



NHS National Customer Board Meeting

Meeting Minutes

Hilton London Green Park, Mayfair

Tuesday 4th July 2017

Present:		
Chair	Sir Ian Carruthers OBE	Independent Chair of the NHS Customer Board for Procurement and Supply
Board Members:		
	Colin Gentile	Chair of the London Customer Board Chief Financial Officer, Kings College Hospital NHS Foundation Trust
	Nick Gerrard	Chair of the Southern Customer Board Director of Finance and Performance, East Kent University Hospitals NHS Foundation Trusts
	Mick Guymer	Chair of the Northern Customer Board
	Alan Hoskins	Chair, HCSA Director of Procurement and Commercial Services, NHS South of England Procurement Services
	Steven Pink	Director of Change and Commercial Delivery, NHS Business Services Authority
	Jin Sahota	Director of Supply Chain, Commercial Division, DH
	Tim Slater	CEO, NHS Supply Chain
	Mandie Sunderland	Chair of the Clinical Reference Board Chief Nurse Nottingham University Hospitals NHS Trust
Apologies		
	Peter Lawson	Commercial Director, Crown Commercial Service
	David Melbourne	Deputy Chief Executive & Chief Finance Officer, Birmingham Women's and Children's NHS Foundation Trust
In attendance		
	Justine Henson	Stakeholder Manager. DH
	Will Laing	Business Partner Health, Crown Commercial Service
	Andy McMinn	NHS Improvement
	David Pierpoint	Chief Operating Officer, NHS Supply Chain
	Ben Shaw	Transformation Director, University Hospitals Leicester NHS Foundation Trust (Representing David Melbourne)
	Maggie Tonge	Senior Commercial Specialist – Workforce Category, Crown Commercial Service
	Paul Webster	Commercial Division, DH
Customer Board Exec:		
	Marie Aubin	Stakeholder Manager, NHS Business Services Authority
	Debbie Pacey	Stakeholder Co-ordinator, NHS Business Services Authority

Part 1

04/07/01 Welcome - meeting opens

- 1.0 The Chair welcomed everyone to the meeting explaining that Nick Gerrard, Director of Finance at East Kent Hospitals University NHS Trust had recently been appointed as Chair of the Southern Customer Board.

Apologies had been received from Peter Lawson, David Melbourne and Ian White who were unable to attend due to conflicting commitments.

04/07/02 Receiving Minutes

- 2.0 All were in agreement that the minutes and public report from the meeting on 4th April 2017 were a true and accurate record with a rephrasing of 6.1.4 needed.

04/07/03 Action update

- 3.0 The Chair took the Board through the action report, confirming that the majority of items had been closed. He commented that the board was maintaining good discipline in delivering on the actions and thanked all members and administrative support for ensuring this efficiency continues.

04/07/04 Landscape and Policy Update Including Alignment with NHSI

4.0 Nationally Contracted Products

Update was given that there is £175m of consumables in scope for the programme. There will be £18m savings this financial year. The big challenge with NCP is capacity however, it is broadly on track.

The first two products have been launched, delivering a 20% saving. Phase two will be launched in October 2017. Feedback was given that on Couch Rolls, in some trusts, more volume is being used due to the nature of the product so the savings may not be there. It was confirmed that this had only been identified in the North and that a feedback route had been agreed. Confirmation was given that quality was built into the award criteria; however the product may be reviewed if necessary.

4.1 Update on PTPs

There are currently 23 trusts who have not submitted PTP's, the Chair asked for local boards to support those trusts in providing them. The Chair stressed the importance of personal contact and not just relying on already established forums.

4.2 PPIB and Procurement Dashboard

Nearly every trust has input at different levels, the feedback from trusts is that it is very useful and that there is a lot of traction and utilisation.

4.3 Implementation of the Carter Recommendations including Model Hospital and NPF

The programme is progressing however, not all trusts are submitting data into it. The Customer Board has a role to ensure trusts are submitting data so that as a tool it becomes more beneficial.

