

Supplier Webinar

December 2024

- Introductions and Housekeeping
- Supplier Development Update
- Digital Commerce Platform Update
- Sustainability Update (including Completing an Evergreen Assessment, NHS England's Sustainable Supplier Accelerator, NHS Net Zero Supplier Roadmap and a consultation on eradicating modern slavery from the healthcare supply chain)
- Questions and Answers.

Webinar recording

A recording will be emailed to all registrants following the webinar.

Webinar Slides

A redacted version of the webinar slides will be shared.

Ask questions

We're keen to allow time for your questions on each webinar.

Please ask your questions during the webinar using the question function in GoToWebinar. The answers will be:

- Answered in our open Q&A at the end
- Emailed to you directly
- Answered in an upcoming webinar

Many of you probably want to ask the same things, so it's valuable to have that dialogue in real time.

Submit your feedback

A short questionnaire will pop up at the end of the webinar. There is a free text box for you to suggest what you'd like to see covered in future webinars.

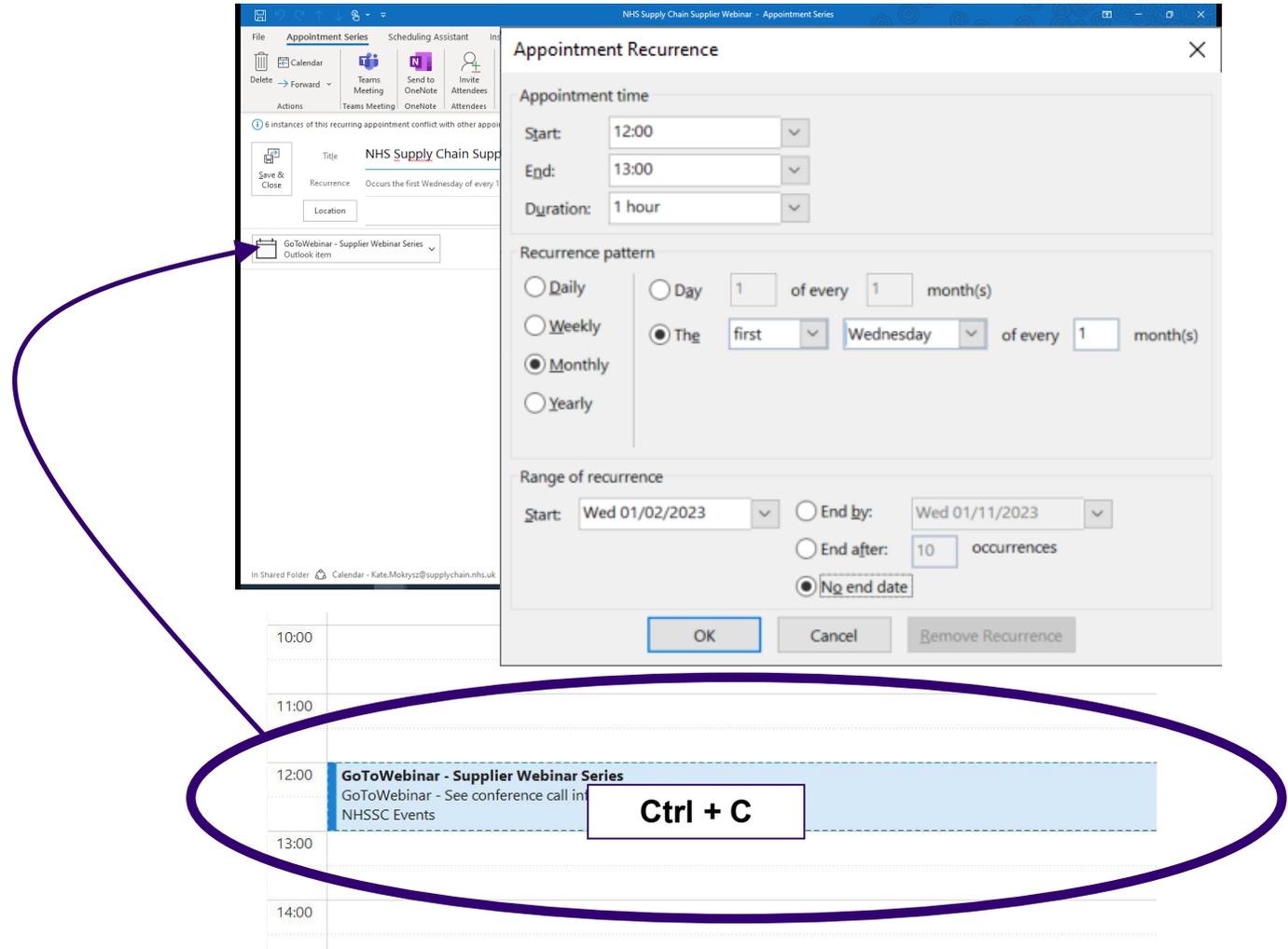
From your feedback

We particularly value your content suggestions; they help us ensure these webinars are useful to you. Future content is planned around your suggestions.

- Noon on the first Wednesday of every month, except January and August:
- **Remember** you need to manually add the dates into your calendars.
- You could set it up as a **recurring appointment**.

Don't forget, see our website for:

- Newsletters
- Procurement calendar – this is currently being amended and will be published again once completed

