

**NHS Customer Board for Procurement and Supply
National Customer Board Meeting 22nd September 2017**

Category	Key updates
Strategic issues	<ul style="list-style-type: none"> • CCS is still looking for nominations for trusts or clusters to work with them on their workforce strategy • Clarity was sought from NHSI and the FOM team on what good looks like for the future • The draft metrics were well received, however it was agreed that as NHSI has now developed their own dashboard the two should be streamlined where possible • NCP - two out of 32 products have been launched, the results have been good but the main challenge is around speed of implementation • A number of PTP plans are still awaiting submission to NHSI
Meeting the financial challenge	<ul style="list-style-type: none"> • NHS Supply Chain has delivered well against their savings targets and improving Customer Satisfaction levels, however this should be tested at a local level • PPIB - there are examples of suppliers setting prices at the highest level based on the transparency provided through PPIB. The DH asked for referral of any suppliers who were participating in this along with the necessary evidence so it could be dealt with • Metrics heatmap to be circulated to DoFs and CEOs
Developing the procurement function	<ul style="list-style-type: none"> • Focus needs to remain on PSDN and Procurement Standards Accreditation • A status update was requested on how many trusts have issued POs for PPIB and a request that this is discussed at local boards • PPEPA is the procurement league table; this will go live in October 2017 on myNHS which is a public forum
Meeting the quality challenge	<ul style="list-style-type: none"> • GIRFT would be included on the National agenda in November
Development topics	<ul style="list-style-type: none"> • Membership and attendance to be reviewed on an on-going basis in light of the upcoming landscape changes • Category tower providers will be invited to provide an introduction to their organisation for the National Customer Board
Communications	<ul style="list-style-type: none"> • Broader communications within trusts around the FOM is needed • A request that NHSI's regional teams have procurement on their agenda when visiting trusts • With regards to the FOM a communications pack will go out to all trusts shortly which has generic FOM information as well as specific information on the Office Solutions Tower • Update from each of the five sub boards were provided