

## Supplier Newsletter

Issue 5 / November 2018

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### Welcome to Issue 5 of your Supplier Newsletter

In this issue you will find:

- an update on how the transition of the two enabling services are taking shape ahead of 'go-live' in early 2019
- more information about our new quality assurance framework
- how HST's recent supplier engagement set a positive tone
- the ongoing engagement our Strategic Supplier Relationship Management (SRM) team continues to undertake meeting with suppliers up and down the country
- how our first procurement provider to go-live surpassed its year-one savings target by £1.5 million
- information on the planned launch of HealthTech Connect **and much more...**

As suppliers to the NHS, we appreciate the role you play within NHS Procurement which is why we hope you find this newsletter informative and engaging. We are keen for this newsletter to be as valuable for you as it is for us and invite you to share with others, feedback on any improvements and/or suggestions for future articles to [FOM@dhsc.gov.uk](mailto:FOM@dhsc.gov.uk).

Once again, we appreciate and thank you for your continued support.

### Novation of contracts - phase 2

**Important information for all NHS Supply Chain suppliers.** Your company will receive information regarding a Novation and Variation agreement, to novate your current contracts from NHS Business Services Authority (BSA) to Supply Chain Coordination Ltd (SCCL).

Many of you may be aware of a first phase of contract Novations, from the CPP regional hubs. The SCCL Commercial Novation Team are now about to commence the next stage of the project to novate c5,000 contracts by the 1 April 2019. SCCL needs to change the title and responsibility via novation from the BSA to itself, and to effectively manage its commercial financial activity (Inc. VAT), resources and risk effectively.

The project will commence on 1 December 2018, with the aim to have all documentation signed by suppliers by the end of January 2019. The novation to SCCL will include a variation, in line with NHS standard T&Cs, to ensure that all contracts are legally compliant with GDPR regulations.

To assist in this process, and ensure that your contract remains active, please ensure that your company contact details are up to date with the relevant Category Tower Service Providers, who are in the process of identifying all contracts and framework agreements that the BSA is responsible for, in order to complete the novation documentation for those contracts to SCCL prior to the 1 April 2019 deadline.

### New Quality Assurance framework for procurement

The Clinical and Product Assurance (CaPA) team have developed a new Quality Assurance Framework for procurement. The framework published in October seeks to establish a national standardised assurance process for procurement and all Category Tower Service Providers (CTSPs) have completed training on the framework.

CaPA's Quality Assurance framework outlines the requirements of effective and consistent clinical and product assurance within the procurement process. It is intended to help CTSPs ensure compliance with all requirements of the Assurance Process for procurement. The framework gives clear direction on expectations regarding supply of products and services to the NHS

which meet the required quality standard provide value for money, and meet the needs of patients, carers and users of the health and care system. The underlying principle of the framework is to continually improve patient safety, service quality and outcomes for patients.

We are working closely with CTSPs to embed the Quality Assurance Framework at every stage of the procurement process. At the same time, we are working to refine the model collaborating with key partners so that the assurance process evolves in line with requirements and expectations of the health and care system.

The aspiration is that by 2022, 100% of products supplied through NHS Supply Chain will have been through the CaPA Quality Assurance framework. This includes all products within existing and future procurement frameworks.

## Conversion to the HCTED programme continues to grow

Conversion to the NHS England's Specialised Commissioning High-Cost Tariff-Excluded Devices (HCTED) programme continues to grow, with a current market capture of 50%. 108 of the 126 NHS trusts are now transacting at least one of the 15 identified categories via the national supply model and over £250m has been transacted.

