

Meeting Report
NHS Northern Customer Board for Procurement and Supply Meeting
8th September 2017
The Met Hotel, King Street, Leeds

Present:		
Chair	Mick Guymer	North West Procurement Development
Board Members:		
	Peter Becconsall (dep for Paul Havey)	Assistant Finance Director (Business and Commercial) Lancashire Teaching Hospitals NHS Foundation Trust
	Lee Bond	Chief Financial Officer, Hull and East Yorks Hospitals NHS Trust
	Angela Gaskell	Head of Purchasing and Supplies, St Helens and Knowsley Hospitals NHS Trust
	Daren Hopkinson	Head of Procurement, North West Ambulance Service
	Helen Lisle	Director of Procurement & Supplies, Newcastle upon Tyne Hospitals NHS Trust
	Brian Mangan	Deputy Director, North West Procurement Development
	Ian Willis	Head of Procurement, York Teaching Hospital NHS Foundation Trust
	Simon Walsh (dep. Joe Lever)	Procurement Director, Central Manchester University Hospitals NHS Foundation Trust
Apologies:		
	Dr Naomi Chapman	Clinical Programme Lead, NHS Clinical Evaluation Team
	Stacie Croxton	Customer Service and Marketing Director, NHS Supply Chain
	Jenny Ehrhardt	Acting Director of Finance, Leeds Teaching Hospitals NHS Trust
	Paul Havey	Finance Director/Deputy Chief Executive, Lancashire Teaching Hospitals NHS Foundation Trust
	Joe Lever	Procurement Director, Salford Royal NHS Foundation Trust
	Paul Ralston	Head of Procurement, The Rotherham NHS Foundation Trust
	Lynne Hodgson	Director of Finance, North East Ambulance Service
	Cheryl Joyce	Business Manager- WPS, Crown Commercial Services
In attendance:		
	Mark Brian	Head of Account Management Capital, NHS Supply Chain
	Sandy Brown	Director of Nursing and Clinical Quality and Deputy Chief executive, East of England Ambulance Service NHS Trust
	Claire Clarke	GS1
	Gillian Fox	Head of eProcurement Programme, NHS Supply Chain
	Sue Green	Operational Lead, West Midlands Ambulance Service & CET
	Andy Harris	Procurement Strategy Lead, NHS Business Services Authority, Regional Co-ordinator for the HCSA
	Gareth Harvey	Head of Customer Engagement, NHS Supply Chain
	Karen Hudson	CET
	Will Laing	Senior Relationship Manager, Crown Commercial Services
	Dan Lewin	CET
	Collette Longstaffe	CET

	Gerard McGeary	Head of Supplier Management, NHSBSA
	Mark Moore	CCS
	Celia Poole	Stakeholder Engagement Lead Commercial Division - Procurement Transformation Programme - DH
Customer Board Exec:		
	Catherine Barker	Stakeholder Co-ordinator, NHS Business Services Authority
	Sindie Clark	Stakeholder Manager, NHS Business Services Authority

Section 1 – Closed session for members only

08/09/1 Department of Health update – Future Operating Model (FOM)

- 1.1 Celia Poole from the DH provided an update on the FOM. A briefing document is due out from the DH week commencing 11th September 2017, summarising all the information on the FOM, there will be supplementary information on the Office Solutions contract and webinars to provide additional communications and support.

Section 2 – Communications

08/09/2 Welcome meeting opens and apologies

- 2.1 Introductions took place and the Chair gave apologies for those unable to attend.
- 2.2 The Chair reminded members that they need to complete their declaration of interest even if it is a nil return. Sindie Clark to chase members for their proforma.
- 2.3 The Chair advised members that the content of the Customer Board packs are confidential and is intended solely for the addressee. The information may also be legally privileged. This information contained within the packs is sent in trust, for the sole purpose of delivery to the Board members (intended recipients.) If the information within the pack is received in error, any use, reproduction or dissemination of the packs and their contents is strictly prohibited. He also asked the Board to note that any queries from the press/media relating to the work and papers of the Northern Customer Board should be diverted to nhsbsa.customerboard@nhs.net for response, or co-ordination thereof.

08/09/3 Receive Minutes and Public report from Customer Board meeting on 9th June

- 3.1 A couple of matters of accuracy were raised, and once these have been amended, the minutes were agreed as a true record. Catherine Barker to amend minutes from 9th June and the Action Log.

08/09/4 Matters arising/action report

- 4.1 Updates were provided on the following outstanding actions:-
- 4.3.4 Simon Worthington is now in post at Leeds and Will Laing requested Simon's details so that he can progress this action further.
- 5.2.4 Information has been provided to HCTED and this action can now be closed.
- 7.1.5 NHS Supply Chain and CCS attended a meeting in September and the next meeting will take place in October. This action can now be closed.
- 6.3.1 Gareth Harvey commented that he did not recall agreeing to produce a paper. The information is available to all Trusts. Gareth and Sindie agreed to pick this action up offline.
- 7.1.1 STP savings tables are now included in the NHS Supply Chain dashboard and this action can now be closed.
- 9.2 A follow up meeting is scheduled for 12/9 with the MOU being updating with progress against CIPS.

