



**NHS London Customer Board Meeting
Summary Report
Tuesday 16th May 2017**

Present:		
Chair	Colin Gentile	Chair, London Customer Board Chief Financial Officer, Kings College Hospital NHS Foundation Trust
Board Members:		
	Lucie Jaggarr	Director of Procurement and eCommerce, Bart's Health NHS Trust
	Lee Joseph	Chief Operating Officer, London Procurement Partnership (for Mario Varela)
	David Lawson	Chief Procurement Officer, Guy's & St Thomas' NHS Foundation Trust
	Marcus Thorman	Chief Financial Officer, The Royal Marsden NHS Foundation Trust
Apologies:		
	Lorraine Bewes	North West London Collaboration of Clinical Commissioning Groups
	Stephen Bloomer	Chief Financial Officer, Whittington Health
	Geraldine Cunningham	Associate Director of Cultural Change, Bart's Health NHS Trust
	Steven Davies	Deputy Chief Financial Officer, Moorfields Eye Hospital NHS Foundation Trust
	Mike Dinan	Director of Financial Operations, Royal Free London NHS Foundation
	Matthew Hopkins	Chief Executive, Barking, Havering & Redbridge University Hospitals NHS Trust
	Emma Fisher	Head of Procurement (Medical & Surgical), University College London Hospitals NHS Foundation Trust
	John Goulston	Chief Executive, Croydon Health Services
	Tracey Leforte	Associate Director of Procurement, Southend University Hospital NHS Foundation Trust
	Mario Varela	Managing Director, London Procurement Partnership
In attendance		
	Mark Brian	Head of Account Management Capital, NHS Supply Chain (Part 2 only)
	Emma Graham	Business Delivery Manager – Health, Crown Commercial Service
	Andy Harris	Procurement Delivery Manager, NHSBSA
	Will Laing	Business Partner - Health, Crown Commercial Service
	Tom Mason	Programme Lead – Shelford Group, NHS Supply Chain (Part 2 only)
	Hamish Makanji	Head of Customer Engagement (London), NHS Supply Chain (Part 2 only)
	Wayne Rabin	Engagement Lead, DH (Part 1 only)
	Ieuan Trigger	Network Services Team, CCS
Customer Board Exec:		
	Sindie Clark	Stakeholder Manager, NHSBSA
	Debbie Pacey	Stakeholder Coordinator, NHSBSA

Part 1

16/05/1 Closed Session

- 1.1 Wayne Rabin joined the meeting and provided an update on the Future Operating Model.

Part 2

16/05/2 Welcome and Introductions / Declarations of interest

- 2.1 The Chair welcomed everyone to the meeting and introductions took place. The Chair asked for members to advise of potential conflicts of interest. (Attached with the minutes is a proforma for completion by members)

16/05/3 Receive minutes from London Customer Board meeting 22nd February 2017

- 3.1 The Chair took members through the minutes from the last meeting; minutes were approved with no amendments.

16/05/3 Action Report

- 4.1 The Chair commented that there were many ongoing actions, some of which dated back a while. He asked that Sindie Clark and Debbie Pacey contact each action owner individually with a view to closing all the outstanding actions before the next meeting.

16/05/5 Update from the National Customer Board/landscape

- 5.1 The Chair pointed members to the update slide in the pack which references the items discussed at the last National Customer Board meeting. The next National Customer Board will be held on 4th July 2017.

16/05/6 Overview of progress against agreed priorities

6.1 NHS Supply Chain

6.1.1 Personnel Changes

Hamish Makanji introduced himself to the board explaining he had recently been recruited into the role of Head of Customer Engagement for the London area. He also explained that two new Clinical Nurse Advisors had been recruited for East and West London, areas which previously had poor coverage; Marian Robinson and Amanda Stevens.

- 6.1.2 Hamish also explained how NHS Supply Chain had been dealing with the recent cyber attack by contacting suppliers to help where possible and taking manual orders. Lucie Jaggar commented that she has received very positive feedback from her Trust regarding the customer service provided by NHS Supply Chain during this very difficult period.

