

## Key Messages Regional Customer Boards September 2020

### Key points

- The role of Chair of the Southern Board has been passed from Nick Gerrard to Alex Gild, a replacement Deputy Chair is still to be appointed
- The role of Chair of the London Chair has been passed from Colin Gentile to Lucie Jagger, Lucie has appointed David Main as her Deputy Chair
- Update was provided on the session which was held with representatives from the four regions to provide further detail around the Category Tower procurement. The focus of the session was the criteria for extension and tower measurements
- Chris Holmes, Supply Chain Director at NHS Supply Chain provided an update on supply chain resilience. Key points included:
  - Working with the DHSC on the ICU consumables for Covid-19, working towards winter surge predictions, stock levels are good, final orders are being placed
  - Supporting the DHSC on the end of EU Transition planning and the central stock build. These are products that flow through the EU and should there be disruption at borders there is a greater stockholding within the UK
  - Work is being done to look at Covid stock and end of transition stock to ensure there is no confusion in message to suppliers, where there is a requirement for Covid, this takes priority
  - NHS Supply Chain has reviewed the stock product range against what trusts need to get back to BAU services and have increased stock holding so that support is there for trusts as they resume their services
  - Supporting the agencies on testing and vaccines for consumable products
  - Increased the warehouse capability to maximum sustainable throughput, this will be held until the end of this year and possibly further. This allows NHS Supply Chain to have the resources to hand should there be an unplanned spike in demand
  - PPE elements of Covid are not part of the NHS Supply Chain model, therefore NHS Supply Chain is unable to influence this. There is a working assumption that this will come back into the network at some point, discussion is ongoing on this
- In the absence of central guidance NHS Supply Chain worked with trusts to capture their demand, stockholding and inbound stock was then overlaid on this information with the output being a summary at category level of stock cover of; good, strong or excellent.
- Update on the developments of eDirect. A Customer working group highlighted 23 customer issues, there are plans in place to address each of these issues, with 17 of them due to be completed by the end of March 2021
- Update across all regions on the Account Management restructure to focus resources at an ICS/STP level
- Helen Timpson, Head of Customer Services at NHS Supply Chain, joined the meeting to provide an update on the programme, key points included:
  - The programme has been set up to improve the overall end to end customer experience from point of order to delivery and use of the product. Focus on engaging with customers to ensure that feedback and narrative is being fed into the programme to ensure improvements are going to deliver the right results for trusts
  - There are six parts to the programme; measurement, inventory management for stock and non-stock, network operations, transport, customer engagement and model trust
  - The model trust was piloted before Covid, several resources were implanted into the trusts to identify improvement areas and where there were pain points for trusts caused by NHS Supply Chain process and practice. Work is being done to identify other trusts to roll this out to
  - A dashboard is being developed as a repository for all the service level data, this will be nationally at DC level and at trust level
- The DHSC provided an update on the EU Transition from the perspective of the DHSC. Key points included:
  - Focus on 200 suppliers which cover 80% of spend from an assurance perspective. Focus is to ensure all suppliers (2000) get all communications regarding EU Transition



- Irrespective of what happens with trade talks, there will be changes at the borders on 1 January 2021, focus is on the impact on the short straights. Suppliers are being encouraged to look at their own supply chains and how they can bring product in
- The Department for Transport has a four-year procurement programme in place for freight and the DHSC has an express freight service, this can be used by suppliers when their supply chains have been disrupted. The service has three parts; parcels, pallets and specials
- Trader readiness, HMRC are being more proactive, more detailed guidance is being provided to suppliers
- Business guidance was published in relation to the movement of goods between Northern Ireland and Great Britain, work is being done to identify which suppliers will be affected by the Northern Ireland protocol
- Suppliers are being asked to confirm what their stock levels will be at the end of the transition period, they are being asked to hold a minimum of six weeks' stock themselves in the UK, in addition to the stock build being managed by NHS Supply Chain
- Questionnaires have gone out to suppliers to help build an assurance position, responses will be scored to allow suppliers to be plotted on a matrix in terms of their preparedness, this should provide trusts with confidence that this is being done on behalf of the NHS and avoid any duplication of effort. It is expected that this will be concluded by the end of September so any areas of concern can be identified
- Information was provided regarding NPMs until recently trusts needed to sign up to this. A pilot is taking place to auto sign up on one category now

### Key facts

- NHS Supply Chain has significantly increased its stock holding position. A comparison between August 2019 and August 2020 sees an increase in stock value by >400%
- 98% of stocked contract lines are at minimum Strong level, and there are plans to bring the outstanding 2% to Strong
- There is £1m cage loss per year, with half of this from London. There were only 67 cages left in the network last week, which puts cage deliveries at risk for all trusts

### Request of NHS provider organisations

- Provide NHS Supply Chain with any changes to demand to allow ongoing accurate forecasting and maintain high levels of resilience
- Please have a look at the new eDirect in Focus area on our website for key updates and tips. Provide feedback through the email address (EDIRECT@ supplychain.nhs.uk) any issues/suggestions and specific examples
- All trusts to continue to report discrepancies and service issues to facilitate continuous improvement and feed into the Service Excellence Programme
- Ensure all roll cages are returned

