop and deliver for England.

The purpose of the NWCSP is to scope the development of a wound care national strategy for England that focuses on improving care relating to lower limb ulcers, pressure ulcers and surgical wounds.

# Programmes

## NHS England High-Cost Tariff-Excluded Devices (HCTED) Programme

NHS England has a nationwide system for purchasing expensive medical devices and implants used in specialised services and it is thought the new approach will see savings of over £60 million reinvested into specialist care in its first two years. NHS Supply Chain will lead the Implementation and Delivery Support Programme, assisting trusts with a smooth migration over to the new system.

For the latest updates, general enquiries and a copy of the latest FAQs visit: [www.england.nhs.uk/medical-devices](http://www.england.nhs.uk/medical-devices) or email: [ENGLAND.Speccomcommercial@nhs.net](mailto:ENGLAND.Speccomcommercial@nhs.net).

For implementation and technical matters please email [implementation@supplychain.nhs.uk](mailto:implementation@supplychain.nhs.uk) or for more information visit <https://www.supplychain.nhs.uk/excludeddevices>.

## Medical equipment maintenance

We are able to offer our customers access to a unique range of national medical equipment and maintenance contracts with major suppliers, covering general medical imaging and laboratory equipment.

We manage the contracts on behalf of the NHS through a consortia arrangement, offering a single invoicing point for trusts. For more information, please visit our website <https://www.supplychain.nhs.uk/capital-maintenance>

## Safer Sharps

As a result of lobbying by various bodies including the Royal College of Nurses, The Safer Needles Network, UNISON, HSE and NHS Employers, EU Directive 2010/32/EU was adopted in May 2010. This directive is to reduce the number of needlestick injuries that occur to healthcare workers.

To read about the aims of the directive and how implementation has helped our customers, visit: <https://www.supplychain.nhs.uk/programmes/safer-sharps>

## Small Changes campaign

The Royal College of Nursing (RCN), NHS Supply Chain and the Clinical Procurement Specialist Network (CPSN), have joined forces to help nursing staff to use their unparalleled knowledge and experience to have a say in how their trust purchases and utilises key clinical supplies. To download your free guide visit <https://www.supplychain.nhs.uk/smallchanges>

## Traffic light support system

Helping nursing teams continue to focus fully on patient care. Our free traffic light toolkit was identified as the most essential tool by nurses if they were to look at improving patient safety, quality and value in their organisations, by looking at the clinical supplies they buy. To order your free kit visit <https://www.supplychain.nhs.uk/trafficlights>

# Savings

As part of our commitment to help the NHS reach its procurement and efficiency savings targets, we are working in collaboration with the NHS and our suppliers and customers on joint cost reduction initiatives.

We have developed a number of savings opportunities and initiatives to help you maximise your savings potential please visit: <https://www.supplychain.nhs.uk/savings>

## Nationally Contracted Products (NCPs)

The NCP initiative is aligned to the Operational Productivity Review by Lord Carter of Coles. National demand is aggregated, in order to purchase products on behalf of the whole of the NHS to optimise value and support high quality patient care.

A focus on product range standardisation is designed to remove unwarranted variation (including variation that can cause adverse patient safety events). This is done at a subcategory or product line level, through commitment to procure from an appropriate number of suppliers.

Product assurance provides customers with confidence, by using a process of product evaluation and engagement with end users. Broader customer assurance is achieved through wider clinical engagement. This product assurance process is overseen by the Clinical and Product Assurance team (CaPA). Procurement strategies are supported via a network of trusted customers and reference trusts.

To view our NCPs visit: <https://www.supplychain.nhs.uk/savings/nationally-contracted-products>

## Price ranking

We have developed our at a glance price ranking sheets so that you can review supplier prices with ease. They are produced to assist our customers in identifying savings.

To view all current price ranking sheets visit: <https://www.supplychain.nhs.uk/savings/price-ranking/>

## Procurement and Savings Calendar

The Procurement and Savings Calendar gives you an overview of all the available savings levers and contract launch activity all in once place. It is available in Excel format.

You will be able to use the calendar to schedule procurement opportunities into your Cost Improvement Plans which will help you to maximise savings throughout the year.

To download the Procurement and Savings Calendar visit:  
<https://www.supplychain.nhs.uk/savings/procurement-and-savings-calendar/>

# Savings

## Switching opportunities

NHS Supply Chain has product switching initiatives which deliver savings, Compare and Save, and Top Proven Switches.

Both initiatives enable you to switch the products that you buy with lower cost comparable products, giving you the opportunity to make savings. We aim to help you achieve the balance between achieving cost savings and patient safety.

