

Guide to NHS Supply Chain Product Supply Routes and Lead Times



Providing Patient Focussed Healthcare Products

NHS Supply Chain provides patient focused healthcare products and supply chain services to the UK's National Health Service (NHS).

Our end to end supply chain services incorporate procurement, logistics, eCommerce and customer and supplier support. With our 2,400 employees, we transact around 315,000 different product lines through our systems, ranging from bandages to baked beans, from gloves to implants and even diagnostic equipment such as MRI scanners.

We do this by utilising different supply routes, each one tailored to best suit the particular product. This guide provides an overview of each route and the relevance of customer delivery days and product variable lead times.

Preferred Delivery Days

To provide product to you we will agree a fixed delivery day on which you will receive your orders. This will be known as your preferred delivery day and could range from one day to multiple days every week. For example, you could agree a preferred delivery day of a Thursday every week, or have three preferred delivery days of Monday, Wednesday and Friday.

Please note that the number of delivery days you will be allocated is dependent on the overall volume or nature of your requirement and you will be notified of this when setting up a new delivery location.

To ensure a 48 hour delivery all orders must be authorised by 4pm (3pm for EDI orders), 2 working days prior to your preferred delivery date. For example, if your preferred delivery day is Wednesday, you will need to submit your order by 4pm on the preceding Monday.




Available Supply Routes

Stocked

Stocked products are those physically stored within our own warehouse network which includes both regional distribution centres and a national distribution centre based in Rugby. All stocked products are available for delivery within our standard 48 hour lead time. In urgent or emergency situations then deliveries can be made sooner, subject to circumstance and product availability.

Blue Diamond

Blue Diamond products ('cross dock products') are ordered through the 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 via your regional distribution centre. 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.

- Blue Diamond products are ordered through NHS Supply Chain but not stocked in our warehouses.
- Once you have placed your order we liaise with the supplier to acquire the products.
- The products are delivered to your regional distribution centre where they are consolidated with the rest of your order and delivered to you by NHS Supply Chain: Logistics.
- If a supplier is unable to make a delivery as requested; products will be delivered on the next available date. This means we cannot guarantee delivery within our standard 48 hour lead time.
- These products will be invoiced by NHS Supply Chain directly to your finance department on one consolidated invoice with all the items you ordered.
- Blue Diamond products are identified with a  symbol within our catalogue and ordering systems, as below:



ELW153

Fixation device sterile PICC Posted Pad Adult with Clamp size 230 x 160 x 160mm

MPC: VCDCE

GTIN:

Unit of issue: Box of 50

Brand: StatLock


Supplier: BARD LTD (BLUE DIAMOND)




Available Supply Routes

eDirect

eDirect products are ordered through NHS Supply Chain but are delivered directly to you from the supplier, which may be via 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.

- eDirect enables us to offer products we do not stock in our warehouses.
- Products are ordered from suppliers immediately after you place the order with us.
- The supplier will arrange delivery to your trust as soon as possible.
- eDirect products are delivered by the supplier or courier.
- As each supplier has a different order cut-off time we are unable to guarantee delivery within our standard 48 hour lead time.
- eDirect deliveries are not subject to preferred delivery days as they are made direct from the Supplier.
- eDirect products are invoiced by NHS Supply Chain directly to your finance department on one consolidated invoice with all the items you ordered.
- eDirect products are identified with a  symbol within our catalogue and ordering systems, as below:

<p>AWAITING IMAGE</p>	<p>FBX9114 SPT Miscellaneous accessories wash basket siz 0.5 f bpl ii MPC: 68.001.625 GTIN: Unit of issue: Each Brand: DePay Synthes Supplier: DEPUY SYNTHES UK - DEPUY EDIRECT </p>
---------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

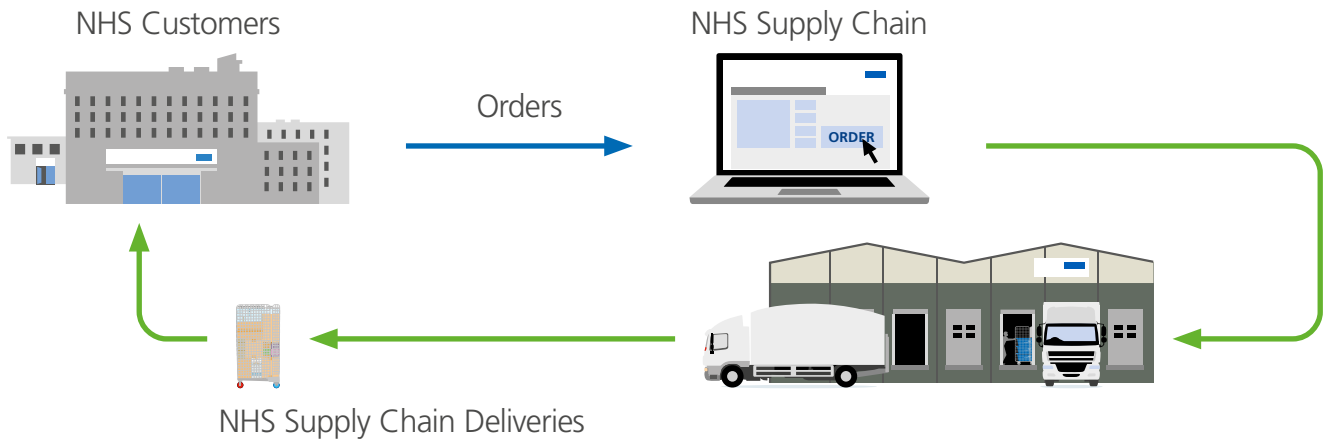
National Framework Contract

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.

