



**Welcome...**to Issue 3 of your Supplier Newsletter. Since the last issue there have been some significant developments including the:

- Contract signing of two of our enabling services
- Announcement of one of these, Supporting Technologies and Infrastructure Services on 27 June 2018. New Logistics provider to be announced in July 2018
- Remaining four Category Tower Service Providers going live on 5 July 2018
- Licence to use NHS lozenge received

Thank you for your continued support as we move through transition into business as usual.

**Remaining four Towers 'Go-Live'...**on 5 July 2018, the Capital and Non-Medical Towers (7,8,10 & 11) will be operational. The contracts for these Towers were awarded in January this year to DHL Supply Chain Limited, Akeso & Company Limited, Foodbuy and NHS North of England Commercial Procurement Collaborative (NOE CPC).

These Towers will be responsible for procuring approximately £933 million of capital and non-medical products and consumables for the NHS and to deliver savings of over £280 million in the first three years. The first of their category priorities and a savings roadmap will be published by the end of July. More information on the Towers can be found on <https://www.supplychain.nhs.uk/sccl/>

**Helping you to engage with the Towers...**below are the contact details for Capital and Non-Medical Category Tower Managers (CTM) and Tower Managers (TM).

Capital

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

DHL Life Sciences and Healthcare UK

CTM: Jenny Marshall [jenny.marshall1@nhs.net](mailto:jenny.marshall1@nhs.net)  
TM: Anthony Doyle [anthony.doyle@dh.gsi.gov.uk](mailto:anthony.doyle@dh.gsi.gov.uk)

NHS Supply Chain: Diagnostic, Pathology and Therapy Technologies and Services

Akeso & Company Ltd

CTM: Zoe Greenwell [zoe.greenwell@nhs.net](mailto:zoe.greenwell@nhs.net)  
TM: Anthony Doyle [anthony.doyle@dh.gsi.gov.uk](mailto:anthony.doyle@dh.gsi.gov.uk)

Non-Medical

NHS Supply Chain: Food

Foodbuy

CTM: Humi Asif [humi.asif@nhs.net](mailto:humi.asif@nhs.net)  
TM: Andy Harris [andy.harris4@nhs.net](mailto:andy.harris4@nhs.net)

NHS Supply Chain: Hotel Services

NHS North of England Commercial Procurement Collaborative

CTM: William Hewitt [william.hewitt1@nhs.net](mailto:william.hewitt1@nhs.net)  
TM: Andy Harris [andy.harris4@nhs.net](mailto:andy.harris4@nhs.net)

**New provider for Supporting Technologies and Infrastructure Services...**on 27 June 2018, the contract award for one of our major enabling services contracts was awarded to DXC Technology group company.



**DXC.technology**

DXC Technology is a world leading independent, end-to-end IT services company serving nearly 6,000 private and public sector clients from a diverse array of industries across 70 countries.

This contract is in the next stage in the implementation of a new operating model for NHS Supply Chain and the new provider will take operational responsibility in early 2019. Over the next few months they will be working with us to ensure there is a safe and seamless transition from DHL Supply Chain Limited, the incumbent provider. Beyond transition, they will ensure service continuity through transformation programmes which will deliver enhanced services for all users in the longer term.

To read the full announcement visit <https://www.supplychain.nhs.uk/sccl/> and to find out more about the new provider visit <https://www.dxc.technology/>

## Who are the new NHS Supply Chain providers...

NHS Supply Chain: Ward Based Consumables	DHL Life Sciences and Healthcare UK
NHS Supply Chain: Sterile Intervention Equipment and Associated Consumables	Collaborative Procurement Partnership LLP
NHS Supply Chain: Infection Control and Wound Care	DHL Life Sciences and Healthcare UK
NHS Supply Chain: Orthopaedics, Trauma and Spine and Ophthalmology	Collaborative Procurement Partnership LLP
NHS Supply Chain: Rehabilitation, Disabled Services, Women's Health and Associated Consumables	Collaborative Procurement Partnership LLP
NHS Supply Chain: Cardio-Vascular, Radiology, Endoscopy, Audiology and Pain Management	HST
NHS Supply Chain: Large Diagnostic Capital Equipment including Mobile and Services	DHL Life Sciences and Healthcare UK
NHS Supply Chain: Diagnostic, Pathology and Therapy Technologies and Services	Akeso & Company Ltd
NHS Supply Chain: Office Solutions	Crown Commercial Service
NHS Supply Chain: Food	Foodbuy
NHS Supply Chain: Hotel Services	NHS North of England Commercial Procurement Collaborative

**DHL** 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.

**Health Solutions Team** is a joint venture between DHL and Vizient. Vizient is the largest healthcare performance improvement company in the United States, providing insights into clinical, operational and supply chain performance to empower hospitals to deliver exceptional, cost-effective care. Over the past 10 years, Vizient has worked with the NHS across a broad range of process improvement, supply cost

**Akeso & Company** is an independent, leading specialist provider of procurement and supply chain advisory and support services to the NHS and healthcare sector. It has a strong client portfolio and track record of delivering lasting improvement through complex category management projects for over 30 NHS clients, in the last three years.