To find out more visit:

<https://www.supplychain.nhs.uk/savings/compare-save/>

<https://www.supplychain.nhs.uk/savings/top-proven-switches/>

## TR reports

Our TR savings reports give you a complete overview of your trust's spend, savings and cost pressures at portfolio\*, supplier and product level. These easy to use reports provide tailored insight down to requisition point. They enable you to identify and monitor cost improvements, capturing price variations, savings from alternative products, retrospective rebates and capital equipment. In addition they identify savings opportunities and provide useful insight into indexation and cost avoidance. You can open and download the information for use in your own files and systems.

As of 1 April 2019, our TR reports show net pricing on transition for both NHS and non NHS customers. Previously, only non NHS customer TR reports displayed net pricing and NHS customers displayed gross pricing.

**Key trust level reports** include:

- TR06 Demand by requisition point
- TR09 Top 100 products (monthly)
- TR10 Top 100 products
- TR13 New products
- TR18 Demand by NPC/group/section (use A\*-Z\* as the NPC for full A-Z product list)
- TR20 Total product demand
- TR21 Line detail
- Customer procurement savings reports - Portfolio
- Savings report usage

To access the full range of TR reports visit: <https://www.supplychain.nhs.uk/TRreports> (you will need to log in to the website to view them).

\*NHS Supply Chain trading portfolios. There are multiple contracts within each portfolio.

## Trust Impact Statements

A Trust Impact Statement shows the potential price differences a trust will see, based on the new prices on a contract launch or NCP. The statements show an annual price difference based on the last six months volumes, if the same volumes are purchased.

For information on trust specific savings opportunities as they launch, please contact your Account Manager. For Account Manager details visit <https://www.supplychain.nhs.uk/contactam>

# IT Helpdesk

Our dedicated IT helpdesk is on hand to provide direct support to customers experiencing any IT related issue or query. For example, resolving issues for accessing TR reports and answering eDC PDA queries.

The helpdesk can help with a variety of IT issues.

Email: [cshelpdesk@supplychain.nhs.uk](mailto:cshelpdesk@supplychain.nhs.uk)

Telephone: 0845 680 4357

## Remember, you can easily and quickly reset your online ordering password by:

- Going to the catalogue webpage: <https://my.supplychain.nhs.uk/Catalogue/>
- Clicking "Sign In" at the top of the page
- Press "Reset Password"
- Entering your username and email address
- Press "Reset Password"
- A new password will be emailed directly to you.



# Customer feedback

## Our commitment to you

We intend to provide products and services in line with customer needs. We are committed to providing a high standard of service to every customer every time, but recognise that occasionally we may not live up to your expectations. If you would like to register a complaint or can suggest a way in which we could have served you better, please let us know. Your comments at such times are important to us, as they provide us the opportunity to put things right for you, also enhancing and improving our services for everyone who uses them.

You can contact us by telephone, email or letter. Please locate your required contact on our Contact Us webpage: <https://www.supplychain.nhs.uk/contact/>

In the first instance we advise you to contact your local Customer Services Advisor by telephone to discuss your complaint. They will do their best to resolve the issue as quickly as possible.

Should further investigation or information be required, then your Customer Services Advisor will work with you to obtain all the relevant information required to progress your complaint.

## Product complaints

If you have identified that a product is faulty, badly manufactured or could cause patient harm, please ensure that you follow your trust's internal procedures and contact the following when required:

- Medicine and Healthcare products Regulatory Agency (MHRA)
- Food Standards Agency
- Any other applicable bodies.

Following this, for food complaints, please complete the NHS Supply Chain: Food Complaint form located on our website under <https://www.supplychain.nhs.uk/foodsafety> and email to [customer.service@supplychain.nhs.uk](mailto:customer.service@supplychain.nhs.uk)

For every other complaint, contact your Customer Services Advisor to report the issue. They will provide you with a unique call log number, and send you a Product Incident form to complete and return. Please note your query will not be progressed until the form is returned.

Your Customer Services Advisor will refer all complaints to our purchasing team to liaise and investigate with the supplier.

If on your Product Incident form you have identified that patient harm has or may have occurred, this will also be raised to the Patient Safety team within CaPA. The CaPA team will support with the investigation as required.



## Our service resilience and business continuity

Service resilience is essential for the NHS to ensure it can effectively manage risk and ensure continuity of quality patient care in the event of unusual incidents on local, regional, national or global scales.

As a trusted partner of the Department of Health and Social Care, we have plans that cover crisis and incident management, business continuity and health pandemics.

