

# Category Guide

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## NHS Supply Chain: Large Diagnostic Capital Equipment including Mobile and Services

Provided by DHL Life Sciences and Healthcare UK



# About the new NHS Supply Chain

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## A new operating model

NHS Supply Chain is implementing a new operating model that will be fully operational in early 2019. The model is structured to help the NHS reduce unwarranted variation in product pricing by delivering 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, achieving savings of £2.4 billion to be delivered in FY2022/23.

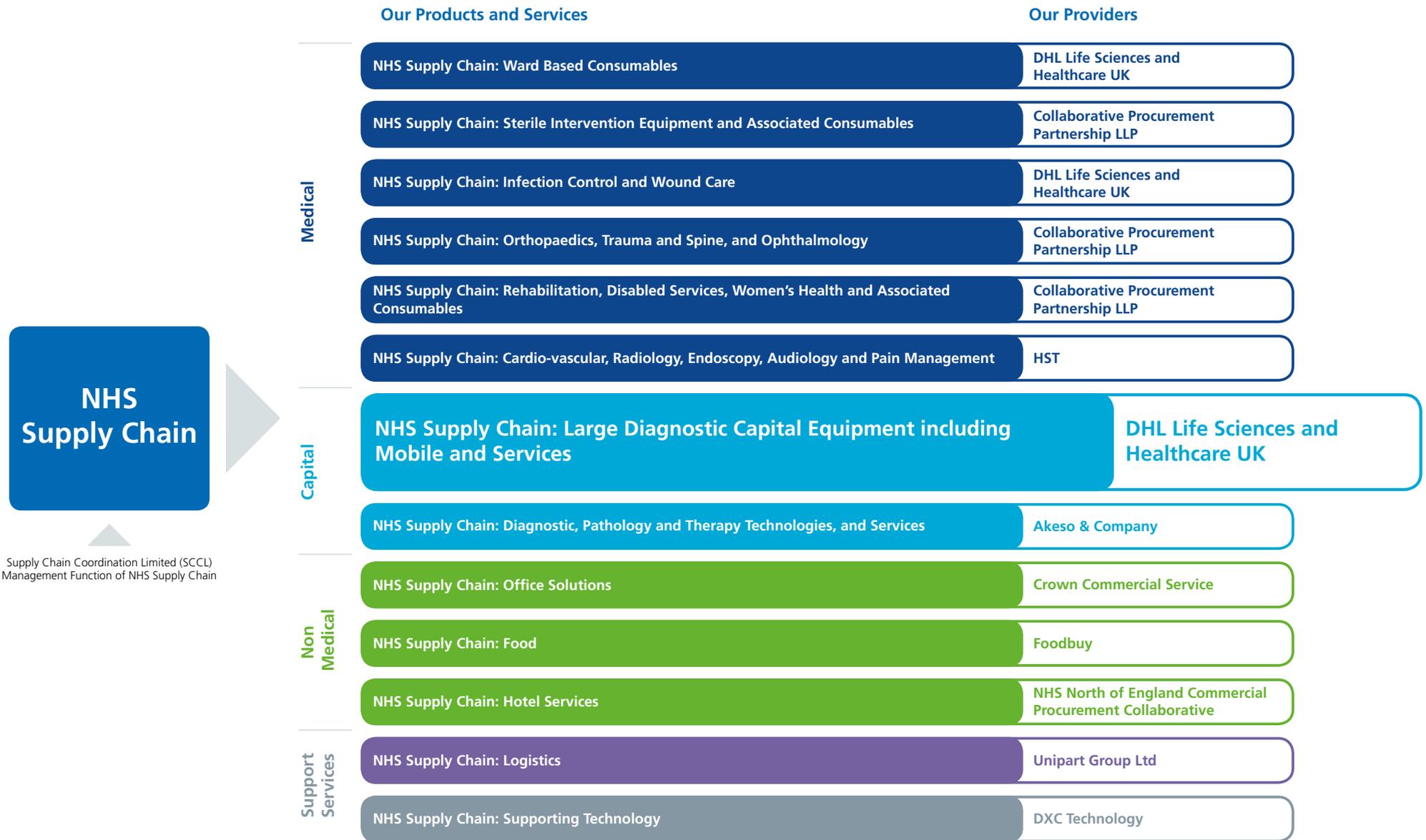
Eleven specialist category buying functions have been awarded and are now operational. The buyers are procurement experts who will ensure delivery of high quality products that are appropriate for patients. This focus is at the core of their commercial decisions. Furthermore, teams of buyers will work in partnership with front line clinicians, who will continuously evaluate new products before these are made available in the catalogue.