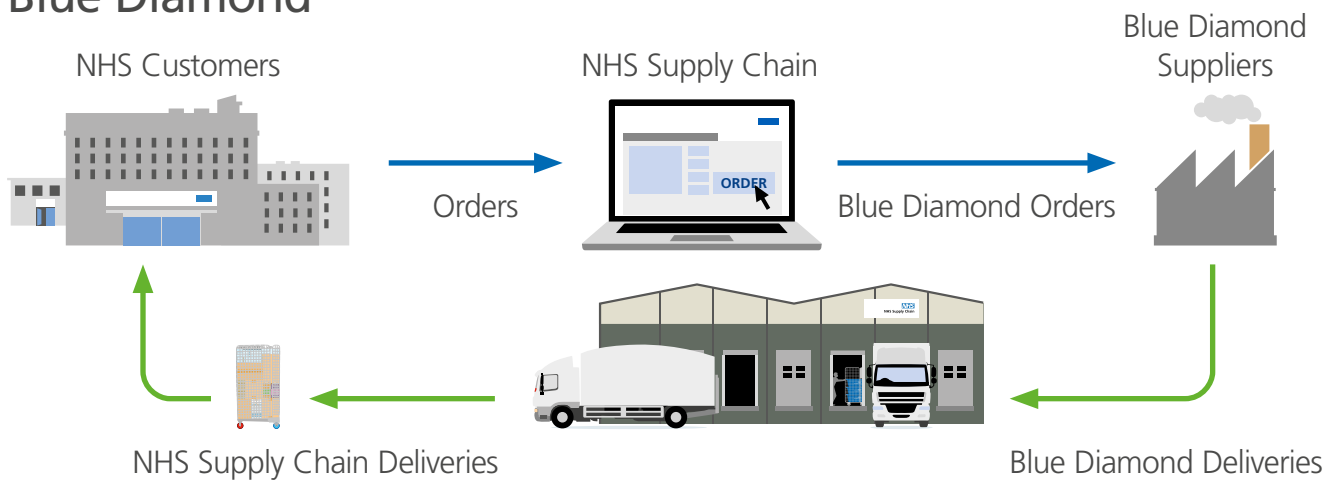
All such contracts are prefixed “NF” and all related product codes begin “N1”. Details on all our Framework contracts can be found on our Online Catalogue via the “Quick Links” section here: my.supplychain.nhs.uk/Catalogue/contract

NHS Supply Chain's Three Supply Routes in Practice

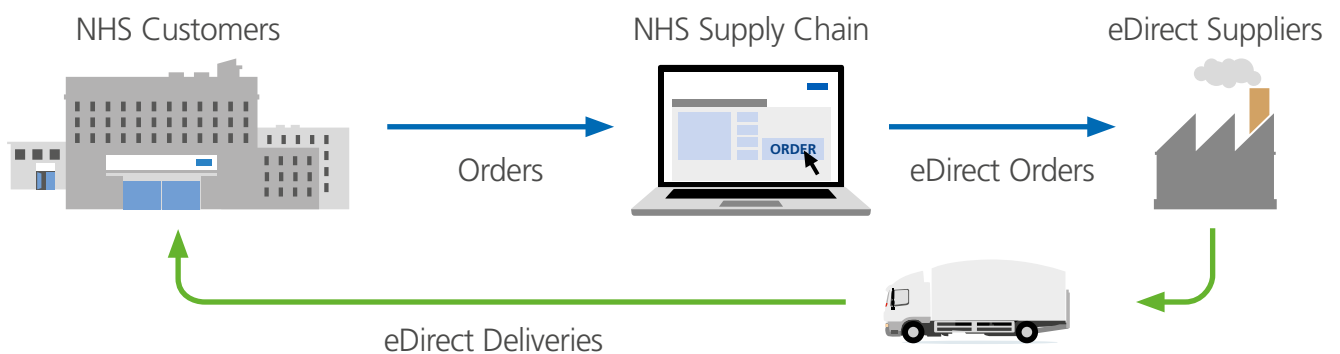
Stocked



Blue Diamond



eDirect



Variable Lead Times (VLT's)


Some products are not suitable or are more economical not to be stored within our own warehouse network. Such products are supplied 'on demand' either to our warehouse for consolidation on to trust order (as in Blue Diamond) or directly to the customer (as in eDirect).

In some cases, the suppliers cannot process an order to delivery within our standard 48 hour window. These products will have longer lead times dependent upon the product and the supplier.


This is termed 'variable lead time' ('VLT') and these are shown in our electronic catalogue and ordering systems, alongside the product in question. The 'VLT' will be shown as a number of days, for example, 5 days. It is important to note that the day of order is deemed "day 0". A VLT of 3 days ordered on a Monday will be delivered on a Thursday (although for a Blue Diamond product this will be subject to preferred delivery days).

As Blue Diamond products are consolidated with stocked products at the supplying NHS Supply Chain distribution centre, it is important to note that VLTs need to be taken into consideration along with your preferred delivery day. Should you have a preferred delivery day of Wednesday and order a 5 day VLT product on Monday, it will arrive the following Wednesday. Similarly, if you ordered on the Thursday then it would be the second Wednesday before the delivery arrived as the 5 day VLT would not be in time for the first Wednesday.

eDirect deliveries are made direct to the customer from the supplier so their VLTs are not subject to a preferred delivery day and as such can be made on any day of a normal working week.



ELW158
Fixation device sterile PICC and midline catheters winged sliding post and clamp crescent pad
MPC: VPPCSPCE
GTIN:
Unit of issue: Box of 50
Brand: StatLock
Supplier: BARD LTD (BLUE DIAMOND)

◆ 

Six days lead time

For more information about NHS Supply Chain's products and services see our Customer Guide How to Get More from Our Services: www.supplychain.nhs.uk/user-guides/