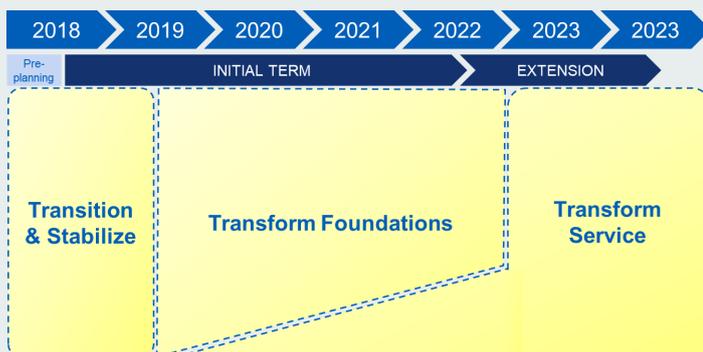
Device Working Groups (DWGs) are leading on the development of the clinical device specifications, which will help inform future procurements for the identified HCTEDs. The first three DWGs – cardiac devices, TAVI and BCHIs – have been established and development work has begun. The [methods document](#) sets out the basis for clinically assessing value within the category management process for the identified HCTEDs and describes how the clinical and procurement functions will operate together to determine the clinically informed range of products available to clinicians delivering specialised services.

Please direct any queries to [ENGLAND.speccomm-HCTED@nhs.net](mailto:ENGLAND.speccomm-HCTED@nhs.net).

## Transition of services for Logistics and Supporting Technology taking shape

### Supporting Technologies and Infrastructure

In July 2018, the Department of Health and Social Care's Procurement Transformation Programme (PTP) awarded the Supporting Technologies and Infrastructure Services contract to DXC Technology. Work commenced immediately to transition and transform services in a way that minimises change and risk impacts for NHS Supply Chain, its partners, suppliers and customers against the timeline shown below.



#### Transition and Stabilize

Preparation includes migration from the existing supplier's network to a new Neutral Network owned by NHS Supply Chain.

#### Transform Foundations

This phase consists of three Committed Transformation projects - Enterprise Integration Platform, Order Management System and Warehouse Management System. Collectively, they will enable a robust, agile technology and service platform allowing NHS Supply Chain to respond quickly to the needs of customers.

#### Transform Service

In parallel to delivering the 'Transform Foundation' projects, work has started to develop the 'Future Service' roadmap that focuses on enabling NHS Supply Chain to drive further value and deliver enhanced services for all users in the longer term.

In October, the initial visioning workshop with members of the Supply Chain Executive Team (SCET) was completed. The SCET members reiterated their commitment to build a 'customer-centric' organisation and an improved user experience for NHS Supply Chain customers (including patients), suppliers and colleagues. Over the next eight weeks, the business implications of achieving the desired experiences will be discussed and the 'Future Service' roadmap will be developed. The roadmap will contain details on the required business capabilities and how technology can enable the delivery of the capabilities and benefits to support NHS Supply Chain, the Category Towers and Logistics provider.

### Logistics

There has been lots of work to transition between the current provider of the Logistics service for NHS Supply Chain and **Unipart Logistics** who will be delivering the service from February 2019.

Since contract award in August 2018, we have been working closely with all parties involved to understand all the different systems, functions and processes that will need to be transferred to Unipart: from warehouse management and transport management systems to data; from order and inventory management to despatch.

We are delving into the detail to ensure that there are no surprises for customers or suppliers and that the service is transitioned early next year.

Our focus is to ensure of a 'like for like' service from cutover without disruption to any of the organisations that rely on NHS Supply Chain. From day one of Unipart being accountable for the Logistics' service, customers can expect their orders to be received and processed through the existing portal, customer services will be provided as currently with collection/delivery drivers remaining the same.

We will keep you up to date with our plans as they continue to develop.

### Customer engagement events

NHS Supply Chain hosted a series of information events across the country this November to engage with both its suppliers and customers regarding upcoming projects, how they will be affected and what they can do to prepare. The events were a great success with a high number of attendees and good feedback as well as open and honest dialogue between NHS Supply Chain and its customers and suppliers.

