

NHS Customer Board for Procurement and Supply Northern Customer Board Meeting 2nd February 2018

Category	Key updates
Strategic issues	<ul style="list-style-type: none"> The DH provided an update on the Future Operating Model and the Category Tower awards. Discussion took place about how best to engage with procurement, finance and clinical professionals in the NHS, sharing expertise without adding to already significant workloads. The DH/ICC is setting up a new customer advisory group which will contain approximately 40 procurement, finance and clinical professionals. Members were invited to contact Celia Poole to register an interest. A buddy trust system is also being explored and further information will be provided at a later date CCS will run a conference call with members to discuss how best to engage with the NHS on their Tower 9 provision and their wider healthcare offer
Meeting the financial challenge	<ul style="list-style-type: none"> Members reiterated the importance of understanding how the charging/top slicing in the FOM is going to work in the future. NHS Supply Chain reported savings of £280.3m to date which is well ahead of plan, with 37.7% of year to date national savings have been achieved in the Northern region The Chair noted the scale of operational change across the NHS landscape is huge and there was discussion about the increase in the use of SPVs across the region
Developing the procurement function	<ul style="list-style-type: none"> Keith Emmerson provided an update on the new solution for the replacement of the N3 network Alan Birks provided an update on credentialing and the MIA system which is being rolled out by AXREM The North continues to progress well with procurement department accreditation and there has been an excellent response to the training needs analysis questionnaire conducted by PSDN. HCSA are working with PSDN on aligning training provision with the training needs analysis
Meeting the quality challenge	<ul style="list-style-type: none"> NHS Supply Chain has reported that net promoter and customer feedback scores have improved from the November position The CET is now in the exit phase and members are due to be pulled back into trusts in the next couple of months but a business case has been put forward to retain clinicians until September where possible to complete outstanding reports. Members passed on their thanks to Naomi Chapman and the CET for their significant contribution and support.
Development topics	<ul style="list-style-type: none"> Assessment is taking place in the North West looking at status on readiness for Scan4Safety in 2020. Further update will be provided at the next meeting
Communications	<ul style="list-style-type: none"> A new NHSI representative is being sought for the Board following the departure of Jon Hannah. It was noted that Andy Harris will not be attending the Customer Board meetings any more as his role in the new structure now focuses on procurement rather than customer engagement. Members discussed the National Procurement Forum and agreed that they would provide written feedback to the Department of Health and NHSI