



**Business Services Authority**

**NHS Southern Customer Board Meeting**

**Summary Report**

**10<sup>th</sup> November 2016**

<b>Present:</b>		
<b>Board Members:</b>		
	Nick Gerrard	Director of Finance and Performance Management, East Kent Hospitals University NHS Foundation Trust
	Alex Gild	Director of Finance, Performance and Information, Berkshire Healthcare NHS Foundation Trust
	Zoe Greenwell	Interim Director of Purchasing & Supply, Bristol & Weston NHS Purchasing Consortium
	Mark Gronow	Director of Procurement, Peninsula Purchasing and Supply Alliance
	Jane Harrison	Acting Procurement Director, NHS Commercial Solutions
	Alan Hoskins	Director of Procurement and Commercial Services, NHS South of England Procurement Services
	Jane Platts	Business Delivery Manager Health, Crown Commercial Service
	Stephen Orpin	Director of Finance, Maidstone & Tunbridge Wells NHS Trust
	David Robertson	Business Director South, NHS Improvement
	Clive Tracey	Assistant Director Commercial Services, Kent Community Health NHS Foundation Trust
	Richard Ward	Procurement Transformation Lead, Royal United Hospital Bath NHS Foundation Trust
<b>Apologies:</b>		
	Chris Adcock	Director of Finance, Portsmouth Hospitals NHS Trust
	Sarah Brampton	Director of Finance, Devon Partnership NHS Trust
	Malcolm Cassells	Director of Finance and Procurement, Salisbury NHS Foundation Trust
	Naomi Chapman	Clinical Evaluation Team
	Stacie Croxton	Customer Engagement Director – NHS Supply Chain
	Greg Dix	Director of Nursing, Plymouth Hospitals NHS Trust
	Spencer Prosser	Chief Financial Officer, Brighton and Sussex University Hospitals NHS Trust
	Mark Slaney	Head of Procurement and Logistics, (Acute Services) Torbay and South Devon NHS Foundation Trust
	Martin Sykes	Director of Finance & Strategy and Deputy Chief Executive, Frimley Health NHS Foundation Trust
	Lisa Symons	Head of Procurement, Royal Cornwall Hospitals NHS Trust
	Sarah Truelove	Director of Finance and Deputy Chief Executive Officer, Royal United Hospital Bath NHS Trust
	Suzanne Tracey	Acting Chief Executive, Royal Devon and Exeter NHS Foundation Trust
	Steve Vandyken	Director of Procurement and Supply Chain, University Hospital Southampton NHS Foundation Trust
<b>In attendance</b>		
	Dr Des Breen	Medical Director, SYMYND Working Together Programme
	Andy Harris	Procurement Delivery Manager – Clinical Supplier Management, NHSBSA
	Justine Henson	Engagement & Communication Lead, Commercial Division - Procurement Transformation Programme, Department of Health
	Andrew McMinn	Chief Procurement Officer, Plymouth Hospitals NHS Trust
	Darren Williams	Regional Account Manager, South, NHS Supply Chain
<b>Customer Board Exec:</b>		
	Catherine Barker	Stakeholder Co-ordinator, NHSBSA
	Gill McCann	Stakeholder Director, NHSBSA

## Part 1

### 1. Introduction

Brief introductions around the table were made. Nick Gerrard advised members that he was chairing the meeting on behalf of Suzanne Tracey on this occasion. Apologies were given for those who are unfortunately unable to attend today's meeting.

### 2. Minutes and Action Report

- 2.1 All were in agreement with the minutes and it was agreed that going forwards draft minutes signed off by the Chair would be issued by email to all Heads of Procurement and Directors of Finance in the region with key messages from the meeting.
- 2.2 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.

### 3. Update from the National Customer Board

- 3.0 The Chair summarised the key messages from the National Customer Board on 6<sup>th</sup> September.
- Great progress on work with NHS Supply Chain, savings from regions £7m ahead of plan
  - Working well together in a complex landscape, with plenty still to do
  - In discussion with colleagues at NHS Improvement on how to help them deliver their agenda
  - NHSI metrics have been developed to support trusts deliver their PTPs
  - Customer Board feedback has been given to Jin Sahota (DoH) on the Future Operating Model
  - CCS annual review and quarterly newsletter have been developed as an output from the CCS Operational Review and Survey to which Customer Boards contributed
  - Excellent progress in Clinical Evaluation Team and support for key procurement initiatives

### 4. Review of Objectives and Workplan for the Southern region

- 4.0 The Chair took members through the draft workplan, members were in agreement with the objectives and the detail included in it, and as such signed the workplan off.