The presentations consisted of a talk on upcoming VAT changes, the operationalisation of Buy Price = Sell Price and EU Exit. Attendees had a chance to ask questions both during the presentation as well as at the NHS provider events where they could attend clinics to discuss with presenters and subject matter experts.

More information will be shared in the next issue.



## SUPPLIER RELATIONSHIP MANAGEMENT

As the new NHS Supply Chain Operating Model continues to take shape the **Strategic Supplier Relationship Management (SRM) team** remain committed to ensuring that all suppliers have a good understanding of the new model as it will help them to make well informed decisions for their business.

The team is continuing to meet with suppliers regularly, both in London and regionally across the country. Due to popular demand a further series of regional SME Engagement sessions will be planned across the country in **February 2019** in three locations; **Manchester on 6th, Newcastle on 7th and Milton Keynes on 13th.**

These sessions, dedicated to the broad and important SME sector, offer SMEs the opportunity of learning more about the new procurement operating model, how to engage with the model and to ask specific questions that they may have in relation to challenges, uncertainties or experiences to date. If you would like to attend one of these sessions in your region then please email [amy.hoath@dhsc.gov.uk](mailto:amy.hoath@dhsc.gov.uk).

### Collaborative event with the Federation of Small Businesses

On the 16 November, Paul Webster, Head of Supplier Relationship Management for NHS Supply Chain, and team visited Newmarket to speak to around 40 representatives of local businesses at NHS Supply Chain's third event in collaboration with the Federation of Small Businesses.

Paul delivered a presentation specifically focussed at small businesses to inform them about the Model and how they can get involved which was followed by a lively and positive Q&A session where a range of queries were discussed from innovation to NCP products.



The event was also attended by the Secretary of State, Matt Hancock who reaffirmed his and the Department's commitments to SMEs and to incorporating innovation into the NHS *"As the budget goes up, I am determined that we will do more and more to ensure that small businesses can play their part because if the NHS is going to survive it needs to innovate and the innovative ideas as well as the value for money often come from small businesses and I believe that very deeply... Thankfully I have picked up a program of work under Paul and his team that is driving this forward."*

Matt also spoke of HealthTech Connect as being 'an important opportunity' for businesses to supply innovation into NHS Supply Chain and this was something that Paul picked up on in his presentation.

Paul spoke of the mechanism, which is designed to incorporate the work of several other programmes including NICE, NHSI, NHSE, NIHR and AHSNs amongst others, as a 'one-stop shop' for businesses with innovative products and therefore an expedited route to market for any products that are genuinely unique. HealthTech Connect launches this month.

For more information on HealthTech Connect visit <https://www.healthtechconnect.org.uk>

### What have some of our valued partners and customers been saying

**Black County Alliance (BCA)...**"we value highly our relationship with Supply Chain. Their help and support has enabled us to explore multiple-savings opportunities (for example - Mechanical Stapling and Trocars) and their assistance with migrating existing spend onto the new frameworks has been invaluable. All of our category leads will continue to work closely with NHS Supply Chain and the Towers to ensure delivery is optimised across our Trusts."

**Henry Schein...**"understands the enormous challenge facing the NHS to drive changed behaviours in the commercial UK dental marketplace and welcomes the collaborative approach offered by Akeso. They are working to support Akeso as they lead the Tower 8 engagement piece and share the objectives of the NHS New Operating Model as it works towards securing commercial robustness and delivering improved patient outcomes. A real world example of business and government working together."

**Biocompatibles UK Ltd...**"we had the opportunity to meet with Peter Hawkins and the team in to gain further information on the new operating model. The team were very open and generous with their time and gave my company an excellent insight into the thinking and strategy behind the new operating model. As an organisation we wanted to thank the team for their advice and ongoing support."