08/09/5 Messages from National Customer Board

- 5.1 The Chair gave members an overview of the last National meeting on 4th July.

Section 3 – Progress review and workplan

08/09/6 Review progress against objectives for the Northern Board

6.1 Ambulance & Acute Trusts working together – Electrodes project

Sandy Brown provided members with an overview of the project with progress to date and next steps. Members asked if the workplan and MOU could be shared. Sandy agreed to share Addenbrooke's MOU.

- 6.2 Following Sandy's presentation the Chair asked members if they were aware of any other projects concerning multi-organisation or innovative practice & procurement that have been undertaken within their sub-regions so that the named individuals may be invited to present at future Customer Board meeting. Members were requested to email nhsbsa.customerboard@nhs.net with suggestions for content and speakers.

6.3 Priorities/Developing Workplan

6.3.1 The 2017 priorities and workplan was approved and members were advised that the KPIs were due to be signed off at the National meeting on 22nd September. Sindie provided an update on progress against the workplan, highlighting on-target milestones and where there were areas for improvement, e.g. adoption of Couch Rolls is not at 100% in the Northern region. Successes were also touched upon, namely the increased customer satisfaction with particular reference to the Net Promoter Score being at its highest score ever.

6.3.2 Members were requested to provide feedback and to think about areas that could be used as case studies to provide evidence.

6.3.3 The group was advised that, since Steven Pink's departure from NHS Business Services Authority, any escalation of issues that previously were sent to Steven Pink would be dealt with by the new Head of Supplier Management team; Gerard McGeary.

6.4 NHS Supply Chain

6.4.1 Dashboard highlights

Savings to the end of June are £239.2m which is £17.7m ahead of plan. Capital savings are £144.5m which is £34.5m ahead of plan.

The North has the highest percentage of Compare and Save at 12.9%, 1.6% above other regions.

6.4.2 Nationally Contracted Products (NCP)

Couch Rolls is not yet at 100% usage, members were requested to ensure that they inform their account managers where there are switches so that information is captured for the National picture. There has also been some decline due to outsourcing of services.

Double Adjustable Crutches - an announcement will be made at the end of September, the award mitigates the price increase and has been awarded in Alcatel.

Vinyl and Latex – HTE have been awarded with a £250k reduction against the previously increased price. 12 months' supply has been secured at this price.

Underpads, temporary shoes and toilet paper will now be in Q3 for the procurement process.

In order to accelerate the NCP programme, a number of extra sub-categories have been added where there has been a sole award which includes Single Use Tourniquets and Urine Drainage Bags with an announcement due shortly. A phased approach will be used so that suppliers can ensure stock is available, although usage is already at 80% as many Trusts have already moved. Question was raised whether the toilet rolls would require new holders as they would then require an estates involvement, Gareth agreed to find out and feedback.

6.4.3 **NHS England HCTED programme support**

Update was provided to the information contained in the pre read pack that the Trusts highlighted have now either gone live or are progressing well.

6.4.4 Savings and Procurement Calendar will now be available as a downloadable MS Excel document.

6.4.5 **Capital**

Mark Brian provided members with an update in the Capital space. Savings are £34.5m well ahead of plan mainly due to aggregation through the DH Fund, Bulk deals and multi Trust aggregation. Mark was asked to add an additional column to the Northern Overview pages of his presentation, highlighting engagement with different Trusts.

Capital plans are delayed from Trusts this year but engagement is good with Trusts with work being done to reduce unforeseen expenditure as this reduces the available savings. Around 4x the savings can be achieved if spending is planned and aggregated.

Regional Savings and Improvement Groups are scheduled for 15th November in the North West and 16th November in the North East, Yorkshire & Humber areas with members being invited to get in touch with Mark if they would like to attend/ with the details of a nominated representative for the Trusts

6.5 **GS1 – NHS Supply Chain**

6.5.1 Gillian Fox from NHS Supply Chain took members through the slides contained in the pre read pack.

A number of IT changes are being made with GTIN and GLN codes now showing, there will be an EDC Gold release in September with cages being labelled.

Informed ordering update will be released which will include a back in stock button so that users will receive an email when the item is available to order.

NHS Supply Chain is now live with 50 suppliers in PEPPOL.

Key messages to Trusts:

- GS1 Healthcare conference in November 2017.
- Trusts need to start thinking about the Medical Device Regulations and processes to encourage uptake, e.g. commitment from relevant members of staff within Trusts
- Visit a demonstrator site for more information
- Get a PEPPOL provider

It was agreed that Gill's contact details would be recorded in the minutes, so that members may contact her:

Gillian Fox, Head of IT and eProcurement Programme - NHS Supply Chain: M: 07789617976; T: gillian.fox@supplychain.nhs.uk

6.5.2 Claire Clarke from GS1 joined the meeting and took members through her presentation, giving some background to GS1 and a checklist for Trusts to facilitate readiness for GS1. A funding announcement will be made in January 2018 for funding for the next 25 sites with projected go-live in April 2018.

