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**NHS Midlands Customer Board Meeting**

**Summary Report**

**3<sup>rd</sup> May 2017**

<b>Present:</b>		
<b>Chair</b>	David Melbourne	Deputy Chief Executive and Chief Finance Officer Birmingham Women's and Children's NHS Foundation Trust
<b>Board Members:</b>		
	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
	Nathan Joy-Johnson	Associate Director - Procurement and Commercial Services University Hospital of North Midlands NHS 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
<b>Apologies:</b>		
	Chris Benham	Director of Operational Finance, University Hospitals of Leicester NHS Trust
	Ian Hooper	Head of Procurement, Cambridge University Hospitals NHS Foundation Trust
	Geoff Roberts	Independent Consultant - Effective Purchasing
	Charlotte Kings	Head of Procurement, Worcestershire Acute Hospitals 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
<b>In attendance</b>		
	Angela Donohue	Workforce Lead, Health, Crown Commercial Service (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)
	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)
	Wayne Rabin	Lead for Stakeholder Engagement and Communications, Department of Health (Part 2 only)
<b>Customer Board Exec:</b>		
	Marie Aubin	Stakeholder Manager, NHS Business Services Authority
	Catherine Barker	Stekholder Co-ordinator, NHS Business Services Authority

## 1. Introduction

Welcome and introductions were made.

The Chair took members through the conflict of interest process and asked members to make any declarations. It was agreed that a board register would be created and individual declarations would be emailed out after the meeting for completion.

## **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 The Chair highlighted some key points from the National Board:

- More time was spent discussing the procurement function and PTPs which is a positive step
- Lack of clarity on the varying initiatives and parts of the NHS structure, local boards need to be focused on reducing duplication from meetings and focusing the agenda on adding value

## **5. Crown Commercial Service (CCS)**

5.1 Members were provided with an update on progress, key points:

- Members requested that new opportunities need to be brought to the meeting and then uptake of opportunities tracked. An example was given of software licences where CCS provide audits and reduce cost to the NHS and how this could be managed going forwards.
- Initial discussion took place on the impact of IR35; CCS is ensuring that all their frameworks are compliant. All were in agreement that this is a challenging situation with a watchful eye needed.

## **6. NHS Supply Chain Contract Performance Update**

### **6.1 National performance**

Savings by the end of March 2017 were £223m, which gives a line of site to hitting the £300m target by September 2018.

### **6.2 Programmes of activity**

- Gloves is the only mid-framework price increase which has been implemented. There is likely to be a change on pulp as two suppliers who have c99percent of the market between them are looking to merge with a plan to remove some of the discounts and rebates.
- NHS Supply Chain is working on top proven opportunities in each region; this will then generate a further pipeline of activity.
- NCP update was provided, couch rolls is almost universally compliant, blunt fill devices is looking good, but has only been live a week. Member's attention was drawn to the roll out list, with note being made that this list is fluid as challenge can be made to ensure they are most appropriate product areas.

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

7.1 Naomi Chapman from the CET provided an update was provided on the role of the Clinical Evaluation Team and their value along with the requirements and evaluation pathway. An overview of the engagement which has been done to date in order to bring the clinical community on the journey was given.

7.2 Feedback from National Procurement Forum and Carter

The NPF came out of the Carter Programme and was launched in January 2017 with at least one representative from each of the STPs. Work has been done on the ranking system and PPIB. There has been a move away from trust ranking to publish a colour coded status on my NHS. Nothing further will be published until July after the election.

- 7.3 **PSDN Standards**  
Following the last meeting a joint Midlands standards group has been formed and will meet at 9.30am on the day of the Midlands Customer Board meetings. An assessment tracker has been developed for each trust. There has been resistance from some trusts to engage, but further opportunity will be given before they are highlighted. There is a lack of assessors which is holding up trusts moving from level one to level two. There is a Carter target for all trusts to be level one by October 2017.
- 8. Part 2 – Closed session for members only**
- 8.1 **Update on Future Operating Model**  
Update was provided on the funding model and that this has now been signed off. Members asked for further detail on this. It was made clear that any reduction in Tariff would need to provide value back.
- 8.2 Confirmation was given that a letter was being prepared between DH and NHSI to go out to all trusts (CE, DOF and HOP) to ensure they all are briefed on the FOM. The Chair requested that this include the ROI for the investment model.
9. **Meeting close**  
The Chair thanked the Board and brought the meeting to a close. The next meeting is on Wednesday 27th September 2017.