

**NHS Customer Board for Procurement and Supply
National Customer Board Meeting 11 June 2019**

Category	Key updates
Strategic issues	<ul style="list-style-type: none"> Adherence to NCP is much better than this time last year, it was agreed that a summary of non-adherence should be issued out to the regional Chairs to ask for their support. However, NHSI also need to support this. Further work should be done on how the data is presented at the Boards to highlight non- adherence without agreed exception Overview of the demand capture process was given, the overall response rate was 53%, the data was then cleansed and validated ready for the start date on 1 April 2019. There was £111m demand from the 53% of trusts. Initially 94 trusts did not supply a demand capture form, there are now around 10 acute trusts who are still to submit demand capture information, these have been escalated through the regional boards. Regional Chairs were asked to support this by following up with those trusts yet to supply the initial information. Kath Ibbotson, Helen Lisle and Anita Randon joined the meeting to give an overview of the work being done by NHS Supply Chain: Orthopaedics, Trauma and Spine, and Ophthalmology Steve Foulser gave an overview of the NHS Supply Chain debt recovery policy, noting that after 90 days trusts will no longer be serviced by NHS Supply Chain
Meeting the financial challenge	<ul style="list-style-type: none"> Update from NHS Supply Chain was given, market share has risen from 28% - 36%, work is being done to recut the target based on regional baselines for transacted revenue only to make it more accurate Broad discussion was had on savings. Each regional chair stressed the level of disquiet among its members, noting frustrations around losing the contribution towards the model through tariff and not seeing the savings flow through yet. The regional Chairs raised that this is becoming a credibility issue in each region. NHS Supply Chain acknowledged this and updated that this is a business priority to resolve. Update was given that a short-term manual system is being developed, with an automated system being developed for delivery this year, for Towers this will be September, the date for trusts is to be confirmed as Libra was never a customer facing solution. DXC, the IT providers, are working on this and understand the importance
Developing the procurement function	<ul style="list-style-type: none"> The Midlands Excellence in Supply Awards were held successfully on 16 May 2019. The Northern Excellence in Supply will be on 17 October in Leeds. Further work needs to be done to develop the Southern and London awards and link them into HCSA. Mick Guymer was asked to lead this
Meeting the quality challenge	<ul style="list-style-type: none"> Glen Hodgson joined the meeting to give an update from GS1. Question was raised over the financial business case for implementing the changes, noting that Derby Teaching Hospitals NHS Foundation Trust only made it work due to the capital investment. Suggestion was made to look at what Lee Bond has done in Hull and East Yorkshire Hospitals NHS Trust. It was agreed that members should pick up directly with Glen if they wish to do a further review of options Jo Gander provided a brief update, noting that a more comprehensive update had been given by the team at the four regional meetings Update on a National Uniform initiative was provided by Kevin Chidlow on behalf of NHS Supply Chain: Hotel Services; the Board provided clear direction that engagement on this needs to be done through the Chief Nursing Officer for England Consensus was that there is a disconnect between the work being done on the pilots and what happens during the GIRFT reviews, there is not a lot of focus on procurement
Development topics	<ul style="list-style-type: none"> Several common points for escalation had been raised by the four regional boards, these included: Challenges around the Trusted Customer programme, more engagement is needed throughout the strategy development process. With regards to GIRFT, there was

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	<p>feedback that in some areas there is a mis-alignment between the Towers and GIRFT with slow response times back to the GIRFT team. The visibility and level of savings flowing through from NHS Supply Chain, output from PTOM meetings is not synchronising with trust expectations, it was raised that as influencers the Chairs have a role to support organisations in their regions moving to larger more collaborative procurement departments.</p> <ul style="list-style-type: none"> • Challenges with the PTOM oversight board were raised which are now being overcome, it was noted that broader communication is needed, Chief Executive sponsorship of STP working and the procurement agenda to support more collaborative working. It was agreed that an action programme should be implemented to address the escalation points raised from the Boards with clear milestones • Andrea Smith, Director of Procurement, Sheffield Teaching Hospitals NHS Foundation Trust, joined the meeting to give an update from an ICS perspective • David Loughton, Chief Executive of The Royal Wolverhampton NHS Trust, joined the meeting to give an overview of the pressures and priorities of a CEO
<p>Communications</p>	<ul style="list-style-type: none"> • A number of key success were shared these included: Procedure Packs, Mid Yorkshire Hospitals NHS Trust, £172,064 saving, United Lincolnshire Hospitals NHS Trust Cardio Heart Valves Endoscopy and Endourology, Cardiology £212,050, Cambridge University Hospitals NHS Foundation Trust Orthopaedics Power Tools (Burrs and Blades), £467,000, Royal Berkshire NHS Foundation Trust, £221,000 – Ortho, Barking Havering and Redbridge University Hospitals NHS Trust - £1.1m of direct spend converted over the last 2 months, Hampshire Hospitals NHS Foundation Trust, Orthopaedics, Hips and Knees £1.1 m, St George's NHS Trust – c. £3m of direct spend converted over three phases, Basildon and Thurrock University Hospitals NHS Foundation Trust – c. £1m of direct spend converted in recent months, United Lincolnshire Hospitals NHS Trust Cardio Heart Valves Endoscopy and Endourology, Cardiology Mini Competition £1,623,746 • A paper on Social Media was included in the pre read pack, asking members to follow and engage with NHS Supply Chain through LinkedIn and Twitter