## Useful contact information for Category Tower Service Providers (CTSP)

CTSP	Products and Services	CTSP Contact	Category Tower Manager
DHL Life Sciences and Healthcare UK	Ward Based Consumables	Nicola Harrington <a href="mailto:nicola.harrington@supplychain.nhs.uk">nicola.harrington@supplychain.nhs.uk</a>	Alan Woodworth <a href="mailto:alan.woodworth@supplychain.nhs.uk">alan.woodworth@supplychain.nhs.uk</a>
Collaborative Procurement Partnership LLP	Sterile Intervention Equipment and Associated Consumables	Jane Harrison <a href="mailto:jane.harrison@supplychain.nhs.uk">jane.harrison@supplychain.nhs.uk</a>	Phillip James <a href="mailto:phillip.james1@supplychain.nhs.uk">phillip.james1@supplychain.nhs.uk</a>
DHL Life Sciences and Healthcare UK	Infection Control and Wound Care	Nicola Harrington <a href="mailto:nicola.harrington@supplychain.nhs.uk">nicola.harrington@supplychain.nhs.uk</a>	Alan Woodworth <a href="mailto:alan.woodworth@supplychain.nhs.uk">alan.woodworth@supplychain.nhs.uk</a>
Collaborative Procurement Partnership LLP	Orthopaedics, Trauma and Spine, and Ophthalmology	Kath Ibbotson <a href="mailto:kath.ibbotson@supplychain.nhs.uk">kath.ibbotson@supplychain.nhs.uk</a>	Margaret Wilson <a href="mailto:margaret.wilson1@supplychain.nhs.uk">margaret.wilson1@supplychain.nhs.uk</a>
Collaborative Procurement Partnership LLP	Rehabilitation, Disabled Services, Women's Health and Associated Consumables	Christopher Hassall <a href="mailto:christopher.hassall@supplychain.nhs.uk">christopher.hassall@supplychain.nhs.uk</a>	Dennis Smith <a href="mailto:dennis.smith@supplychain.nhs.uk">dennis.smith@supplychain.nhs.uk</a>
HST	Cardio-vascular, Radiology, Endoscopy, Audiology and Pain Management	Mark Hart <a href="mailto:mark.hart@supplychain.nhs.uk">mark.hart@supplychain.nhs.uk</a>	Michaela Russel <a href="mailto:michaela.russel@supplychain.nhs.uk">michaela.russel@supplychain.nhs.uk</a>
DHL Life Sciences and Healthcare UK	Large Diagnostic Capital Equipment including Mobile and Services	Antonia Marks <a href="mailto:antonia.marks@supplychain.nhs.uk">antonia.marks@supplychain.nhs.uk</a>	Chris Lumby <a href="mailto:chris.lumby@supplychain.nhs.uk">chris.lumby@supplychain.nhs.uk</a>
Akeso & Company	Diagnostics, Pathology and Therapy Technologies, and Services	Sue Colbeck <a href="mailto:sue.colbeck@supplychain.nhs.uk">sue.colbeck@supplychain.nhs.uk</a>	Liz Salter <a href="mailto:liz.salter@supplychain.nhs.uk">liz.salter@supplychain.nhs.uk</a>
Crown Commercial Service	Office Solutions	Anne Toone <a href="mailto:anne.toone@crowcommercial.gov.uk">anne.toone@crowcommercial.gov.uk</a>	Michael Shields <a href="mailto:michael.shields@supplychain.nhs.uk">michael.shields@supplychain.nhs.uk</a>
Foodbuy	Food	Charles Hudson <a href="mailto:charles.hudson@supplychain.nhs.uk">charles.hudson@supplychain.nhs.uk</a>	Samantha Lee <a href="mailto:samantha.lee1@supplychain.nhs.uk">samantha.lee1@supplychain.nhs.uk</a>
NHS North of England Commercial Procurement Collaborative	Hotel Services	Stephen Sercombe <a href="mailto:stephen.sercombe@supplychain.nhs.uk">stephen.sercombe@supplychain.nhs.uk</a>	Tom Brailsford <a href="mailto:tom.brailsford@supplychain.nhs.uk">tom.brailsford@supplychain.nhs.uk</a>

## HealthTech Connect is in development

HealthTech Connect (previously known as MedTechScan) is currently being developed. It will be a secure online system for identifying and supporting health technologies (including devices, diagnostics, apps, and wearables) as they move from inception to adoption in the UK health and care system.

