

**Supplier Management**

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***Business Services Authority***

**NHS National Customer Board Meeting**

**Summary Report**

**Tuesday 6<sup>th</sup> September 2016**

|                             |                           |                                                                                                                                                 |
|-----------------------------|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Present:</b>             |                           |                                                                                                                                                 |
| <b>Chair</b>                | Sir Ian Carruthers<br>OBE | Independent Chair of the NHS Customer Board for Procurement and Supply                                                                          |
| <b>Board Members:</b>       |                           |                                                                                                                                                 |
|                             | Colin Gentile             | Chair of the London Customer Board<br>Chief Financial Officer, Kings College Hospital NHS Foundation Trust                                      |
|                             | Mick Guymer               | Chair of the Northern Customer Board<br>Director North West Procurement Development                                                             |
|                             | David Melbourne           | Chair of the Midlands Customer Board<br>Deputy Chief Executive and Chief Finance Officer<br>Birmingham Children's Hospital NHS Foundation Trust |
|                             | Steven Pink               | Director of Change and Commercial Delivery,<br>NHS Business Services Authority                                                                  |
|                             | Tim Slater                | CEO, NHS Supply Chain                                                                                                                           |
|                             | Mandie Sunderland         | Chair of the Clinical Reference Board<br>Chief Nurse Nottingham University Hospitals NHS Trust                                                  |
|                             | Suzanne Tracey            | Chair of the Southern Customer Board<br>Interim Chief Executive and Chief Financial Officer<br>Royal Devon and Exeter NHS Foundation Trust      |
|                             | John Warrington           | Deputy Director, Productivity and Efficiency Division, DH                                                                                       |
| <b>Apologies</b>            |                           |                                                                                                                                                 |
|                             | Matt Denham               | Commercial Delivery Director, Crown Commercial Service                                                                                          |
| <b>In attendance</b>        |                           |                                                                                                                                                 |
|                             | Will Laing                | Senior Relationship Manager, Crown Commercial Service                                                                                           |
|                             | Ann McChesney             | Stakeholder Manager, DH                                                                                                                         |
|                             | Rachel Philpotts          | Category Director, Workforce, Crown Commercial Service                                                                                          |
|                             | David Pierpoint           | Managing Director Procurement and Customer Engagement, NHS Supply Chain                                                                         |
|                             | Michael Richardson        | Deputy Director, Companies & Ventures<br>Commercial Division, DH (morning session only)                                                         |
|                             | Jin Sahota                | Director of Supply Chain, Commercial Division, DH                                                                                               |
|                             | Paul Webster              | Commercial Division, DH (morning session only)                                                                                                  |
|                             | Ian White                 | Programme Lead – Carter Procurement<br>Transactions and Sustainable Solutions Director, NHS Improvement                                         |
| <b>Customer Board Exec:</b> |                           |                                                                                                                                                 |
|                             | Ros Burkinshaw            | 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 those unable to attend. The Chair welcomed Colin Gentile as the new London Chair, Will Laing and David Pierpoint as new members in attendance at the Board and Ian White and Paul Webster. The Chair took the opportunity to thank departing members Michael Richardson and Rachel Philpotts for their significant contribution to the National Board.

### 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:

- The Boards are all developing communication and engagement plans to connect with their sub-regions
- Workplans have been developed to work with CCS
- A draft template has been developed on Carter priorities
- Discussions have been facilitated around FOM concerns
- The Boards are committed to supporting procurement leadership development
- The Boards are working with the STP footprints and planning to make links with CEOs of each STP leads and work on joint targets/plans

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

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

- Jeremy Marlow is now an Executive Director of NHS Improvement. Lord Carter remains a non-Executive Director in NHS Improvement.
- Emphasis will now be on communications and helping the NHS understand Carter requirements, how to implement them and what support is available
- The Carter programme is not about sourcing – it's about efficiency within the hospitals and the FOM will deal with the sourcing element.

#### **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 is £7m ahead of plan on in year savings. NHS Supply Chain are currently on the curve of the new £150m strategy which will require a move away savings delivered from commitment discounts to product switching and committing volume. Savings of up to 47% on price have been seen on the current Core List products.

Members were advised that the procurement calendar will be launched on 19<sup>th</sup> September illustrating the upcoming procurements.

Chairs were asked to encourage members to participate in the upcoming customer survey about to be issued to procurement colleagues in the NHS.

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

Rachel Philpotts described the evolving relationship of CCS with the Customer Board. Phase 1 and phase 2 of the operational review are now complete and there is an ambition to deliver £200m savings for the wider public sector this year.

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

The Chair recognised the work by Chairs to galvanise the NHS behind the savings programmes with communications on achievements in 2015/16 and a call to action on the next £150m with NHS Supply Chain noted. Current news coverage for the Clinical Evaluation Team was celebrated.

#### **Part 2**

##### **6.0 Closed Session**

6.0 An update was provided to Customer Board members by the Department of Health on the Future Operating Model. Also discussed in this session was the NHS Supply Chain narrative and future value proposition and an update from the Department of Health including NHS Professionals and agency capping.