

**Regional Customer Boards**  
**June 2020**  
**Key Messages**

### **Introduction**

The purpose of the session was to continue to engage and listen, to provide feedback from the National Customer Board and to provide an update on quality and return to BAU.

### **Update from the National Board**

A consolidated list of key points discussed in the four regions was shared with the National Board for discussion, feedback on the status of each of these key points was included in the pre-read pack for the regional meetings with an ask that all member use this to share in discussions with their peer trusts.

Other key points from the meeting included:

- Common level of feedback from the regions
- A lot of value from Joe Harrison, CEO Milton Keynes University Hospitals NHS Foundation Trusts and part of the central PPE response team, joining the meetings
- Open and constructive discussion

### **Quality Assurance**

An overview of the quality process in place was provided, key points of this session included:

- Ultimately owned by the Cabinet Office
- The CaPA function of SCCL has been a key facilitator and partner along with DHSC, NHSE/I, PHE, HSE, OPSS, MHRA, MOD, Clipper, China Team, and various consultancies
- Learning from initial product quality issues, a new, robust and clearly documented process has now been put in place. Key points taken away:
  - Information sharing upfront is key; Tech Assurance team (Pre-procurement) completes initial review and engage with regulators as necessary. Approved products are shared between TA/Closing and logistics so the team are informed on receipt
  - Approvals/Derogations provided by the regulators are recorded and are accessed by Customer Service team in response to customer queries. Looking at potential 'Whitelist' as reference point but still under discussion with NHSE/I and regulators
  - New supplier goods are also checked pre-release by the regulators in Daventry and also added to the 'Whitelist' for future reference
  - Products not approved by the regulator/s are quarantined until necessary testing/alternatives agreed
- Any complaints should be sent to [productqueries@ppeenquiries.com](mailto:productqueries@ppeenquiries.com) Customer Service delays in response are generally due to follow up with partner organisation (NHSE/I, MHRA, OPSS, HSE, PHE). Customers should receive a holding response to the query in the meantime and any delays can be escalated via the AM/CAN directly to Jo Gander

### **Return to BAU**

As the pandemic continues feedback from customers has been that NHS Supply Chain needs to provide some confidence as trusts are being asked to return to some BAU activities. NHS Supply Chain has undertaken a demand capture exercise in the absence of any detail being available from either trusts or the centre which is necessary to provide the required confidence. Key points of the discussion:

- NHS Supply Chain has gone out to trusts with pre-Covid demand and peak Covid-demand asking customers to feedback on what they believe their demand will be for the next three months (Initially this has been done with acute trusts, but will continue to roll out)
- There is a need to understand trusts' core PPE requirements over the next three months



- NHS Supply Chain needs visibility of products that trusts historically haven't purchased through the route but wish to do so going forwards
- Trusts are looking for confirmation that their estimated demand can be met
- There are challenges in supplying the demand data, these included; alignment with the NHSE/I plan submission at the end of June 2020, lack of clarity on which services will resume and where
- Ongoing concern over lack of transparency of stock, NHS Supply Chain shared they are working on a RAG report which shows days/week cover against category – this is with NHSE/I for review
- Discussion was had regarding stock visibility and how it needs to be throughout the system, acknowledging that there is no perfect position at the moment
- Inventory has and will continue to be built against key stock lines, work is being carried out with Category Towers and their strategic suppliers on this
- Brief discussion was had on the impact of non-core products, such as Theatre Caps, and how these have been used in different situations, the increasing demand has therefore had an impact on the supply chain
- Threshold levels are being developed for stock currently sitting in the push model, there are no fixed dates for when products will move back to the pull model
- Trusts fed back that the new BAU level will be between 60-80%

### **System Changes**

Members were reminded that a short survey had been sent out to gather information, with them being encouraged to complete as soon as possible. An overview of some of the themes shared to date were discussed, these included:

- Improved collaboration between trusts and NHS Supply Chain
- Potential to reduce resilience on NHS Supply Chain moving forwards
- Opportunity for regional warehouses to either break bulk or for consolidation
- Improved relationships with clinicians and the introduction of PPE specialists
- Re-equipment for GS1 and inventory management
- Opportunity to drive cultural change across the system, procurement has a louder voice now
- Service reconfigurations are being discussed and are happening at a quicker pace to facilitate return to BAU
- Trusts need to take more accountability to engage with their partners rather than waiting for their partners to engage them
- A broader discussion is needed on how the procurement profession as a system can add value
- NHS Supply Chain is continuing to collate the inputs from feedback on system changes and then feeding back that along with our thoughts on what we have learnt as we discussed for the main agenda point for the next meetings

### **Dissemination of messages**

All Regional Customer Board members have a role to play in cascading information out and bringing feedback into the Boards, each member has been mapped to a single or multiple STPs within their sub regions so they can act as an effective conduit. Members were asked to confirm how, when and to whom they were facilitating this dialogue. Confirmation was provided that the issues log could be used for broader communication.