It is being developed by the National Institute for Health and Care Excellence (NICE) with funding from NHS England. A range of partner organisations are helping to develop the system including industry associations and the devolved administrations in Wales, Scotland, and Northern Ireland (subject to access agreements).

HealthTech Connect is being developed to reduce the duplication and complexity involved in getting a health technology adopted in the UK. It will be a clear and simple point of entry for health technology to access support and national evaluation programmes. It will help organisations and programmes that support or evaluate health technologies to better identify them.

It will also enable transformative technologies to be identified and fast tracked through relevant processes with the Accelerated Access Collaborative. It will be free of charge for companies to use

### How does HealthTech Connect work?

- Companies will use HealthTech Connect to enter and update information about their technology as it develops
- The system will help companies to understand what information is needed by decision makers in the UK health and care system (such as levels of evidence), and clarify possible routes to market access
- The information entered will be used to identify if the technology is suitable for consideration by an organisation that offers support to health technology developers as well as UK health technology assessment programme
- Technologies that are suitable for support or evaluation will avoid the need for companies to provide similar, separate information about the technology to the organisation or programme

### Who will have access to the information entered into HealthTech Connect?

- The HealthTech Connect website will provide up to date information about which organisations and programmes are registered to use the system
- National health technology assessment programmes are likely to have direct access to all records in the system
- Other registered organisations and programmes will have access to the system, but only for records where the company has granted permission for them to view the record
- Registered users are required to sign a legally binding accessor agreement that sets out roles and responsibilities, including strict adherence to confidentiality

For more information visit <https://www.healthtechconnect.org.uk>

## HST's recent supplier engagement conference sets positive tone for supplier relationships

On 26 November HST brought together 81 attendees from industry representing 48 suppliers from the full Tower 6 supplier base and senior speakers from CaPA, The Department of Health and Social Care, NICE and NHSE, plus many more as part of their Supplier engagement conference. Engaging the full supplier community is part of HST's ongoing supplier engagement programme.



The programme seeks to involve and build partnerships with suppliers, while keeping them up to speed on how best to operate under the new NHS Supply Chain operating model. HST are engaging with all suppliers from SMEs to multinationals, as part of a drive to work with industry to identify and deliver 'value-based procurement' solutions

that underpin system 'value' in conjunction with enhanced patient outcomes for the NHS. Fundamental changes are planned to take place under the operating model.

Educating suppliers about these changes will provide them with guidance on how to operate in the new world, while satisfying their commercial drive to maximise product portfolios and bring innovation to market.

This was a great example of best practice from HST and feedback from suppliers was extremely positive with regards to the collaborative mentality, sharing of information and transparency. NHS Supply Chain look forward to seeing similar events replicated across the towers.

## First National Wound Care Strategy Board

On 6 November the first National Wound care Strategy Programme Board was held where terms of reference for each of the associated workstreams were approved along with defined deliverables. Supply, Distribution and Commissioning enabler workstreams have all been mobilised. The first Stakeholder Council meeting has taken place with the first engagement via the Supplier, Health and Care professionals and Patient, Carer, Citizen forums in January 2019.

## EICC, All Parliamentary Group and Supply Chain agree to improve outcomes and access to services

In October a combined meeting between the Excellence in Continence Care board (EICC), the All Parliamentary Group and supply chain colleagues was held where shared objectives were agreed for collaboration to improve outcomes and access to services.

