



NHS Northern Customer Board for Procurement and Supply

Meeting Summary Report

9th December 2016

Present:		
Chair	Mick Guymer	Director, North West Procurement Development
Board Members:		
	Peter Beconnall	Assistant Finance Director, Commercial and Strategic Procurement, Lancashire Teaching Hospitals NHS Foundation Trust
	Lynne Hodgson	Director of Finance, North East Ambulance Service
	Daren Hopkinson	Head of Procurement, North West Ambulance Service
	Angela Gaskell	Head of Purchasing and Supplies, St Helens and Knowsley Hospitals NHS Trust
	Helen Lisle	Director of Procurement & Supplies, Newcastle upon Tyne Hospitals NHS Trust
	Brian Mangan	Deputy Director, North West Procurement Development
	Andrea Smith	Director of Procurement, Sheffield Teaching Hospitals & Doncaster and Bassetlaw Hospitals NHS Foundation Trusts
	Simon Walsh	Procurement Director, Central Manchester University Hospitals NHS Foundation Trust
	Ian Willis	Head of Procurement, York Teaching Hospital NHS Foundation Trust
	Jonathan Wood	Director of Finance, Leeds Teaching Hospitals NHS Trust
Apologies:		
	Lee Bond	Chief Financial Officer, Hull and East Yorks Hospitals NHS Trust
	Paul Havey	Finance Director/Deputy Chief Executive, Lancashire Teaching Hospitals NHS Foundation Trust
	Louise Hillcoat	Stakeholder Manager, NHS Business Services Authority
In attendance		
	Dr Naomi Chapman	Clinical Programme Lead, NHS Clinical Evaluation Team
	Stacie Croxton	Customer Service and Marketing Director, NHS Supply Chain
	Andy Harris	Procurement Strategy Lead, NHS Business Services Authority, Regional co-ordinator for the HCSA
	Justine Henson	Engagement and Communications Lead, Department of Health (Section 4 only)
	Stephen Kenny	Head of Pricing and Customer Proposition, NHS Business Services Authority
	Will Laing	Business Partner - Health, Crown Commercial Service
	Ian White	Programme Lead – Carter Procurement Transactions and Sustainable Solutions Director, NHS Improvement
Customer Board Exec:		
	Ros Burkinshaw	Stakeholder Manager, NHS Business Services Authority

1. Introduction

Introductions took place with Andrea Smith, Brian Mangan and Ian White; all of who were welcomed to their first meeting.

2. Minutes and Action report

No matters of accuracy were raised with regards to the minutes of the last meeting on 16th September 2016. The actions from the last meeting were reviewed and updates provided.

3. Update from the National Customer Board meeting

The Chair provided an update from the National meeting on 11th November 2016, highlighting the following key points;

- Great progress on work with NHS Supply Chain, savings from regions £16m ahead of plan at £187m to end October 2016
- Working well together in a complex landscape, acknowledging the need for targeted stakeholder communications
- In discussion with colleagues at NHS Improvement on how to align agendas, roles and responsibilities with Customer Board maintaining a peer to peer support role
- Customer Board engagement through DH Stakeholder Advisory Group on FOM and input into specifications for Category Towers
- CCS dashboard and quarterly newsletter shared across Customer Board
- Excellent progress in Clinical Evaluation Team and support for key procurement initiatives
- Recognition of strong engagement between Clinical Reference Board and regional Customer Boards
- HCSA are now included as members on the National Board

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

4.1 Board members reviewed the workplan with updates below:

4.2 Clinical Reference Board and National Clinical Evaluation Team Update

Members were provided with an update on the work of the CET, noting the following key points;

- The team has grown to include a paramedic and a district nurse.
- The first phase outputs will be presented at the launch event on 16th December and made available at the same time online.
- The products covered in the first phase are luer slip syringes, blunt fill drawing up devices, suction catheters and exam gloves. Suppliers have been given advanced notice of the outputs with the opportunity to challenge anything factually incorrect.
- The next tranche of activity is already underway and covers a range of products including gel dressings, non-woven island dressings, barrier film dressings, IV devices, urine drainage bags etc. This is aligned where possible with the NHSBSA and the NHSI Nationally Contracted Products list.