**North of England Commercial Procurement Collaborative** has an established award-winning track record, delivering procurement services over the last decade. Established in 2007, and wholly owned by the NHS, working with NHS organisations to harness their buying power and influence the market in order to put in place competitive framework agreements.

**Crown Commercial Service** brings together policy, advice and direct buying; providing commercial services to the public sector and saving money for the taxpayer. They work with over 17,000 customer organisations in the public sector and their services are provided by more than 5,000 suppliers.

**Foodbuy** is a leading food procurement organisation based in the UK. With over £1bn of managed spend, they bring together the widest range of foodservice and hospitality clients in the world to buy food, and everything associated with it. Foodbuy works closely with their clients to deliver expert procurement services, saving both time and money and enabling them to focus on what really matters to their businesses.

**Collaborative Procurement Partnership** is the result of four NHS procurement hubs working jointly to adapt and innovate in order to better meet the needs of the NHS. Joint collaboration enables the CPP to employ the collective expertise of each organisation, facilitate aggregation and influence the market to change the procurement landscape, deliver better outcomes for the NHS.

**Supplier Relationship Management update...**as the Operating Model goes live, the Supplier Relationship Management (SRM) team remain committed to ensuring that all suppliers have a good understanding of the new model as we believe this will enable them to make well informed decisions for their businesses.

The team continues to meet with suppliers on a weekly basis and more recently (Thursday 28 June 2018) hosted a one day SME engagement event in York, which was built around a series of 1-2-1 sessions for northern based suppliers. The day's primary focus was to engage with those industry partners who have not yet had the opportunity to meet the SRM team. The day was a great success with 20 SMEs attending. **We will be hosting another one day event this summer on 1 August 2018 in Bristol**, to find out more about this event or to discuss how you could work with the new NHS Supply Chain Operating Model, please email the SRM Team [thomas.best@dh.gsi.gov.uk](mailto:thomas.best@dh.gsi.gov.uk).

Below is a selection of what some of our valued partners have had to say:

**On behalf of Aquilant Endoscopy** *"as a key endoscopy supplier to the NHS, discussions regarding the new operating model have been helpful and very valuable. We are encouraged and impressed by both the new direction outlined for the NHS and its procurement pathway, and the strategy being implemented via the new model."*

**On behalf of Forte Medical** *"at first sight, the future operating model appears somewhat daunting ... however, on introduction to our Category Tower procurement team at Akeso, we found their willingness to engage very encouraging, not least as they appear to grasp the layers of benefits around innovation. They acknowledge that innovation can offer a variety of benefits and savings across the lifecycle of a diagnostic process and patient pathway, and are prepared to drill into how these cumulative savings manifest themselves. It is good to see that the new operating model may actually deliver a smoother and less complex journey than the traditional NHS procurement landscape."*

**On behalf of BD** *"regular engagement with DHSC has helped enormously with understanding the rationale and direction of the new Operating Model, affording a regular platform to exchange views, thoughts, concerns and ideas. This has also led to early discussions with the newly forming CTSPs with a view to understanding category strategies in both the medical consumables and life sciences segments."*

**On behalf of KCI** *"for KCI, discussions around the new operating model have been in formative and very valuable. We are both encouraged and impressed at the new direction outlined for the NHS and the strategy being implemented via the model. KCI looks forward to magnifying our partnership with the NHS with the goal of delivering best in class, evidence based products for patients under its care."*

**We are committed to making the new NHS Supply Chain SME friendly and the place to do business...**SMEs are essential to the NHS to have a competitive market, encourage and develop innovation and deliver best value for the taxpayer. We are committed and will be held to account to the Government's target of 33% of spend with SMEs. In the last financial year SMEs represented 34% of spend through NHS Supply Chain.

To ensure that we are an open and friendly place for SMEs to do business we are planning on doing the following:

- minimise the administrative burden of bidding for supply contracts
- review and adjust financial viability tests so as not to inadvertently exclude SMEs (particularly start-ups)
- consider supply capacity constraints when developing category strategies and sourcing plans
- establish an SME forum to hear the "voice of SMEs" as well as link into other such groups
- develop Innovation pathways to give a clear path for new ideas into the NHS for suppliers of all sizes

We want the new operating model of NHS Supply Chain to be the route for SMEs to sell into the NHS, and are focused on achieving this. In the build up to the launch of the new model we've been engaging with business of all size, and since the start of 2018 we've met 1-2-1 with over 50 SMEs. This engagement and feedback is being used to inform our behaviours and approach.