6.1.3 Nationally Contracted Products (NCP)

Tom Mason provided an update in the London region. Key points included:

- Couch Rolls was the first NCP product to be launched on 27th March; uptake has been very good. The national savings figure will be c.£1m, £140k in the London region The Chair suggested a secondary communication on couch rolls, with regard to compliance and savings
- Blunt Fill Devices was launched on 24th April. Two suppliers were awarded the contract to ensure continuous supply. The products have been evaluated by the NHS Clinical Evaluation Team (CET). The savings figure in the London area will be c£170k
- Examination Gloves is currently the only mid-framework price increase which has been implemented due to a cost increase on raw material. The NCP approach will be used to stabilise prices to reach a savings figure in the region of £405k
- Luer Slip Syringes and Medical Pulp are the next products to be launched and 49/50 of all the upcoming products now have an estimated launch date
- Lucie Jaggar questioned how NHS Supply Chain will work with Trusts who already have a good local deal which may be cheaper than the NCP product. Andy Harris confirmed that NHS Supply

Chain is working with suppliers to ensure that no Trust will be worse off by accepting the NCP product. If one Trust currently has a particularly good deal it should be available nationally unless the Trust is tied into a long term contract

- Lucie also questioned how the CET workplan is being aligned to avoid delays in the process. It was confirmed that additional resource to the team is currently being recruited
- The Chair suggested that to ensure full compliance, better communications need to be issued to Trusts. Tom Mason agreed to provide updates to the Trust impact statements which are already issued prior to the launch of products

Lee Joseph also asked about plans regarding surgical face masks & surgical theatre gowns as this was causing delays in procurement within some Trusts. Andy Harris stressed the importance of CET in supporting the rationale and decisions concerning timelines (supported by additional resource to NHS Supply Chain & CET to accelerate timelines). Lee Joseph asked about the mean length of time to market. Tom Mason responded that it is approximately six months, but he would be able to give more detail on an ad hoc basis.

6.1.4 **Dashboard discussion/Savings by STP**

Tom Mason and Hamish Makanki provided an update on progress in the London region. Key points included:

- Savings are ahead nationally, currently standing at £223m against the £300m target
- The savings figure for March was £7.5m
- YTD cash releasing sales figure for the London region is £10.5m, representing 4.3% of total sales
- The Compare and Save figure is £1.45m in London, which is ahead of other regions
- Commitments Discounts represent £5.7m
- Members questioned the £3.4m Net Price Discount figure and Tom agreed to review this and update at the next meeting
- The top and bottom performing Trusts were discussed and Hamish confirmed that he had been working with the procurement team at St George's Healthcare NHS Trust to establish a better working relationship with NHS Supply Chain
- Moorfields Eye Hospital NHS Foundation Trust is currently the best performing Trust in the London region realising a 14.7% savings figure on percentage of sales.
- South East London is currently the best performing STP region, led by Guy's & St Thomas's NHS Foundation Trust and Kings College Hospital NHS Foundation Trust realising £221k savings on Core List.
- The Chair questioned the meaning of actual/future savings and it was agreed that was an error and would be corrected in the dashboard for the next meeting.
- It was agreed that Mid & South Essex be removed from STP tables and charts for London region.

6.1.5 **High-Cost Tariff Excluded Devices (HCTED)**

Tom explained that where there are challenges with Trusts adopting the model, NHS Supply Chain is working closely with those Trusts to ensure compliance. NHS England regularly review where NHS Supply Chain is with the implementation of the model and there is pressure to drive Phase 2 of the process. Tom further explained that the Cardiology Super Tender should unlock resistance to change across other categories as they come on-stream, due to resolution of operational issues.

6.1.6 **Cardiology Super Tender**

The Cardiology Super Tender contract has not yet been awarded so no update was available. It is expected that the contract should be signed by mid-June and Tom will update at the next meeting.

6.1.7 **Shelford update**

Tom gave an update on current Shelford Group activity. With regard to MSK/Orthopaedics he reported that five out of the ten Shelford Group Trusts are now ordering at the new prices and all Trusts should be able to by the end of this month. 70% of the volume will be provided by one supplier by September. The savings figure expected is £25m for ortho and £13m on hips & knees across the ten Trusts.

With regard to Surgeons Gloves, Tom reported that the matrix pricing offer and new award to commit 80% of sales to one supplier (Ansell) has been agreed and Trusts are currently in the process of converting. A document has been issued to Trusts demonstrating to them how to switch. There is reluctance from some surgeons to switch, hence the 80% commitment. The switch will realise savings of £893K.

The Chair reiterated the importance of good communications to be issued to ensure good uptake.

With regard to Haemostats and Sutures, papers are currently being produced and will be circulated shortly.

6.1.8 **Capital**

Mark Brian gave an update on the re-structure of the Capital Team at NHS Supply Chain introducing himself as the Head of Account Management, Capital within that team. He explained who the other team members were and their individual responsibilities across the five key workstreams.

Mark explained that the strategy for 2017 will be focused on value for money in the equipment they are buying, getting aggregated pricing wherever possible and working the DH Trading Fund as hard as possible, e.g. understanding barrier to delayed uptake and developing solutions to address.

