



NHS London Customer Board Meeting

Summary Report

Thursday 10th November 2016

Present:		
Chair	Colin Gentile	Chair, London Customer Board Chief Financial Officer, Kings College Hospital NHS Foundation Trust
Board Members:		
	Lucie Jaggard	Director of Procurement and eCommerce, Bart's Health NHS Trust
	Will Laing	Business Partner - Health, Crown Commercial Service (Part 2 only)
	David Lawson	Chief Procurement Officer, Guy's & St Thomas' NHS Foundation Trust
	Tracey Leforte	Associate Director of Procurement, Southend University Hospital NHS Foundation Trust
	Mario Varela	Managing Director, London Procurement Partnership
Apologies:		
	Richard Alexander	Chief Financial Officer, Imperial College Healthcare NHS Trust
	Lorraine Bewes	North West London Collaboration of Clinical Commissioning Groups
	Stephen Bloomer	Chief Financial Officer, Whittington Health
	Stacie Croxton	Customer Engagement Director, NHS Supply Chain
	Geraldine Cunningham	Associate Director of Cultural Change, Bart's Health NHS Trust
	Steven Davies	Deputy Chief Financial Officer, Moorfields Eye Hospital NHS Foundation Trust
	Mike Dinan	Director of Financial Operations, Royal Free London NHS Foundation
	Sandra Easton	Director of Finance, Chelsea and Westminster NHS Foundation Trust
	John Goulston	Chief Executive, Croydon Health Services NHS Trust
	Andy Harris	Procurement Delivery Manager, NHSBSA
	Gus Heafield	Chief Financial Officer, South London and Maudsley NHS Foundation Trust
	Matthew Hopkins	Chief Executive, Barking, Havering & Redbridge University Hospitals NHS Trust
	Barry Jenkins	Director of Finance, North East London NHS Foundation Trust
	Dennis Kelliher	Head of Procurement, Imperial College Healthcare NHS Trust
	Pia Larsen	Director of Procurement and Supply Chain, University College London Hospitals NHS Foundation Trust
	Siobhan Peters	Deputy Chief Financial Officer, Imperial College Healthcare NHS Trust
	Marcus Thorman	Chief Financial Officer, The Royal Marsden NHS Foundation Trust
In attendance		
	Dr Naomi Chapman	Clinical Programme Lead, Clinical Evaluation Team
	Justine Henson	Communication Engagement Lead, Dept of Health (Part 1 only)
	Stephen Kenny	Head of Pricing and Customer Proposition, NHS Business Services Authority
	Tom Neilan	Head of Customer Engagement London, NHS Supply Chain (Part 2 only)
	Paul Webster	Commercial Division, Department of Health
	Ian White	Programme Lead – Carter Procurement Transactions and Sustainable Solutions Director, NHS Improvement (from lunchtime)
Customer Board Exec:		
	Ros Burkinshaw	Stakeholder Manager, NHSBSA
	Louise Hillcoat	Stakeholder Manager, NHSBSA

Part 1

Closed session - The Chair introduced Justine Henson from the Department of Health who provided an update to NHS members on the Future Operating Model.

Part 2

1. Introduction

1.1 The Chair welcomed everyone to the meeting and introductions took place.

2. Minutes and Action Report

2.1 The Chair took members through the minutes from the last meeting, which were approved with no amendments or redactions.

2.2 The Chair then took members through the action report, with most actions now being closed

3. Update from National Customer Board

3.1 The Chair advised members that the next meeting is scheduled for 11th November.

4. Review of Progress against Objectives and Workplan for the London Board

4.1 Objective 1 - NHS Supply Chain

Tom Neilan provided an update on progress in the London region. Key points included;

- Savings are ahead of target nationally, with a strong pipeline of activity
- 2% increase on cash releasing savings in London compared to the previous year
- 40% increase in take up of compare and save
- There are potential savings of £707k for Core List conversions across London with good progress underway.
- The Core List activity recently launched will be the last round of launches as the programme will be overtaken by the Nationally Contracted Products programme.
- Tom Neilan asked members to ensure NHS Supply Chain are aware of all conversions to ensure that all savings are being recorded

It was noted that NHS Supply Chain and the NHSBSA have engaged with the STPs and had good discussions around alignment of procurement efficiency priorities. This has led to further engagement in opportunities from individual trusts. Members advised that STPs provide a small and manageable group to have useful discussions and set expectations around savings. This includes sharing clinical feedback on new products to speed up adoption.