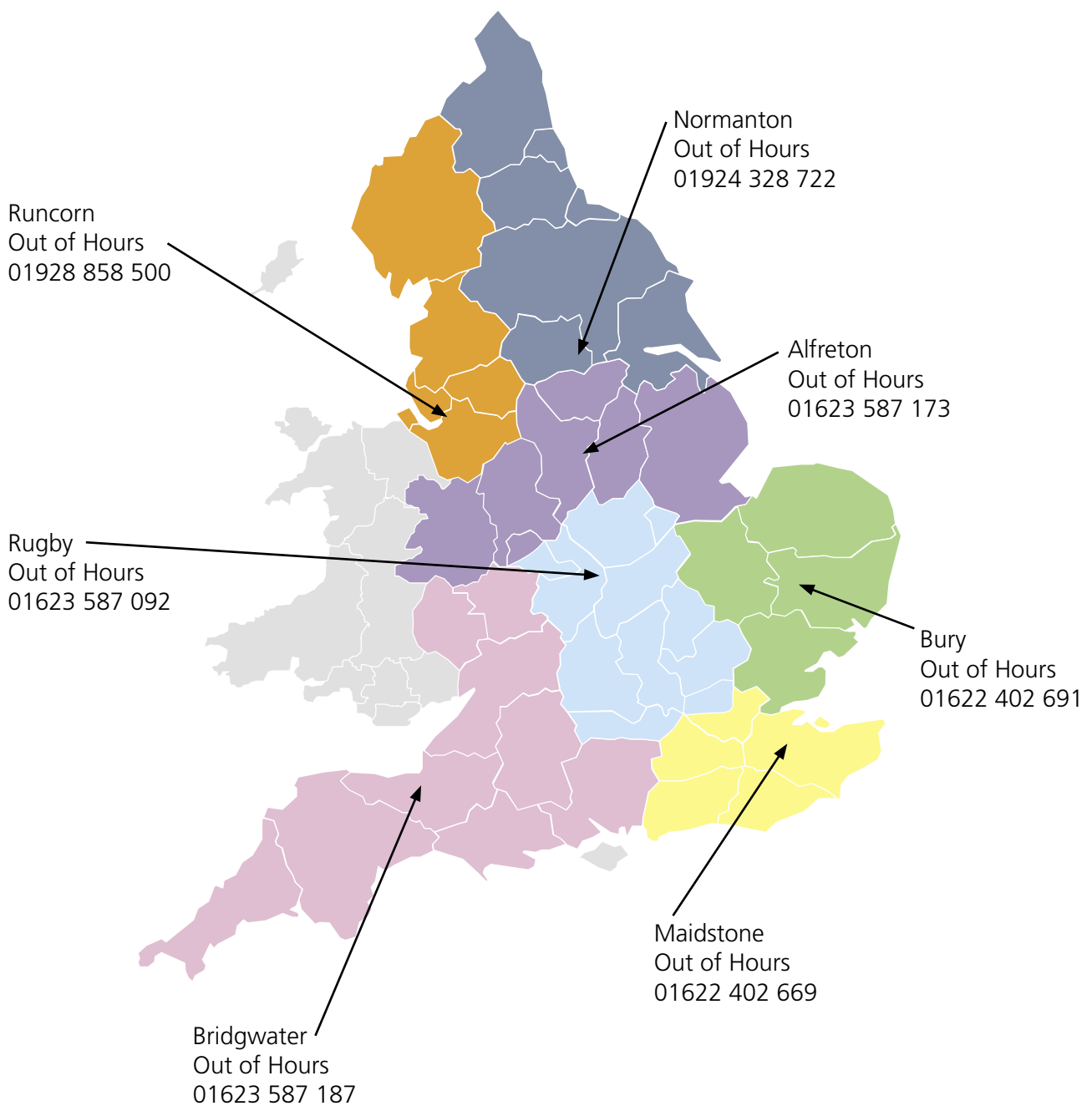
The primary objective of our business continuity management is the continued provision of service to NHS trusts.

Further information can be found on our website at [www.supplychain.nhs.uk/ordering/business-continuity-plan-bcp](http://www.supplychain.nhs.uk/ordering/business-continuity-plan-bcp)



# Out of hours telephone contact numbers:

Before contacting an emergency number please check which depot you are serviced from.



# Useful links

## Login and access

There are multiple areas of our website that require a log in to access the information. All log in options can be found at <https://www.supplychain.nhs.uk/mysupplychain/>

## Categories

Explore the eleven procurement categories, find out what contracts are running and read any relevant publications at <https://www.supplychain.nhs.uk/categories/>

## User Guides

We have a number of user guides available from eDC, Home Delivery Service, maintenance guidance and many more. To read our user guides visit <https://www.supplychain.nhs.uk/user-guides/>

## Events

Read about and sign up for our upcoming events by visiting <https://www.supplychain.nhs.uk/events/>

## Customer Services

To read about our Customer Services teams, how to create an NHS Supply Chain account and stay up to date with all urgent service updates visit <https://www.supplychain.nhs.uk/customer-service/>

## How to contact us

To find out how to get in touch with us visit <https://www.supplychain.nhs.uk/contact/>

