

NHS Customer Board for Procurement and Supply Midlands Customer Board Meeting 1st February 2018

Category	Key updates
Strategic issues	<ul style="list-style-type: none"> The benefits of aligning to peers within STPs to work collaboratively were discussed, noting that it is not always the optimum grouping and trusts may choose to work collaboratively in other ways. It was recognised that the planning guidance due out next week is very clear in terms of back office Steve Milliner provided an update on the Future Operating Model to date, noting which contracts had been awarded and the future programme roll out. Discussion was had around the KPIs and SLAs the ICC would have with trust as their customers, these are still being worked on
Meeting the financial challenge	<ul style="list-style-type: none"> NHS Supply Chain's consumables savings stand at £280m NHS Supply Chain's capital savings stand at £158m Year on year the region has seen growth in value with more business coming through NHS Supply Chain, however there has been a decline in volume With regards to the top ten/bottom ten it was noted that the senior partnership model is working as they where they are working with trusts this is mirrored in terms of trust performance
Developing the procurement function	<ul style="list-style-type: none"> The Chair agreed to share the NHS framework for talent management so a working group could be pulled together to focus on this With the support of a Regional Management Trainee members agreed to use a consistent methodology to submit their departments ROI data. The Chair offered to take the work to HFMA and ask for the output to be published independently to all Directors of Finance it would also be raised it at the East and West Midlands Director of Finance meeting With regards to funding of a dedicated resource within the Midlands for PSDN accreditation David Streets is drafting an options appraisal for the Chair to raise with Finance Colleagues and then at the National Board In terms of CIPS qualified the West Midlands has 29% qualified or in training and the East Midlands is at 36%, all were in agreement this is a good positions
Meeting the quality challenge	<ul style="list-style-type: none"> All trusts in the region have raised a PO for PPIB Full commitment bar one trusts to NCP in the region Naomi Chapman provided update on the CET Reports and how they should be used. The team has been in place now for two years, with the majority of secondments coming to an end in April. By October 2018 the evaluation will have all migrated over to the Category Tower Service Providers. A number of reports have been published, with a number awaiting final publication It was confirmed that the Board would try and secure the regional lead for GIRFT to the next meeting to provide an update on the work in the region
Development topics	<ul style="list-style-type: none"> Customer Satisfaction scores demonstrate a stable position, reassurance was given that there are some operational issues but they are being addressed
Communications	<ul style="list-style-type: none"> With regards to the National Procurement Forum discussion is now taking place on who needs to attend and whether this should be on a rolling basis. There is a view that information is not getting cascaded out to those not in attendance, David Smith committed to sharing the information post event. There was a request that NPF should be a standard agenda item at the regional HoP meetings and that whoever attends NPF should give the update