

Our charter

Commitment to NHS trusts and healthcare organisations



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As part of the NHS, our purpose is to contribute to the delivery of outstanding patient care by providing clinically led, safe, compliant, sustainable, and resilient products.

This charter defines the service standards and commitments you can expect when working with us, along with the responsibilities we ask of you to ensure efficient and effective collaboration.

We also include guidance on who to contact and when, as well as a link to our Customer Guide which should provide a quick 'How do I?' information. All of this is designed to ensure a simple, easy approach when working together.



Our pledge to you

We will provide clinically informed, safe, and sustainable products that support NHS needs.

We strive to bring innovative solutions to market through compliant processes, making them accessible across the NHS.

We are working to improve systems that reduce lead times, enhance service delivery, and provide clearer communication on product availability.

We are committed to being responsive to queries and fostering strong partnerships through improved communication.

We will embed insight into our decision-making, ensuring your feedback shapes our services.

We will strengthen trust, clinical and procurement voice in category strategy.

We seek to deliver value by balancing cost savings with resilience, sustainability, and ethical responsibility.

We will explore Value-Based Procurement opportunities to support pathway savings and improved patient outcomes.

We aim to simplify operations by improving pick, pack, and delivery processes to reduce handling and support ward-level needs.

Your role in our partnership

To ensure we deliver the best possible service, we ask for your support in the following ways:

- Participate actively in panels, forums, and working groups to help us design services that truly meet your needs.
- Share your insights to shape innovation, strengthen resilience, and drive meaningful service improvements.
- Provide honest, constructive and timely feedback.
- Direct queries through the correct channels, enabling timely and accurate responses.
- Work collaboratively with us to deliver savings.
- Engage positively with your ICS Manager and welcome them as an extension of your team.

How do I...?

For step-by-step instructions, tips, and answers to common questions, please refer to our Customer Guide. It's your one-stop resource for everything you need to know.

View the Customer Guide: www.supplychain.nhs.uk/user-guides



When to contact your ICS Manager

The team's collective responsibilities focus on working in partnership with you to deliver value and efficiencies. This includes implementing joint work plans to achieve cash-releasing savings, managing demand, engaging with partners to develop and strengthen relationships, while maintaining a strong understanding of the NHS landscape and priorities.

Our core activities include:

- Revenue and savings delivery
- Informing strategy
- Managing pipeline
- Financial forecasting

Find out more: www.supplychain.nhs.uk/ics-managers

When to contact your Customer Services Advisor

- Advice regarding order placement and systems
- Discrepancy management and error reporting
- Returns administration
- Supply issue and product availability advice
- Demand management escalations
- Invoice and pricing queries
- Provision of automated reports
- Next day and emergency deliveries
- ICN / FSN / Recall advice

Find out more:
www.supplychain.nhs.uk/contact-us

Non acute and other bodies

The team comprises four key functions:

- Non acute and national accounts
- Home delivery service
- Service development
- Non acute data

The team operates across a broad and diverse remit, supporting a wide portfolio of organisations that fall outside the centrally funded regional structure. These include a mix of private and independent organisations, regional and national NHS commissioning bodies, and other public sector entities.

Find out more:
www.supplychain.nhs.uk/non-acute

Voice of the Customer

We ensure that customers' experiences, expectations, preferences, and feedback are captured and acted upon. To achieve this, we facilitate a range of national engagement opportunities and collaborative forums designed to gather insights, share updates, and strengthen partnerships across the NHS.

Find out more: www.supplychain.nhs.uk/teams/voice-of-the-customer-team/

