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NHS London Customer Board Meeting

Summary Report

Wednesday 22nd February 2017

Present:		
Chair	Colin Gentile	Chair, London Customer Board Chief Financial Officer, Kings College Hospital NHS Foundation Trust
Board Members:		
	Stephen Bloomer	Chief Financial Officer, Whittington Health
	Steven Davies	Deputy Chief Financial Officer, Moorfields Eye Hospital NHS Foundation Trust
	Tracey Leforte	Associate Director of Procurement, Southend University Hospital NHS Foundation Trust
	Mario Varela	Managing Director, London Procurement Partnership
Apologies:		
	Lorraine Bewes	North West London Collaboration of Clinical Commissioning Groups
	Geraldine Cunningham	Associate Director of Cultural Change, Bart's Health NHS Trust
	Mike Dinan	Director of Financial Operations, Royal Free London NHS Foundation
	Matthew Hopkins	Chief Executive, Barking, Havering & Redbridge University Hospitals NHS Trust
	John Goulston	Chief Executive, Croydon Health Services
	Lucie Jaggard	Director of Procurement and eCommerce, Bart's Health NHS Trust
	Pia Larsen	Director of Procurement and Supply Chain, University College London Hospitals NHS Foundation Trust
	David Lawson	Chief Procurement Officer, Guy's & St Thomas' NHS Foundation Trust
	Marcus Thorman	Chief Financial Officer, The Royal Marsden NHS Foundation Trust
In attendance		
	Stacie Croxton	Customer Engagement Director, NHS Supply Chain
	Emma Graham	Business Delivery Manager – Health, Crown Commercial Service
	Andy Harris	Procurement Delivery Manager, NHSBSA
	Justine Henson	Communication Engagement Lead, Dept of Health
	Glen Hodgson	Head of Healthcare, GS1 (Agenda item 5.5 only)
	Will Laing	Business Partner - Health, Crown Commercial Service
	Tom Mason	Programme Lead – Shelford Group – NHS Supply Chain
	Steve Milliner	Commercial Manager – Engagement Communications and Business Change, DH
	Juliette New	Engagement Manager – Healthcare, GS1 (Agenda item 5.5. only)
	Liessa Newnham	Customer Engagement Manager, NHSBSA
	Alan Wain	Cabinet Office (Part 2 only)
	Ian White	Programme Lead – Carter Procurement Transactions and Sustainable Solutions Director, NHS Improvement (from lunchtime)
Customer Board Exec:		
	Louise Hillcoat	Stakeholder Manager, NHSBSA
	Debbie Pacey	Stakeholder Coordinator, NHSBSA

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

3.1 Objective 1 - NHS Supply Chain

Customer Satisfaction results - The survey is run by an independent consultancy and polls feedback from all NHS trusts. Response levels were higher than previous year with an improvement in Performance Year on Year. The survey is fed into a service improvement programme, which includes developments such as: Website upgrade, Customer guide and Home Delivery Service Telephony system.

The National savings figure currently stands at £210m versus the £300m savings target which is ahead of schedule. The London region, against a target of 5% savings, London trusts are currently delivering between 2.8 to 4.1% savings, which is below national average. Analysis has been done to demonstrate how the Shelford savings can be rolled out across London with visibility to £4m potential savings Nationally.

Members were provided with an update on the NCP programme reporting that Couch Rolls is the first NCP procurement activity to have been implemented and has delivered a 16% reduction in price, which equates to c£1m nationally and £140k in London. Blunt Fill Drawing up Devices will be the next product to be awarded. There are good savings to be made by all trusts and each will receive a Trust Impact Statement detailing how the savings opportunities can be realised within their trust.

An update on the NHS England High Cost Tariff Excluded Devices (HCTED) programme was given. 55 trusts have migrated their procurement across the 17 category areas. Webinars are taking place presented by Stakeholders from NHS England on 1st and 3rd March to support trusts in their understanding of the Zero Cost Model. In order to align with the HCTED programme the new Cardiology Super Tender goes live in May 2017, and brings together all frameworks within the cardiovascular portfolio.

3.2 Objective 2 – Crown Commercial Service

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

- Guy's and St Thomas' NHS Foundation Trust is the biggest user of CCS services and has good case studies demonstrating the benefit of working with them
- CCS and LPP joint workplan has identified opportunities where joint working can deliver efficiencies.
- The newsletter will now be published bi-monthly. Focus of the publication will move towards case studies from joint working with trusts.

3.3 Objective 5 - Increase compliance

Glen Hodgson and Julliette New from GS1 gave a presentation on the Scan4Safety programme commenting that the DH has mandated that all trusts should be GS1 compliant by 2020/2021. The Scan4Safety.nhs.uk website is available for all trusts to learn about how they can adopt the programme. Glen informed the Board that the demonstrator sites are offering supplier open days to show the programme in action. These sites are also producing documents which can be shared with the whole NHS. These will be available on the Scan4Safety website.

4. Agree key messages for London and AoB

The Chair summarised the following key messages for the Board;

- London STPs want to take full advantage of the savings opportunities
- NHS Supply Chain Communications should ensure that HOPs and DOFs have full visibility of the savings opportunities
- CCS case studies will demonstrate how London trusts can make quick savings on agency and telephony spend
- GS1 adoption across the region will depend on available funding and deliverable benefits

6. AOB

The Chair thanked members for their contribution, informed them that the next Board would take place on Tuesday, 16th May 2016.