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**NHS National Customer Board Meeting**

**Summary Report**

**Friday 11<sup>th</sup> November 2016**

<b>Present:</b>		
<b>Chair</b>	Sir Ian Carruthers OBE	Independent Chair of the NHS Customer Board for Procurement and Supply
<b>Board Members:</b>		
	Colin Gentile	Chair of the London Customer Board Chief Financial Officer, Kings College Hospital NHS Foundation Trust
	Mick Guymer	Chair of the Northern Customer Board Director North West Procurement Development
	Alan Hoskins	Incoming Chair, HCSA Director of Procurement and Commercial Services, NHS South of England Procurement Services
	Helen Lisle	Current Chair, HCSA Director of Procurement and Supplies, The Newcastle Hospitals NHS Foundation Trust
	Steven Pink	Director of Change and Commercial Delivery, NHS Business Services Authority
	Ben Shaw	Representative of the Midlands Customer Board Head of Procurement and Supplies, University Hospitals of Leicester NHS Trust
	Tim Slater	CEO, NHS Supply Chain
	Mandie Sunderland	Chair of the Clinical Reference Board Chief Nurse Nottingham University Hospitals NHS Trust
	John Warrington	Deputy Director, Productivity and Efficiency Division, DH
<b>Apologies</b>		
	Matt Denham	Commercial Delivery Director, Crown Commercial Service
	Suzanne Tracey	Chair of the Southern Customer Board Interim Chief Executive and Chief Financial Officer Royal Devon and Exeter NHS Foundation Trust
<b>In attendance</b>		
	Will Laing	Senior Relationship Manager, Crown Commercial Service
	David Pierpoint	Managing Director Procurement and Customer Engagement, NHS Supply Chain
	Jin Sahota	Director of Supply Chain, Commercial Division, DH
	Paul Webster	Commercial Division, DH
	Ian White	Programme Lead – Carter Procurement Transactions and Sustainable Solutions Director, NHS Improvement
	Justine Henson	Communication Engagement Lead, DH
<b>Customer Board Exec:</b>		
	Marie Aubin	Stakeholder Manager, NHS Business Services Authority
	Louise Hillcoat	Stakeholder Manager, NHS Business Services Authority
	Gill McCann	Stakeholder Director, NHS Business Services Authority

## Part One

### 1. Welcome and Introductions

- 1.0 The Chair welcomed everyone to the meeting and gave apologies for David Melbourne, Matt Denham and Suzanne Tracey who were unable to attend. Welcome back to Marie Aubin, Stakeholder Manager at the NHSBSA. Welcome to Alan Hoskins and Helen Lisle from HCSA.

### 2. Minutes and Action Update

- 2.0 All were in agreement with the minutes and public report. The report can now be published on the Customer Board website.

2.1 The Chair briefly ran through the action report with members.

### **3. Reports, progress & feedback from the regions**

3.0 The Chair asked for updates on progress within the Local and Clinical Reference Boards. Points included:

- Crown Commercial Service are now working more closely with a number of collaborative groups to reduce duplication
- Members have been provided with updates on the GS1 projects in their regions which has given interesting insight for other trusts to consider.
- Trusted Customer events are planned in order to disseminate savings information to regional trusts.
- Positive feedback has been received from CET engagement who are now becoming an integral part of all savings programmes and CET will launch the specifications for the first seven product areas on 16<sup>th</sup> December 2015 at the RCN

### **4. Landscape and policy update**

4.0 John Warrington provided an update on the Carter programme. Key points raised:

- There is a move towards a consistent regional structure; regional director, delivery and improvement directors and finance teams but NHSI is also seeking specialist expertise to implement Carter strategies.
- The Nationally Contracted Products Programme is top priority – if the NHS get it right, everything else will follow in terms of delivering product and services savings.

### **5. Overview of progress against agreed priorities**

#### **5.0 NHS Supply Chain**

Members were updated with NHS Supply Chain progress. On all key measures the business is performing well and ahead of plan with £182m on in year savings.

Core List products are gaining traction and the experience gained from this programme will inform the implementation of the NCP Programme.

It was noted that currency fluctuations affecting supplier margin has put pressure into supply chain.

#### **5.1 Crown Commercial Service**

The integration of CCS with the procurement environment is making progress with the rebuilding of some relationships. CCS are working with LPP to explore opportunities to deliver standardisation, removing duplication and take advantage of the leverage of CCS spend.

#### **5.2 Increase connectivity to and engagement with customers across the region**

STPs offer an opportunity to present a more collaborative approach to engagement across Trusts. This is being used in London, where the visibility of sales and savings analysis by STP footprint has highlighted opportunities to improve and share best practice.

#### **5.3 Facilitate, support and input to national solutions**

The Customer board's role in FOM was discussed. The FOM communications team invited two representatives from each region to sit on the Advisory Group, which will include various disciplines including HOPs, Clinicians and DOFs.