#### 4.1 Objective 1 - NHS Supply Chain

Darren Williams gave an overview of the Southern Board's performance. Key points included:

- NHS Supply Chain savings at the end of September reached £182.7m, £14.2m above the contractual target
- Southern region hitting its savings targets and is ahead of all other regions with regards to Core List with £317K savings delivered
- NHS Supply Chain are now fully behind that NHSI NCP programme
- South has a large proportion of savings from Commitment Discounts, and there is more challenge coming in on net pricing which means that more focus needs to be on getting more out of Compare and Save categories

#### 4.3 Objective 2 - Crown Commercial Service

Jane Platts provided members with an update, key point below:

- Intention of CCS was to work with specific trusts to start to build a library of case studies which can be used to demonstrate and share best practice, with a focus on savings delivery
- CCS are also attending the next SPP meeting on 14<sup>th</sup> November to further engage with trusts in the area
- Data pack has now been produced and members were asked to review and feedback
- Members attention was drawn to the newsletter contained in the pre read pack outlining savings available now

#### 4.5 Objective 3 - Increase connectivity to and engagement with customers across regions

##### 4.6 DoF engagement

A Customer Board DoF member will create a link in to each of the sub-regions - SE, South Central and SW - and work in collaboration with David Robertson, NHSI to provide connectivity to the emerging DoF forums in the South and transparency of opportunity to all trusts in that sub-region.

##### 4.7 STP Engagement

Members discussed engagement with the STP footprints, it was acknowledged that nationally and regionally there was vast variation in how well developed each footprint was. It was noted that the savings associated with moving to shared services would probably not be as big as was anticipated.

#### 4.8 Collaborative contribution

Mark Gronow and Jane Harrison took members through their presentation detailing how their organisations work and align in the area, with reference to how they support the Southern Customer Board workplan and alignment to the 6 national objectives. It was noted that a joint CCS and PPSA technology event is taking place on 11<sup>th</sup> November which will lead to a joint workplan.

4.9 Dr Des Breen, Medical Director, SYMYND Working Together Programme provided members with an overview of the importance of gaining sponsorship and buy in from Medical Directors in the procurement process with collaboration between trusts and lessons learned over the 2.5 years that the programme has been live in his region. He took members through a series of slides detailing how the WTG move through identifying a product which could offer significant savings to implementation within trusts with an agreed governance process.

#### 4.9 **Objective 4 - Facilitate, support and input to national solutions**

Andy Harris gave members an overview of the Trusted Customer program and the progress to date. A regional event has recently taken place in the North West with a Midlands event planned to be held in Alfreton and North East events being supported by Helen Lisle. An event is planned for the Southern region.

#### 4.9 **Objective 5 - Increase compliance**

Andy McMinn took members through a presentation around the progress his trust was making on the GS1/Scan4Safety project. Members were advised that a business case to secure a further £300m of investment was now in draft form to appoint 25 additional demonstrator sites and if any trusts had not already done so they should submit a business case to be part of this group. Andy McMinn advised members that the engagement the project has created between clinicians, exec team and procurement has been excellent.

#### 5.0 **AOB**

The Chair asked members to agree key messages that could be circulated to the region:

- NHS Supply Chain - Savings performance and opportunities – Southern region is doing well but could do better
- CCS – encourage trusts to look at their spend and opportunities available
- Clinical Evaluation Team - raise awareness of what they are doing and why it is important event on 16 December
- Importance of involving Senior Clinicians and Medical Directors in decision making early on to gain buy in.
- GS1 and PEPPOL - get your business case done, get engagement in your trust and get a trust sponsor
- Push back on inflationary pressure from suppliers and feed any letters received to the DH

The Chair thanked members for their contribution and brought Part 1 of the meeting to a close. The next meeting will be held on 2<sup>nd</sup> March 2017.

## **Part 2**

NHS Supply Chain and a number of other colleagues left the meeting and the Chair introduced Justine Henson from the Department of Health who provided an update on the Future Operating Model.