For more information about the new operating model visit <https://www.supplychain.nhs.uk>

## How does the new model benefit NHS organisations?

- **Savings channelled back to frontline services**  
NHS organisations will pay less for everyday hospital consumables and equipment, releasing funds to support other areas of work.
- **More time released for core clinical activities**  
Central sourcing and evidence-based clinical evaluation reduces the need for NHS organisations to resource this activity.
- **Greater NHS clinical involvement in purchasing decisions**  
Clinicians will influence product specifications, clinical criteria, range management and product evaluation.
- **More effective introduction of new products**  
Links with national research bodies and regional networks will enable a more effective introduction of new innovative products to the catalogue.

# New NHS Supply Chain structure



Supply Chain Coordination Limited (SCCL)  
Management Function of NHS Supply Chain

# Large Diagnostic Capital Equipment including Mobile and Services

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## About this category

The large diagnostic capital equipment category encompasses a range of products and services for the NHS. The offering includes frameworks for imaging equipment, radiotherapy, endoscopy, decontamination, medical devices (including patient monitoring and anaesthesia and ventilation) and women's health which covers ultrasound and mammography equipment. Alongside this are services contracts for maintenance, medical IT, mobile services and leasing.

Of the equipment frameworks mentioned above, £366m in spend was transacted in 2017 giving the category area an estimated market share of 61%.

A dedicated customer facing team ensures that the voice of the customer is heard and translated into the future strategy for this category tower.

The category tower provider is committed to support the NHS in the following ways:

- Drive additional savings for the NHS by increasing national and regional opportunities for collaboration and aggregation.
- Develop smarter specifications to support trusts to make more effective purchasing decisions.
- To understand the 'voice of the customer' and use this feedback to continually improve the service provided to the NHS.
- Implement solutions to help trusts prioritise, plan and finance medical equipment and maintenance over a multi-year period.

More information on the categories and sub categories can be found at <https://www.supplychain.nhs.uk>

## About the provider

**DHL Life Sciences and Healthcare UK** is a leading global brand in the logistics and services industries. With around 350,000 employees in more than 220 countries and territories worldwide, they provide solutions and services to people and businesses securely and reliably.

# Large Diagnostic Capital Equipment including Mobile and Services

## Frameworks include

Contract Title	Expiry Date
Finance Solutions	03/09/2022
Imaging, Radiotherapy and Ancillary Devices	31/12/2021
Neonatal Incubators, Jaudice Management and Related products	04/07/2021
Anaesthesia Systems, Ventilators and Associated accessories	28/02/2021
Patient Monitoring Equipment	05/03/2020
Operating Microscopes and Accessories	05/12/2020
Maintenance and Repair of Medical Equipment	29/09/2022
Decontamination Capital Equipment (Automated Endoscope Reprocessors)	18/02/2021
Architectural Surgical Medical Systems	04/01/2020
Enterprise and Departmental PACS and Information Systems (for example RIS) and Associated Products and Services	29/09/2020
Mobile and Strategic Clinical Solutions	07/06/2019
Electrosurgical Equipment, Smoke Evacuators Related Products and Accessories	19/12/2020

There are no fees for NHS organisations to access these frameworks. Details of products available through these frameworks are available at <https://www.supplychain.nhs.uk>

# How to work with NHS Supply Chain

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Customer satisfaction is our priority and we are committed to providing the highest standard of service to each and every customer, every time.