Actions agreed by the group are being transferred into a work plan to support delivery with four main work streams agreed; **Pathways of Care, Education, Data and Supply, Distribution and Commissioning** enablers. A follow up meeting to agree Terms of Reference and deliverables is planned for early 2019. Anyone who would like to be involved should register their interest at [StakeholderCouncilProject@dhsc.gov.uk](mailto:StakeholderCouncilProject@dhsc.gov.uk) stating the area of interest in the subject line.



## One year on, the first procurement provider to go-live surpasses savings target by £1.5 million

NHS Supply Chain is proud to report that following its first year of operations, as part of the new operating model for NHS Supply Chain, Crown Commercial Service (CCS) has recorded savings of £2.1 million, surpassing its target of £550,000 by an impressive £1.5 million this year alone.

Crown Commercial Service (CCS) is an executive agency, sponsored by the Cabinet Office, which brings together policy, advice and direct buying; providing commercial services to the public sector and saving money for the taxpayer. CCS was awarded a three-year contract in October 2017 to be the Category Tower Service Provider for Office Solutions. Office solutions products and services include office supplies, (stationery), office furniture, NHS printed stationery, batteries and torches and printable patient identification wristbands.

CCS has a three-year savings target of £4.05m to deliver by 2020. They are achieving their savings target by:

- **Aggregation:** Working with market leaders and leveraging overall market share
- **Reducing costs:** Implementing their strategy, focussing on reducing unnecessary product spend and cost to serve
- **Alternative products:** Sourcing alternative products e.g. recycled paper/envelopes and working with the NCP savings programme which NHS Supply Chain operates on behalf of NHS Improvement
- **Customer feedback:** Sampling products widely to get feedback about appropriate core products

**Jin Sahota, CEO of the new NHS Supply Chain**, said, “I would like to thank everyone who has contributed to this significant achievement. The savings delivered by Crown Commercial Service demonstrates the ability of the new operating model to deliver real value back to the NHS. We look forward to our continued partnership with them.”

**Simon Tse, CEO of CCS**, said, “We are proud of the savings we have been able to bring the NHS in our first year as part of the new NHS Supply Chain. We have a relentless focus on demonstrating value for money and will continue to leverage the collective buying power of the NHS.”

## Ways to stay informed

Keeping yourself and your organisation engaged is an important way to ensure you are fully informed with what is happening. The best way you can do this is by:



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## Secretary of State for Health and Social Care visits CMR Surgical

On the 11 October, the Rt. Hon. Matt Hancock MP visited the British company behind the next-generation surgical robot.

The Health and Social Care Secretary trialled the Versius system, met its designers and discussed the company's plans to introduce Versius into the National Health Service with Chief Executive Officer, Martin Frost. The Secretary of State's visit occurred just weeks after the company revealed its next-generation surgical robot, Versius, which has been designed by CMR Surgical's Cambridge team to meet the complex requirements of minimal access surgery.

Commenting on his visit, Matt Hancock said: “This technology has the potential to make keyhole surgery safer, more accessible and could mean millions of patients will not have to undergo invasive procedures.”

“As part of our long-term plan for the NHS, we want to create an ecosystem for innovation to allow the NHS to benefit from other ground-breaking technologies and treatments.”

To read the full press release visit <https://cmrsurgical.com/secretary-of-state-for-health-and-social-care-visits-cmr-surgical/>

## Recent Twitter activity

Follow us on social media [@NHSSupplyChain](https://twitter.com/NHSSupplyChain) to find out more and keep up to date with all activity. Below is just a snapshot. Click the tweets to read more....

The image shows a collage of four tweets. The top-left tweet is from NHS Supply Chain (@NHSSupplyChain) about an event with the Federation of Small Businesses. The top-right tweet is also from NHS Supply Chain, mentioning the Clinical and Product Assurance team. The bottom-left tweet is from ABHI (@UK\_ABHI) about the Chair of the AHSN Network. The bottom-right tweet is from Neil Hind (@NeilHind) about a session with GM Trusts.