



NHS Midlands Customer Board Meeting

Summary Report

1st February 2017

Present:		
Chair	David Melbourne	Deputy Chief Executive and Chief Finance Officer Birmingham Women's and Children's NHS Foundation Trust
Board Members:		
	David Coley	Director of Procurement, Black Country Alliance
	Jim Forsyth	Head of Procurement, Hertfordshire NHS Procurement
	Cathy Griffiths	Head of Procurement, Birmingham Children's Hospital NHS Foundation Trust/Birmingham Women's Hospital NHS Foundation Trust
	Allan Rivans	Head of Procurement, Northampton General Hospital NHS Trust
	Mark Roscrow	Head of Procurement Services, NHS Wales Shared Services Partnership
	Ben Shaw	Head of Procurement and Supplies, University Hospitals of Leicester NHS Trust
	Barbara Smedley	Head of Procurement, East Midlands Ambulance Service NHS Trust
	Tony Stanyard	Head of Procurement, Nottingham University Hospitals NHS Trust
	Bernadette Weaver	Head of Procurement, Papworth Hospital NHS Foundation Trust
Apologies:		
	Chris Benham	Director of Operational Finance, University Hospitals of Leicester NHS Trust
	Ian Hooper	Head of Procurement, Cambridge University Hospitals NHS Foundation Trust
	Nathan Joy- Johnson	Associate Director - Procurement and Commercial Services University Hospital of North Midlands NHS Trust
	Geoff Roberts	Independent Consultant - Effective Purchasing
	Charlotte Kings	Head of Procurement, Worcestershire Acute Hospitals NHS Trust
In attendance		
	Stacie Croxton	Marketing and Customer Services Director, NHS Supply Chain (Part 1 only)
	Andy Harris	Procurement Strategy Lead, NHS Business Services Authority, Regional co-ordinator for the HCSA
	Justine Henson	Lead for Stakeholder Engagement and Communications, Department of Health (Part 2 only)
	Stephen Kenny	Head of Pricing and Customer Proposition, NHS Business Services Authority
	Steve Milliner	Head of Stakeholder Engagement and Communications, DH
	Phil Nettleton	Head of Customer Engagement – Central, NHS Supply Chain (Part 1 only)
	Jane Platts	Business Delivery Manager – Health, Crown Commercial Service (Part 1 only)
	Alan Wain	Cabinet Office
	Amy Lodge	Consultant – Deloitte
	Phillippa Hentsch	Consultant – Deloitte

	Gabriella Haffner	Consultant – Deloitte
Customer Board Exec:		
	Marie Aubin	Stakeholder Manager, NHS Business Services Authority

1. Introduction

Introductions were made, Marie Aubin welcomed back after being on maternity leave.

2. Minutes

No matters of accuracy were raised and the minutes were agreed as a true record.

3. Action Report

The Chair explained that a summary of actions had been produced and that the majority had been worked on and closed since the last meeting, updates were provided to members.

4. Update from National Customer Board

4.1 Ben Shaw gave a brief overview of the last National meeting on 11th November, which he attended on behalf of David Melbourne.

5. Crown Commercial Service (CCS)

5.1 Jane Platts provided update that a transparency statement is being worked on and when complete it will be shared. To provide clarity CCS is a not for profit organisation.

5.2 Jane gave an overview of the data pack, brief discussion was had around energy and the complexities of this market. It was shared that of the top ten customers, agency and energy costs are the highest spend areas.

6. NHS Supply Chain Contract Performance Update

6.1 National performance

At the end of January 2017, NHS Supply Chain expects the savings delivery figure to have reached £210m, which is way ahead of where they need to be to achieve the £300m target figure. In terms of the Midlands region, savings as a percentage of revenue, there is an aim to be at 5%, the region is currently tracking at 4.5% however some trusts are tracking above this.

6.2 Programmes of activity

- With regards to Core List it was noted that this would be absorbed by the NCP work. The region has taken up these initiatives in line with the rest of the country. In terms of NCP there are eight core areas in tranche one.
- The Savings Delivery Calendar is now available on the NHS Supply Chain website and will display the roll out information for the NCP programme. There is also a Procurement Calendar available.
- NHS England Zero Cost Model -there are some challenges regionally which NHS Supply Chain is struggling to overcome; these are being escalated to NHS England.
- Exam Gloves - notification has gone out this week regarding a price increase. A decision was taken by the DH that an increase would be accepted. Factors that have gone into the increase are raw materials, labour and transport. NHS Supply Chain is tracking where pinch points are and how they link to price pressures. It was re-enforced that this is a system issue and not one for NHS Supply Chain alone.

6.3 Customer Satisfaction Update

Members were given an overview of the survey which took place in November 2016. The cross section was a good mix of procurement, operations and clinical. A comparison of 2015 to 2016 was given, with key statistics highlighted.

- Increase in overall satisfaction 7.5 – 7.9

- Increase in value for money from 6.6 – 7.2
- Increase in overall delivery service from 7.3 – 7.7
- NPS went from 11 to 21
- Across the board there were increases of between 0.3 – 0.5 which is encouraging that things are moving in the right direction.

7. Review of progress against objectives and Workplan for the Midlands Board

- 7.1 An update was provided on the progress on the Carter programme, key points were:
- One person from each STP will be invited to a central meeting every 4-6 weeks, the meeting will be called the Procurement Alliance. The key topics such as NCP, STPs and price benchmarking will be discussed at each meeting.
 - All Procurement Transformation Plans should have now been submitted, there are currently around 40 outstanding.
- 7.2 PPIB - This is now available and trusts should now be accessing it. This will be discussed at the meeting on 14th February 2017. There is a product switching tool in there, taking NHS Supply Chain Compare and Save data which shows some good savings.
- 7.3 STPs - Members were referred to the paper in the pack, with an overview of where there are gaps in Customer Board representation from each STP. NHS England are looking to appoint an Accountable Lead, Organisations who will manage the provision of services with a capitated budget for that area, for example in Birmingham there is likely to be Mental Health, Children's and Adult's service providers.
- 7.4 Update from PSDN networks
- East of England – Trusts are starting to go through the process, there are local assessors and the ball is rolling
 - West Midlands – currently an issue in that no trust has gone through the assessment and there are limited assessor resources.
 - East Midlands – are also progressing well with NHS Standards and skills opportunities

Part 2 – Closed session for members only

8. **Update on Future Operating Model**
Steve Milliner, Justine Henson and Alan Wain joined the Board to provide an update on the Department of Health Future Operating Model.
9. **Meeting close**
The Chair thanked the Board and brought the meeting to a close. The next meeting is on Wednesday 3rd May 2017.