All NHS Supply Chain customers have access to a varied and tailored network of support; from Customer Service Advisors, Account Managers, Support Managers and much more.

## Our customer services team

As a valued customer you will be supported by Customer Services Advisors and Regional Customer Service Managers. Each Customer Service 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.
- Product information, delivery advice, system or procedure training.
- Rapid response and resolution to all our customer queries.
- Raise issues on your behalf to the NHS Supply Chain team, ensuring our product and services continue to meet your needs.

The telephone lines are manned from 8:00am until 5:00pm, Monday to Friday.

Alternatively you can contact us via email on [customer.service@supplychain.nhs.uk](mailto:customer.service@supplychain.nhs.uk)

## Our account management and other field based support

Your NHS Supply Chain Account Manager will be your first point of call for all queries relating to our range of framework agreements. They will:

- Assist in managing your framework.
- Work to drive identification and delivery of savings opportunities.
- Support on critical and ongoing business requirements.
- Where required, draw on the expertise of our other field based teams.

In our specialist areas such as Large Diagnostic Capital Equipment including Mobile and Services, you are provided with an additional dedicated account management support team. By utilising their expertise, this team can provide support with more complex framework areas.

## Supported by specialist procurement teams

Our procurement teams aim to ensure our framework agreements provide the choice of products and equipment you need through a procurement route that suits you, saving you time and money. They will work with customers to ensure that their procurement strategies are aligned to and meet the needs of the NHS.

# Value for the NHS

## More savings

- **Pay less** - With NHS Supply Chain you have a wider range of products and services so you can select the ones that are fit for purpose and value for money. NHS Supply Chain can also look to aggregate trust spend in order to drive additional savings where possible.
- **Leave your tendering to us** - Spend less time and money on tendering and let our procurement specialists undertake it on your behalf.
- **Back office savings** - The efficiencies of our service, ranging from eOrdering to consolidated deliveries, enable significant back office savings.

## More value

- **An integrated approach** - The financial benefits of NHS Supply Chain go beyond just product prices. Our approach is an integrated one that reduces cost throughout the supply chain, from raw materials to global logistics, resulting in a much lower total cost.
- **Purchasing through our route** - When there are changes in the market, we can help minimise the impact of price rises and give support with cost-saving initiatives.

## Our knowledge and expertise

- **Dedicated Account Managers** - Your day to day contact for all Capital equipment queries. They will work alongside you to understand individual trust challenges, support the development of bespoke solutions and share best practice under the overarching compliance of the NHS Supply Chain frameworks.
- **Capital Planning Coordinators** - Work with you to align your procurement plans to the annual NHS Supply Chain Capital MTA Calendar. By utilising this calendar the Capital Planning Coordinators are able to consolidate NHS purchases by modality and maximise the savings potential on specific equipment areas throughout the year.

- **NHS Supply Chain buyers** - Procurement specialists in their product fields who can provide support when purchasing Capital equipment. This includes arranging site visits, equipment evaluations and supplier presentations.
- **Customer services team** - With the daily support provided by our dedicated and knowledgeable advisors and service managers you know you are in safe hands.
- **Consultation groups** - We consult with our consultation groups and other relevant parties drawn from the NHS, so that we can be sure the products we are providing are fit for purpose in every way.

## Peace of mind

- **Dependable deliveries** - Having access to the know-how and resources of one of the world's largest logistics companies means we can offer unrivalled dependability and responsiveness when it comes to our delivery services.
- **Compliance** - Framework agreement awarded in accordance with European procurement legislation.
- **Sustainable development** - We are certified to ISO 140001 International Standard for Environment Management System.
- **Sustainable procurement** - We are working to reduce our carbon emissions by 15%.

To find out more about how NHS Supply Chain can partner with you to deliver best value, contact your **Account Manager for more details**.

# Contact us

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Email: [customer.service@supplychain.nhs.uk](mailto:customer.service@supplychain.nhs.uk)  
Twitter: @NHSSupplyChain  
<https://www.supplychain.nhs.uk>

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