



NHS National Customer Board Meeting

Summary Report

Wednesday 15th February 2017

Present:		
Chair	Sir Ian Carruthers OBE	Independent Chair of the NHS Customer Board for Procurement and Supply
Board Members:		
	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
	David Melbourne	Deputy Chief Executive & Chief Finance Officer, Birmingham Women's and Children's NHS Foundation Trust
	Steven Pink	Director of Change and Commercial Delivery, NHS Business Services Authority
	Tim Slater	CEO, NHS Supply Chain
Apologies		
	Colin Gentile	Chair of the London Customer Board Chief Financial Officer, Kings College Hospital NHS Foundation Trust
	Mandie Sunderland	Chair of the Clinical Reference Board Chief Nurse Nottingham University Hospitals NHS Trust
	Suzanne Tracey	Chair of the Southern Customer Board Interim Chief Executive and Chief Financial Officer Royal Devon and Exeter NHS Foundation Trust
	Paul Webster	Commercial Division, DH
In attendance		
	Will Laing	Business Partner Health, Crown Commercial Service
	Peter Lawson	Commercial Director, Crown Commercial Service
	Steve Milliner	Head of Stakeholder Engagement and Communications, DH
	David Pierpoint	Managing Director Procurement and Customer Engagement, NHS Supply Chain
	Jin Sahota	Director of Supply Chain, Commercial Division, DH
	Ian White	Programme Lead – Carter Procurement Transactions and Sustainable Solutions Director, NHS Improvement
Customer Board Exec:		
	Marie Aubin	Stakeholder Manager, NHS Business Services Authority
	Louise Hillcoat	Stakeholder Manager, NHS Business Services Authority

Part One

1. Welcome and Introductions

- 1.0 The Chair welcomed everyone to the meeting and in particular Peter Lawson and Steve Milliner who were attending the meeting for the first time. He congratulated Alan Hoskins on his new role as HCSA Chair. Apologies were given for Colin Gentile, Mandie Sunderland, Suzanne Tracey and Paul Webster who were unable to attend due to conflicting commitments.

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 and feedback from the regions

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

- STPs are being mapped and procurement/finance leads identified

- CCS and LPP have created a joint workplan for the London region, other regions will adopt a similar approach
- FOM team attended all regional meetings and presented an update
- Meetings have been held with NHSI to understand how the regions can support the implementation of national savings programmes
- Progress remains strong and the engagement between the RCN and CET organisations is providing a strong clinical support network for the national savings initiatives

4. Landscape and policy update

4.0 Members received an update on the five Carter workstreams, key points included:

- PTP plans - 100 received so far with all including proposals to reduce non-pay spend per WAU, people, systems, collaborations
- PPIB - Every trust has now submitted data and has access to the reports
- Metrics - Trusts are now submitting a monthly spreadsheet which will inform the publication of the model hospital metrics for procurement, these are expected to go live in April 2017
- GIRFT - Progress is good and additional workstreams are underway
- NCP - 136 out of 250 trusts have responded and agreed to comply with the NCP programme. It was noted that there is a need to accelerate delivery of the programme, ongoing customer cooperation depends on visibility of the benefit to trusts

5. Overview of progress against agreed priorities

5.0 NHS Supply Chain

NHS Supply Chain is ahead of plan having delivered £205m of cash releasing savings to the NHS against the £300. Capital cost avoidance savings are ahead of plan due to increased maintenance business.

The meeting discussed price change requests from suppliers and confirmed that the Cabinet Office stance of not accepting price increases is being enforced.

5.1 Crown Commercial Service

CCS is maintaining strong engagement with the NHS. There has been a restructure and recruitment programme within CCS to reflect the market structure and enable alignment with the Local Boards and STP footprint in terms of reporting metrics.

There is a move to increase visibility of savings opportunity through CCS frameworks. Therefore CCS is conducting analysis of spend across the NHS and the procurement routes currently being used in order to identify opportunities for savings delivery.

5.2 Facilitate, support and input to national solutions

Future Operating Model. An OJEU has been run to identify a consultancy company to support the establishment of the ICC. The Category Towers ITT was published in December and submissions are currently being evaluated. The FOM charter has been sent to trusts and Local Chairs are being asked to encourage their members to sign the charter and send back to the FOM team.

6. AOB

6.0 Suzanne Tracey has taken up her appointment as Chief Executive of Royal Devon and Exeter NHS Foundation Trust, due to work commitments she will be relinquishing her role as Southern Chair. There is a process to appoint a new chair which will be implemented with immediate effect.

6.1 The Chair thanked members for their support, the next meeting will take place on 4th April 2017.