As the new model enters into business as usual, we remain dedicated to engage with our supplier base. As well as continuing existing routes for engagement and communication, we intend on standing up an SME Special Interest Group. This group, made up of SMEs operating across the NHS, will act to inform us on how we can best engage and operate with SMEs.

**Ways of working sessions held by the Customer Engagement function...**with the remaining Towers. These sessions have enabled us to help define the way in which NHS Supply Chain and Category Tower Service Providers (CTSPs) work together with Trusts to deliver the wider NHS savings target, understand CTSP and SCCL high level customer touch points and their processes, and identify key relationship contacts.

**Notification about medical devices regulations...** this is an informal notice to advise of our intent to request and gather information about medical devices currently being supplied to the NHS Supply Chain. To ensure we have all the correct information and declarations of conformity for each product that we offer to customers we will shortly be requesting each manufacturer/supplier to confirm details of:

- medical devices provided
- conformity
- type and any specific storage and/or usage instructions

We will then cross reference this with the information we already have on file.

NHS Supply Chain will be undertaking this work to ensure we are able to comply to the Medical Device Regulation. To help with this exercise we will provide a product list to the individual manufacturer of products supplied requesting additional information to be added and returned. As this information should already be available direct by the manufacturer we are not expecting this to be too much of an onerous task to complete. Do keep an eye out for a more formal communication prior to the exercise officially starting.

**Innovation Pathway...** the current process for introducing innovative products into the NHS is fragmented and in recognising this, the Office For Life Sciences have worked collaboratively with a number of stakeholders to design and implement a streamlined and coordinated pathway to support the take up of innovative products.

These stakeholders include; HealthTech Connect (formerly MedTechScan), the Accelerated Access Collaborative, NICE, NHS England, AHSNs and the Supply Chain Coordination Limited (SCCL).

The Accelerated Access Collaborative has been formed following the report published by Sir Hugh Taylor in October 2016 and will establish a consistent way of identifying the most valuable innovations (products of critical importance). HealthTech Connect is a significant step forward for the Medical Devices sector in providing a central database for MedTech innovation, and will be used by the AAC to make sure the system has sight of best products and/or technologies.

SCCL has established a process whereby its CTSPs can develop their category strategies to provide a 'commercial wrapper', to support and make available innovative products to the NHS. The SCCL Clinical and Product Assurance (CaPA) function will review the supporting clinical evidence and the Customer Engagement teams can assist in the promotion of the chosen innovative products.

Neither SCCL nor its CTSPs will choose which innovative products to prioritise but will take the outputs to create appropriate strategies and inform NHS Trusts of the system and product savings that can be achieved.

The AAC will meet again in autumn, under new chair Lord Darzi, to launch the HealthTech Connect Innovation Pathway which is intended to be in October 2018.

**Our commitment to you...** as part of our on-going commitment and development of this newsletter, we welcome your feedback and input into what you would like to see in issue 4, by emailing [FOM@dh.gsi.gov.uk](mailto:FOM@dh.gsi.gov.uk) before **14 September 2018**.

### Update on the Medicines and Healthcare products Regulatory Agency licence application...

the Medicines and Healthcare products Regulatory Agency (MHRA), an executive agency of the Department of Health and Social Care and regulates medicines, medical devices and blood components for transfusion in the UK have agreed our licence requirements for Supply Chain Coordination Limited (SCCL) the management function of the new operating model and for CTSPs. These licences are as follows:

**CTSPs will require a Brokers Licence**, 'all activities in relation to the sale or purchase of medicinal products, except for wholesale distribution, that do not include physical handling and that consist of negotiating independently and on behalf of another legal or natural person.'

**SCCL will require a Wholesaler and Dealer Licence** 'persons operating from the UK require a this licence if, in the course of their business, they are engaged in:

- procuring, holding, supplying or selling medicinal products for human use sourced in
- the UK or another EEA Member State, to anyone other than members of the public
- importing medicinal products from a non-EEA Member State for export to a non-EEA

Licence applications for both are underway for more information about the MHRA visit <https://www.gov.uk/mhra>

**Staying engaged with us...** as the new operating model starts to take shape it is important to ensure you are being engaged with and helping to shape the way the new model continues to evolve.

Below are a few ways you can do this:



[FOM@dh.gsi.gov.uk](mailto:FOM@dh.gsi.gov.uk) a dedicated mailbox if you have a question, comment or would like more information.



<https://www.supplychain.nhs.uk/sccl/> NHS Supply Chain website which includes more information about the new operating model, announcements, supplier Q&As and more.



Supplier Relationship Management (SRM) function are keen for everyone to have a 'voice' and remain fully engaged. For more information or to book a meeting with Paul Webster, Peter Hawkins, George Best or Louise Hillcoat, email [thomas.best@dh.gsi.gov.uk](mailto:thomas.best@dh.gsi.gov.uk).