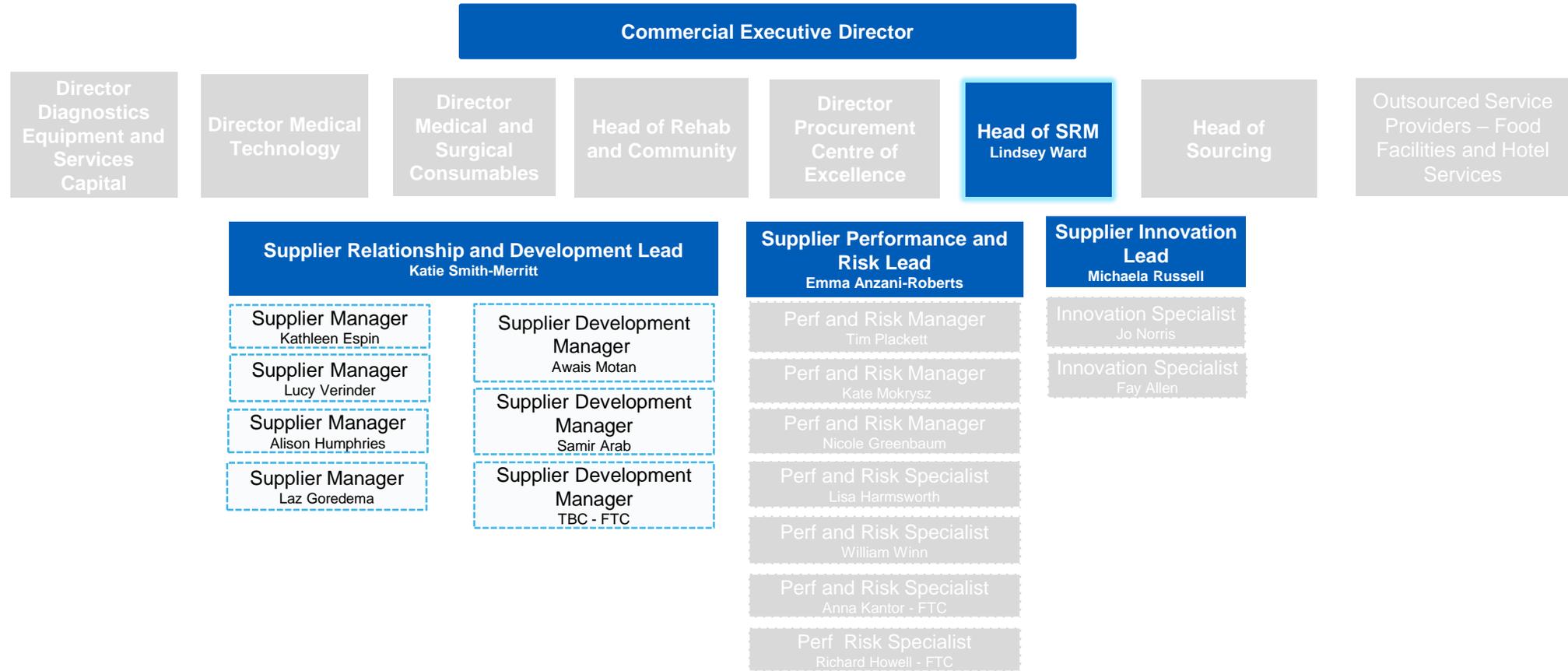


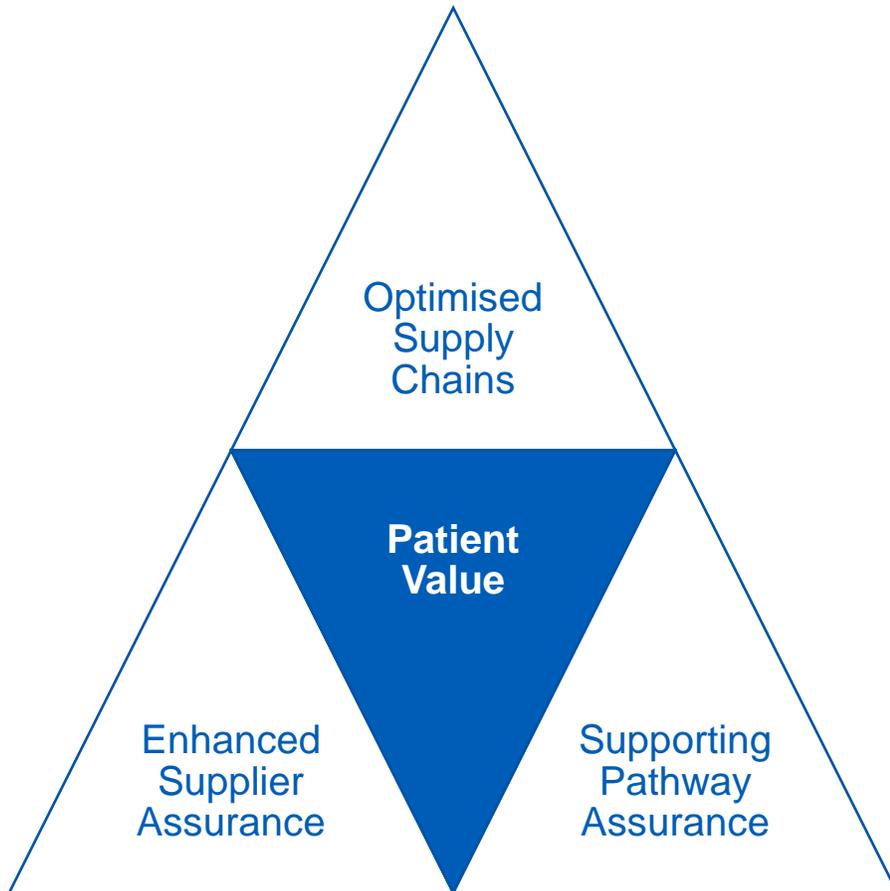
Supplier Development Update

Katie Smith-Merritt

Supplier Relationship and Development Lead

The SRM Team





- Deliver additional value in total cost reduction on behalf of Commercial stakeholders in line with our sustainability objectives
- Protect service working with suppliers on initiatives which prevent or mitigate future risks to supply
- Support our Clinical and Category teams to realise product improvements and effectively scale innovation, to ensure that system needs are met
- Drive industry engagement to gain additional insight and collaboratively support the development of our Commercial Strategy

Engagement and Treatment Strategies

	← Informative	Transactional Consultative	Involvement →	Strategic, Preferred, Key
	Information giving	Information seeking	Information sharing	Collaborative
Purpose	To provide suppliers with information to assist them in understanding objectives, opportunities, challenges	To obtain supplier input and provide feedback about how it informed decisions and/or approaches	To work directly with suppliers to obtain their input and ensure suppliers concerns etc are understood and considered	To work together with suppliers as a team. Incorporating their input and advice, jointly formulating solutions and/or options. Sharing agenda setting and deliberation of issues
Commitment to suppliers	We will keep you informed	We will keep you informed, listen to you, acknowledge your views and provide feedback	We will work with you to ensure your concerns are reflected and provide feedback on how suppliers input influenced outcomes	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into decisions and outcomes
Ownership and Level of Engagement	Category Teams Minimal	Category Teams Low	Category Teams Moderate	Central SRM High
Example Communication channels and Treatment Strategies	Newsletters Fact sheets Websites Social media Monthly Webinar	Surveys Focus groups Monthly Ops Reviews Key Point of Contact	Improvement Workshops Advisory committees Business reviews Mapped levels of escalation	Dedicated Supplier Manager Working groups / round tables Quarterly Business Reviews Value Release Planning Annual Strategic Review Relationship Management Plan

