



NHS Southern Customer Board Meeting

Summary Report

2nd March 2017

Present:		
Board Members:		
	Suzanne Tracey	Chief Executive, Royal Devon and Exeter NHS Foundation Trust
	Malcolm Cassells	Director of Finance and Procurement, Salisbury NHS Foundation Trust
	Nick Gerrard	Director of Finance and Performance Management, East Kent Hospitals University NHS Foundation Trust
	Mark Gronow	Director of Procurement, Peninsula Purchasing and Supply Alliance
	Simon Hall	Clinical Evaluation Team
	Jane Harrison	Acting Procurement Director, NHS Commercial Solutions
	Alan Hoskins	Director of Procurement and Commercial Services, NHS South of England Procurement Services
	Stephen Orpin	Director of Finance, Maidstone & Tunbridge Wells NHS Trust
	Richard Ward	Procurement Transformation Lead, Royal United Hospital Bath NHS Foundation Trust
Apologies:		
	Chris Adcock	Director of Finance, Portsmouth Hospitals NHS Trust
	Sarah Brampton	Director of Finance, Devon Partnership NHS Trust
	Naomi Chapman	Clinical Evaluation Team
	Stacie Croxton	Customer Engagement Director – NHS Supply Chain
	Greg Dix	Director of Nursing, Plymouth Hospitals NHS Trust
	Alex Gild	Director of Finance, Performance and Information, Berkshire Healthcare NHS Foundation Trust
	Mark Jetley	Director of Purchasing & Supply Bristol & Weston NHS Purchasing Consortium
	Spencer Prosser	Chief Financial Officer, Brighton and Sussex University Hospitals NHS Trust
	David Robertson	Business Director South, NHS Improvement
	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
	Clive Tracey	Assistant Director Commercial Services, Kent Community Health NHS Foundation Trust
	Sarah Truelove	Director of Finance and Deputy Chief Executive Officer, Royal United Hospital Bath NHS Trust
	Steve Vandyken	Director of Procurement and Supply Chain, University Hospital Southampton NHS Foundation Trust
	Simon Wade	Assistant Director of Finance, Royal United Hospital Bath NHS Trust
	Ian White	Programme Lead – Carter Procurement Transactions and Sustainable Solutions Director, NHS Improvement
In attendance		
	Mark Brian	Head of Account Management Capital, NHS Supply Chain
	Andy Harris	Procurement Delivery Manager – Clinical Supplier Management, NHSBSA
	Justine Henson	Engagement & Communication Lead, Commercial Division – Procurement Transformation Programme, Department of Health
	Stephen Kenny	Head of Pricing & Customer Proposition, NHSBSA
	Steve Milliner	Commercial Manager – Engagement Communications and Business Change, DH
	Jane Platts	Business Delivery Manager Health, Crown Commercial Service
	Darren Williams	Regional Account Manager, South, NHS Supply Chain
Customer Board Exec:		
	Marie Aubin	Stakeholder Manager, NHSBSA
	Catherine Barker	Stakeholder Co-ordinator, NHSBSA

Part 1

1. Introduction

Brief introductions around the table were made. Apologies were given for those unable to attend today's meeting. The Chair explained that this would be her last session and thanked everyone for their support in her role as Chair of the Southern Customer Board.

2. Minutes and Action Report

2.0 All were in agreement that the minutes and public report were an accurate representation of the last meeting and that the minutes and pre read pack should be distributed after each meeting to all Directors of Finance and Heads of Procurement in the Southern region.

2.1 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 15th February 2017.

- Lord O'Shaunessy has taken over from Lord Prior and has expressed his interest in supporting and engaging with the Customer Board
- Acknowledgement was given to the challenges around peer review for the NHS procurement standards. PSD funding is progressing in each region to secure trust funding. The Local Boards will support trusts in this
- Agreement that establishment of links to the STP footprints needs to be made – ensuring procurement is on the agenda
- With increasing transparency of opportunities there will be an expectation of delivery. There is a need for trusts to interrogate their PPIB data and identify errors

4. Presentation of Customer Survey Results from the NHSBSA

4.0 Stephen Kenny took members through the results of the annual NHS Supply Chain Customer Satisfaction Survey. Highlight was drawn to key points:

- Performance Year on Year has improved which is very positive
- The survey is fed into a service improvement programme, which includes developments such as:
 - Website upgrade
 - Customer guide
 - Home Delivery Service Telephony system
- Following feedback in the survey the printed catalogue has been reduced from two to one a year, with a view that as the online catalogue develops the printed catalogue could be phased out.

5. Review of Objectives and Workplan for the Southern region

5.0 The Chair acknowledged that the National Board had initiated a review of the priorities which will be cascaded to the regions, this will lead to a workplan re-fresh.

5.1 Objective 1 - NHS Supply Chain

Summary of the data in the dashboard was given. Key points included:

- At the end of February 2017 the savings were at £215m against the £300m
- Uptake of Core List in the South is the best of the four regions
- The South is the only region to see a decline in volume; question needs to be raised over what is driving this activity
- Savings calendar is now live on the NHS Supply Chain website
- First of the NCP products, Couch Rolls will go live on the 27th March 2016 with predicted £900k national savings, the next one will be Blunt Fill Drawing up Devices due at the end of April 2017

5.2 Objective 2 - Crown Commercial Service

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

- Tech Products is now launched along with the online portal which is in beta testing phase. It should hopefully go live with Office Supplies in the next few weeks
- CCS is a not for profit organisation and levy funds cover the operating costs or are re-invested
- Data trends are around spend at the moment, but work is being done to try and move forwards to show savings

5.3 **Objective 3 - Increase connectivity to and engagement with customers across regions**

5.4 DoF engagement

Steve Orpin will present on the work of the Customer Board at the next NHSI DoF meeting at the end of March.

5.5 Engagement with Trusts

It was agreed that NHS Supply Chain would develop a check list to be circulated to trusts as soon as possible on what initiatives there are for consideration by trusts and how to engage.

5.6 STP Engagement

It was confirmed that all STPs should have some form of efficiency and productivity workstream, they may be at different levels though within the STP. It was agreed that it would be useful to establish a link with each of the STPs.

5.7 Collaborative contribution

Jane Harrison provided an update from a South East perspective, updates around the Trusted Customer Programme, NHSI and FOM were given at their meeting. Joint work has started with CCS. Mark Gronow gave update from the South West, Andy Harris also attends their meetings so things are becoming more joined up.

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

Andy Harris provided an update on the Trusted Customer events to date. Feedback received was that focus may be too much on savings, despite the great work of the CET. The intention is that in May/June time there will be further workshops, starting with Ortho and Cardio, there may also be a Southern and London meeting later in the year. It was noted that there are no Trusted Customers in the South East so Andy is looking at filling that gap.

5.9 **Objective 5 - Increase compliance**

Review status of Southern PTP plans - It was confirmed that the position had improved and most plans had been submitted. East Kent updated that they had shared their PTP amongst their STP, the same has happened by SPP to ensure alignment with STP and collaborative arrangements.

6.0 **Agree key messages for Southern region and AOB**

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

- Changes in PPIB data
- Trusts to provide update to NHS Supply Chain on changes to avoid stock out
- Opportunities through Compare and Save
- Comms around Capital offers
- How to incorporate Scan4Safety

The Chair thanked members for their contribution and brought Part 1 of the meeting to a close. The next meeting will be held on 7th June 2017.

Part 2

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