Tom Neilan advised that despite difficult economic conditions the position remains that no price increases will be accepted by NHS Supply Chain. It was noted that the DH has undertaken some analysis of inflation rates and the strength of the pound against the Euro, finding that across the period of a year the rates have remained broadly the same. Therefore the DH is supportive of the position of accepting no price increases.

4.2 Objective 2 – Crown Commercial Service

Members were provided with an overview of the dashboard report with key points below:

- There is a broad mix of usage across different frameworks
- The spend level broadly represents the size of the trust
- Every trust is using CCS at some point for something.
- CCS is working with one or two trusts in the Midlands on assessing savings performance. Results will be fed back into the London Board for discussion
- Work is underway to formulate a joint workplan with LPP

4.3 Objective 3 - Increase connectivity to and engagement with customers across the region

Clinical Connectivity & the work of the Clinical Evaluation Team

Naomi Chapman provided an update on the work of the CET. Key points included;

- The Team involves nine seconded clinical representatives from the NHS, funded by the DH

- All outputs will be freely available to all on the NHS Business Services Authority website and the process is designed to be completely transparent. First phase product reports will be launched on 16th December 2016. Reports will include a 3 star rating against a range of different criteria.
- The second phase of the workplan is being tailored to support the Nationally Contracted Products programme. The proposed phase 2 workplan is going to the Clinical Reference Board for approval on 18th November 2016.

4.4 **Objective 4 - Facilitate, support and input to national solutions**

4.4.1 Trusted Customer update

Members were provided with an update on the programme, key points are:

- Bart's – Single Use Theatre Protective Clothing
Slightly behind the others as the framework was only launched recently. Clinical evaluation is underway and this will inform the development of the category strategy
- Guy's and St Thomas' – Polymer
The trust have reviewed products with the buying team at NHSSC and have offered access to their clinical teams to provide specialist knowledge where required

4.4.2 Nationally Contracted Products Programme

Ian White joined the meeting and informed the Board that he is leading on the Nationally Contracted Products programme. Approx 80 trusts have responded to the first letter, sent by Jeremy Marlow to CEOs. NHSI will write a second letter to trusts to request usage figures and get sign up to allocate volume to the NCP programme. An FAQ document is being produced which will be shared with trusts shortly.

4.5 **Objective 5 - Increase compliance**

Procurement Transformation Plans and improve their competencies

PTPs were to be produced by October. Only approximately 30 plans have been received across the whole of England. In London 9 have been received. Next week NHSI will write out to trusts jointly with the HCSA to prompt the return of the remaining plans. Any remaining outstanding plans will be chased via the NHSI Regional Directors.

4.6 **Objective 6 – Facilitate the progression of the plan to transform procurement**

Providing support to commercial and Procurement Skills Development Network (PSDN)

An update was provided on the PSDN in the London region. Every region has a PSD lead in place now. 65% of trusts attended a launch event last week, and trusts have all been asked to complete a census return to better understand the procurement landscape in the region.

The network is also creating national profiles and job descriptions across London to help reduce inconsistencies. Accreditation for standards of procurement is underway and good progress is being made towards the requirement from the Carter programme.

5. **Agree key messages for London and AoB**

The Chair summarized the following key messages for the Board;

- Welcomes the ability to have visibility of London savings performance by STP and will use this to drive adoption of key initiatives and best practice
- Very keen to work with NHSI to level-up the trusts with low savings performance using the performance league tables
- Very keen to get a flying start on the CET activity
- Welcome dialogue with the DH around the FOM and want to play an active part in the specifications where they can have a meaningful input

6. **AOB**

The Chair thanked members for their contribution, informed them that the next Board would take place on 22nd February 2017 and brought the meeting to a close.