Medtech Small and Medium Enterprises (SME) Forum Launch

NHS England SME Advisory Forum

- **Objective 1** - To better engage, communicate with and learn from the SME community
- **Objective 2** - To improve visibility of the NHS opportunities and encourage SME's participation in our commercial activity
- **Objective 3** - To leverage the innovation power of SMEs for the benefit of the NHS
- **Objective 4** - To maximise the SME opportunity arising from Net Zero and Social Value

NHS Supply Chain SME engagement

- **Objective 1** – Establish fundamental ways of working, simplifying processes, bringing to life social value and adhering to payment terms
- **Objective 2** – Embed SMEs into our Supplier base to maximise resilience through understanding capability, highlighting agility, reviewing productivity and ensuring access to scalable innovation
- **Objective 3** – Support future growth for SMEs as a percentage of our net spend, highlighting opportunities for investment to system stakeholders and potential areas of support in policy

Medtech SME Forum

- To **define and review priorities** under a **dual banner of One NHS**, with the potential to scale opportunities and influence change in other sub-sectors across the system
- To **work with SME advisory group** to delivery objectives of the SME action plan that highlight the importance and value that SMEs bring to the NHS.
- Create a **Collaborative Charter** for the group, to support open and meaningful debate leading to action
- Identify NHS Supply Chain specific hot topics with existing and potential SMEs, to gain **insight and potential levers to increase equity**
- **Enhance engagement** opportunities through:
 - Quarterly workshops addressing the top 4 priorities for 2025 (First topic Procurement Act, remaining three to be nominated)
 - Newsletter updates, signposting initiatives and opportunities available to SMEs
 - Hot topic webinars