He went on to explain that the team were looking back historically at every Trust to see how they've planned and developed a workplan. Capital planning services are now embedded in some Trusts.

The MTA calendar is gaining success.

There is a lot of work being done around financing and finding alternative ways of financing capital purchases, particularly Operating Leases on CT and MRI scanners. The Chair questioned how better traction could be gained in the region and David Lawson asked for market intelligence to be shared. The issue of data sharing was raised and Mark said he would be happy to speak to any collaboratives or individual Trusts regarding their own data.

The Chair requested all members to consider how to secure better engagement and Mark referred to the regional workshops focussing on MTA and Trust Collaboration. Marcus Thorman asked for the agenda for these workshops to be shared so he could give consideration as to who from his Trust would be most suitable to attend.

6.2 **Crown Commercial Service (CCS)**

6.2.1 **Dashboard**

Will Laing and Emma Graham talked members through the dashboard which had been included in the pre-read pack. Key points:-

- Current spend nationally with CCS is down £17m YoY, a 7% reduction in the London region
- Spend through CCS on gas and electricity is down by £11m. Members commented that they weren't aware of the offers available and Emma Graham agreed to share details of energy savings and efficiencies to inform conversations with energy providers in October (ahead of April renewal dates.)
- Members requested sight of the Annual Report outlining Trust usage of CCS services. Will agreed to circulate this.
- David Lawson requested clarity around what savings are available to Trusts by switching tariffs. Emma agreed to share this information, grouped by STP. Emma also informed members that the energy providers are willing to visit individual Trusts to assess usage and see where savings can be achieved. The Chair asked for 'An Idiot's Guide' toolkit on Financials for FDs, and asked that CCS consider presenting at FD Network meetings as part of their communications strategy. Will Laing concurred.
- Emma also reported that uptake on e-procurement and fuel cards is low in the London region and agreed to circulate the Financial Pack (currently in draft) showing the Financial Services Providers for each product.
- Will Laing offered to present at any local FD forums to increase communications and awareness.

6.2.2 **Joint CCS and LPP workplan**

The workplan is now complete and will be shared.

6.2.3 **Quarterly newsletter**

Will referred to the Flash Sale offering in the latest quarterly newsletter and the criticism received at the National Board that this encouraged a spending spike at the end of the financial year. Will informed the board that the sale was to negate the price increases that suppliers make predicting the spike.

6.2.4 **Transparency statement**

Following a request at the Midlands Board, the transparency statement from CCS has now been provided and was included in the pre-read pack.

6.2.6 **PEPPOL**

At the last meeting of the London Board members requested sight of the PEPPOL agreement and this was included in the pre-read pack for this meeting

6.2.7 **HCSN update**

Ieuan Trigger presented on the work of NHS Digital with CCS; statement of requirements, aggregating procurement activity, telephony service (used by Cabinet Office, HM Treasury, Prime Minister's Office.) In particular HSCN has been working on a project focussing on the unbundling of the service provided through BT N3 network, and taking it to market; creating the market place, software requirements. Early migration is scheduled for Autumn 2017. It is expected that 35% savings could be achieved through transitioning over to the new model, in March 2018. (HSCN is working with OfCom to evidence the savings.)

The Chair advised aligning communications with NHSI (John Baine, Commercial Director. Lee Outhwaite, FD via Lee Joseph.)

6.3 **Increase connectivity to and engagement with customers across the regions**

6.3.1 **Involvement of clinicians in procurement**

Rose Gallagher was unable to attend, due to a prior engagement. Sindie Clark to follow up with Rose

6.4 **Facilitate, support and input to national solutions**

6.4.1 **National Procurement Forum (NPF) Forum**

David Lawson reported that the next meeting will take place shortly and a more detailed update will be provided at the next meeting.

6.4.2 **Trusted Customer update**

Andy Harris reported that the 24 category strategies have now been agreed and details will be circulated with the minutes.

Andy also highlighted plans for the expansion of the Trusted Customer programme (*e.g. Moorfields for Ophthalmology*) and asked members for nominations.

16/05/7 **Key messages & AOB**

- Confidentiality and press management statement
- *'Preparing for the marriage and not just the wedding'*: Importance of communications and clear procurement requirements in preparing for post-FOM launch
- Acknowledgement of the positive work undertaken by regions. Importance of sharing effective practices with FDs and other key stakeholder groups

- Members to email nhsbsa.customerboard@nhs.net with suggestions concerning a slimmed-down pack, *i.e. what is needed for the meeting, what would be useful to have access to, what is no longer required*

16/05/8 The Chair thanked members for their contribution, informed them that the next Board would take place on Wednesday 20th September 2017.