4.3 NHS Supply Chain

Stacie Croxton updated the members on the NHSSC programme. Key points included;

- Savings are £195.9m currently with a forecast for this to be around £204m by the end of the calendar year. All ahead of target.
- The Northern region delivers about 4.5% savings against revenue spend overall (highest performing region) and we know the Northern region are quick to adopt change and have strong workplans, with the strength of relationships at the heart of this.
- The latest tranche of Core List activity has been launched which will be the last tranche as the Core List will now be replaced by the Nationally Contracted Products activity.
- A procurement calendar and savings calendar are now available on the NHSSC website and should help trusts plan for future procurement activity.

4.4 Crown Commercial Service (CCS)

Will Laing provided an update on the current position with CCS.

- A dataset has been circulated in advance of the meeting giving members the opportunity to look for specific sub-regional opportunities to progress savings across the North.
- Will Laing pointed members to the newsletter highlighting that G-cloud 9 is now available and it is definitely worth trusts getting involved in.
- Crown Marketplace is an Amazon style online marketplace being introduced by CCS and is now in the beta phase. Trusts are encouraged to use the system and engage with the builders of this as required.

5. Feedback from Customer Research

Stephen Kenny provided an update on the results of the NHS Supply Chain annual customer survey. Key points made include;

- Overall the results were very good with improvements in every area compared to 2015
- Net promoter score is up to 21 from 11 with an objective of reaching 25 ultimately
- 'Value for money' and 'satisfaction with services provided' have seen the most significant improvements

- A service improvement programme has been put in place to deal with the top few issues which come out of customer feedback
- The frequency of production of the print catalogue is being reduced as a result of direct feedback from customers.

The Board recognized the significant progress made by NHS Supply Chain and an excellent set of results.

6. Trusted Customer discussion

Trusted Customer Board members updated members on progress in their categories, with Andy Harris providing an update on the overall programme.

- Dates are now in the diary for various sub regional events
 - North East - 19th January 2017 joint procurement & clinical event. This is an open invite to all trusts in the northern region.
 - North West - 25th January 2017 NHSBSA led event covering the Trusted Customer work.
- A workspace is about to be launched on the CPE portal for Trusted Customers to be able to network virtually. A newsletter will also be made available sharing good practice and this will be shared with the Board once available.
- South Manchester are beginning to make progress on sutures
- Doncaster & Bassetlaw has had supplier engagement and done the e-auction. NHSSC will be going to one colour of couch roll with good savings potential
- Leeds – a national cardiology event is being set up in London to gather further feedback from the NHS (likely to be in February). They are awaiting results of super tender before further progress can be made.
- Newcastle - haemostats is gaining momentum very quickly. Trials are being done by specialism with case studies being circulated
- County Durham and Darlington– excellent progress has been made with procedure packs

7. Supporting Carter recommendations across the North

The Chair advised members that the Board will continue to monitor and support trusts in achieving their objectives within the Carter trusts.

7.1 Update from NHS Improvement (NHSI)

- 55 Procurement Transformation Plans (PTP) have been received by NHSI, well short of the target of 136.
- The PPIB tool progress was discussed. Quality of data received is getting better but still requires further improvement.
- From January the first price index will be published, allowing trusts to compare their spend with other similar trusts, identifying opportunities for further savings.
- Adviselnc will be provided with data on metrics from trusts in a spreadsheet and they will load this into the model hospital
- Compare and Save and Proven Switches opportunities will be added to the PPIB
- The monthly committed volume and value will be included for Nationally Contracted Products (NCP) in the future
- The PPIB currently only includes the 136 general/acute trusts but from 1st April it will be available to all providers

7.2 Update on Nationally Contracted Products

Ian White provided an update on the NCP. Almost all trusts have responded now and there is a positive response from the vast majority of trusts. Tranche 1 is underway and tranche 2 will start imminently with some overlap. The programme will continue to grow significantly in the coming months.

7.3 Procurement Skills Development Network update/report (PSDN)

Helen Lisle updated on work she has been doing for the past year on a new CIPS Corporate Award Programme which will be available from April 2017. It is a two level qualification which is portfolio based rather than exam based. This will also be available through the PSDN and trusts were encouraged to submit members to participate.

8. Meeting close

Justine Henson joined the meeting and provided an update on the Future Operating Model. The Chair thanked the Board and brought the meeting to a close. The next meeting is on Friday 10th February 2017, 10:30 – 14:30.