4.4 CET Funding Update

Funding has been agreed, recruitment will start after the summer for 21 posts which are positioned as leadership development opportunities. As they are now substantive posts better planning can be made and hopefully retention of members should be more successful.

04/07/05 PSDN Update

- 5.0** Better progress is being made in the North and Midlands. However, the structures nationally are becoming more established. One issue is the capacity for peer review and assessment of accreditation. The national staffing survey went out this week which will provide further data.

04/07/06 NHS Supply Chain Update

- 6.0** Overall savings are tracking well with £232m delivered at the end of June 2017 against the £300m target. Consumables are tracking a little behind but Capital is well ahead of plan with savings currently standing at £135m against the £158m target. Work is progressing well on national pricing, there are still some suppliers who are being slower to adopt but NHS Supply Chain is working through this.
- 6.1** From a logistics perspective things are looking good. Rugby is now the top performing depot with some of the volume which was taken out now being moved back in.

04/07/07 Crown Commercial Service

- 7.1** It was noted that CCS also run an NPS measure with the Q4 NHS score being at +18, which is the highest it has been, reflecting that the relationship between CCS and the NHS is being strengthened. CCS is working more collaboratively with the NHS to develop its strategies. A joint MOU has been agreed between CCS and the four NHS owned hubs, the most developed of these workplans is with LPP following the work triggered at the London Customer Board.

04/07/08 Reports, progress and feedback from the regions and to share their draft workplans

- 8.0** The Chair asked for updates on progress within the Local and Clinical Reference Boards. Key points included:
- Spend through CCS has increased looking like better utilisation of contracts.
 - Yorkshire Working Together has broadened out and is working well with NHS Supply Chain.
 - Regional workplans have now been developed with agreed measures be identified across all boards and the data in the system to track progress against the measures for each region

- Savings are progressing well. Engagement with STPs was covered as well as the skills gap in procurement.
- Focus on engagement at STP level is progressing with more data being provided in this way.
- Feedback was given around the communications on the FOM and how understanding in trusts may be low in those who are not involved in National forums.
- The CET has been involved in category tower evaluations, which meant that their focus was diverted away from product evaluation.
- The Ambulance Service/Acute sector project has gone really well. A mutually agreeable electrode has now been identified and Mandie has written out to trusts on this as there is a potential saving of £1.8m across the NHS if everyone adopts.
- Update was given on the targeting of Clinical Procurement specialists by suppliers to take part in paid research in relation to the CET programme. A letter has been sent out to all Directors of Nursing and through the NHSI bulletin to ensure that clinicians are aware of the consequences of taking part in this.

04/07/09 Update on the FOM

9.0 Justine Henson gave an update on the FOM initially focusing on how all the varying initiatives merge into the go forwards outcomes. It was agreed that a list of the category tower evaluators would be shared through the Customer Board.

04/07/10 NHSI Update

10.0 A further overview of the NCP programme to date was given, reducing variety and price with a good system wide adoption, further work is being done to accelerate the programme.

10.1 Discussion moved on to PTPs. Mick Guymer shared that NWPD created a model template for PTPs setting out key requirements and linking them back to the Carter recommendations. It was confirmed that NHSI is reviewing the procurement requirements and what needs to be delivered and how, establishing workstreams to support this and then pulling the expertise in from the procurement community to deliver the outcomes.

10.2 It was confirmed that the PPIB league table would be published on 17th July 2017 and will be available to the public.

04/07/11 Recap on messaging for the Regions

- Keep focus to ensure delivery of the financial challenge
- Support the development the procurement function
- A request from the FOM team to feedback on what is needed in terms of communications
- A call for regional meetings to re table the need for trusts/STP to engage on workforce
- A request for trusts to get involved in as much as possible at what is a very challenging time
- Reiterating that the role of the Customer Board is to support trusts at this challenging time
- Utilise and build on the data coming out of NHSI and other forums to support trusts

04/07/12 AOB and meeting close

No further matters were raised for discussion and the Chair thanked everyone for their attendance and brought the meeting to a close. The next meeting will be held on Friday 22nd September.