Lee Bond enquired about the proof of concept for GS1 based on the learning provided by the demonstrator sites. It was noted that guides have been produced referencing core enablers from feedback in the 6 demonstrator sites. Unfortunately they are not yet available, but will be made available through the DH portal.

Brian Mangan reported that a GS1 Champion will be presenting at a national orthopaedics forum, and he will share the outcomes of that meeting with members at the next Board meeting

6.6 **Crown Commercial Service (CCS)**

6.6.1 Will Laing updated members as follows:

- A framework for PEPPOL for GS1

- The data pack has been redeveloped with more focus on activity and opportunities, any feedback should be provided to Cheryl Joyce at cheryl.joyce@crownccommercial.gov.uk
- CCS presented at the National Board on workforce to establish a project with STPs. Mick Guymmer has put forwards the Lancashire Procurement Cluster to work on this key strategic initiative.
- Crown Market Place is widely used in the NHS but is now in redevelopment, with the 1st stage being a good electronic catalogue. Volunteers are needed for user representation with 1 NHS member for each board. Members are requested to contact Will Laing directly.

6.6.2 HCSN/Network Services Team

Mark Moore gave members an overview of the current situation regarding the switch off of the N3 network in 2019. Chief Information Officers in Trusts should have received a letter from NHS Digital requesting information on what the Trusts are planning to do with responses required towards the end of September. Members were unaware of this letter and asked if they could be provided with a list of who the letter was sent to and a summary of where Northern Trusts are in the process. Sight of additional comms information was also requested.

The National programme of aggregated procurement will start in January 2018.

Members are advised to speak with their CIO's about the process to understand the impact on their Trust. It may also be useful for a representative from NHS Digital to attend the next meeting.

Section 4 - Information

08/09/7 Trusted Customer discussion

- 7.1 Andy Harris provided members with an update on activity in the programme, and agreed to provide this at each meeting. The Chair complimented Andy on the comprehensive nature of the report

There have been two recent events in London and Chester which have been well received. There are no further events planned as an announcement is imminent regarding the Category Tower provider awards. Focus has now shifted to mapping existing Trusted Customers to the Towers leading to a gap analysis, e.g. Food, Ophthalmic and Pathology. Nominations will be sought to fulfil the identified gaps, including from Ambulance, Community and Mental Health Trusts.

08/09/8 Update from Collaboratives

- 8.1 **NWPD/Greater Manchester** (Simon Walsh) – Through the support provided by the NWPD, the area is now at business case stage for Greater Manchester Procurement and now have a structural understanding concerning the vision for procurement across the area.
- 8.2 **Cheshire & Mersey** (Angela Gaskell) – No further update – meeting scheduled for next week
- 8.3 **Cumbria & Lancs** (Brian Mangan) – work is underway on the Lancs procurement cluster with MOUs already been signed. It is expected that a formal structure will be in place in October 2017, and will include increased activity within STPs
- 8.4 **North East** (Helen Lisle) – Productive meetings have already taken place with two STPs, attended also by with NHSSC, CCS and DH. The attendees have asked CCS to return in October with additional information.
- 8.5 **Yorkshire** (Ian Willis) – The sub-region's objectives have been aligned to the 2017 Priorities for the Customer Board. Increased engagement with STPs, e.g using training and apprenticeships to increase the market share from 40% to 80%. Ian to liaise with Helen concerning the levy for specific levels.

08/09/9 Procurement Skills Development Network update/report (PSDN)

- 9.1 It was reported that 36 organisations in the North have now been peer reviewed with a further 17 across the rest of the country. Four Trusts have achieved Level 2 in the North. Seventy organisations have a procurement department. There is a target for all acute Trusts in the Northern region to have achieved Level 2 by October 2018.

- 9.2 Helen Lisle and Di Ormandy to attend the NPF in September to discuss accreditation; identifying the challenges and facilitating the development of solutions. There is no update on the potential availability of continued funding; awaiting an update from DH.
- 9.3 NHSI have conflicting information on the status of Trusts but it is known that the South and London are struggling. Manchester and Newcastle have offered to do the first reviews in London to get the ball rolling, with a view to the resource being offered back in due course.
- 9.4 Ian Willis enquired about a 12-month programme plan for Apprenticeships, and Simon Walsh and Helen Lisle offered to discuss this with Ian (on behalf of HCSA.)

08/09/10 Clinical Evaluation Team

- 10.1 Karen Hudson provided an update on the CET team and its work.
- Four new Clinical Specialists Leads have been appointed, and there are four new reports live on the website.
- There is a clinical conversation in Liverpool which they are struggling to get people to attend. The event is open to specialists and generalists as all have valid and different views. It was noted that it would be useful to have a list of attendees so gaps in attendance could be targeted. Karen agreed to send a list to Andy Harris, Brian Mangan and Helen Lisle.

08/09/11 AOB

- 11.1 It was noted that the Carter Review for Ambulance Trusts was also now underway.

08/09/12 Meeting close

- 13.1 The Chair thanked the Board for their commitment and time and brought the meeting to a close. The next meeting is on Friday, 8th December between 10.30 and 2.30pm.