Digital Commerce Platform Update

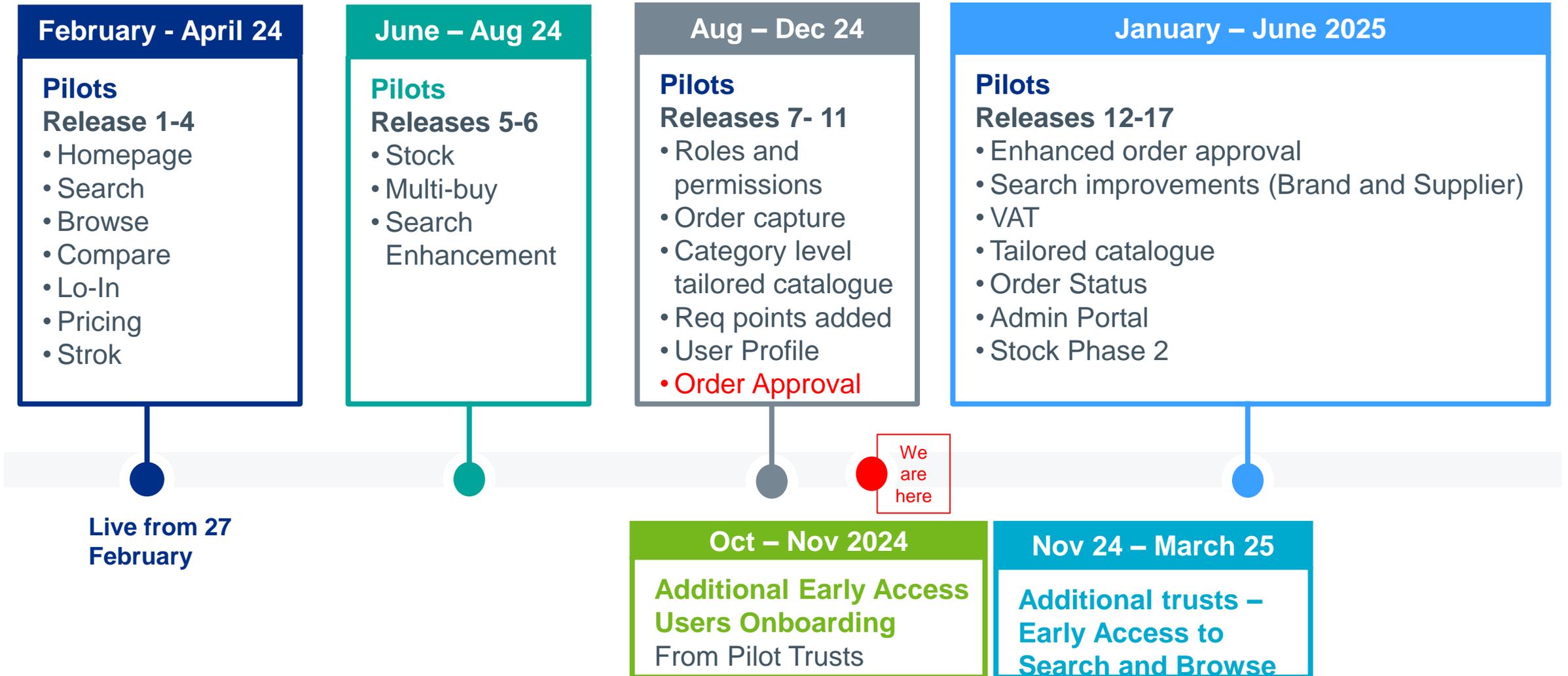
Emma Hare

Principal Business Readiness Manager,
Digital Commerce

An Update on the Digital Commerce Platform (DCP)

- An introduction to the platform
- Where are we in the journey?
- The feedback we've been receiving
- The roll-out journey

We've Just Launched the First Part of the Transactional Site



We've Had Some Great Feedback From Customers So Far...

"It is crisp, clear and fast"

"The team will use the mobile version a lot to look up products"

"It was easy to order and straight forward"

"I love that you can see product images in the basket. On legacy it's just a list. I can visually check what I've put in my basket".

"Easy to access and place an order"

"I have the ability to check my basket at a glance"

"Having bigger product images is good and having the flags or badges highlighting out of stock is much clearer"

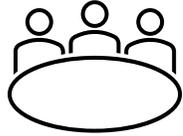
"I logged out and back in again and the basket is (still) full"

"It is easy to search and navigate through the system"

"Speed has improved"

Giving Early Access Increases Pilot Impact and Engagement

Pilot Trusts



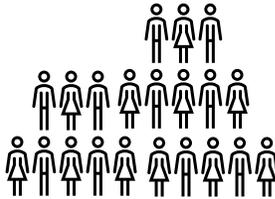
All available features

40 – 500 users
(5 – 20 trusts)

High touch support /
1:1 feedback

Working across both sites, moving further to new as feature drops build the proposition

Early access



Search and browse features (logged in):
70% of user base

100 – 10,000 users
(5 – 50 trusts)

Online support /
community review

Access to 'play' / explore / use new site. Legacy continues as the user's core site

Migrate



All available features

0 – all users
(all trusts and private)

Online support /
Super user community

User on DCP as their core site, may be some interaction with legacy for a small cohort for limited features.

How We're Launching to More Customers and When

Tranche	Tranche 1	Tranche 2	Tranches 3 - 5
Who	Pilot Trusts – extended user base (~150 customers)	New trusts – circa 10 (~50 customers)	New trusts and private customers 50 - 100 (~200 – 2000 customers)
Selection criteria	Pilot Trust user base – recommended by Trust Coordinators	Already expressed desire to be involved. Entra ID (SSO). Single dist. point.	Entra ID (Single Sign On) Responds to email to express interest. Single dist. point.
Support	Will be sent instructions and user pack for search and browse but will have support of colleagues if needed. Feedback to be collected on onboarding and materials before Tranche 2.	Will be sent updated instructions and user pack. Feedback to be collected on onboarding and materials before Tranche 3. Customer services support.	Will be sent final user pack. Customer services to support on queries and feedback.
Dates	End October 2024	End November / December 2025	January - April 2025



We are here

Sustainability Update

Heidi Barnard

Head of Sustainability

What I Am Going to Cover

- Completing an Evergreen Assessment
- Launch of NHS England's Sustainable Supplier Accelerator
- NHS Net Zero Supplier Roadmap - Future milestones market sounding
- Launch of consultation on eradicating modern slavery from healthcare supply chain

Completing or updating an Evergreen Assessment

- Instructions on how to get onto the system are here [NHS England » Evergreen sustainable supplier assessment](#)
- All suppliers can access the assessment once they have [registered with Atamis](#).
- To update an existing assessment, you need to contact england.ccf-sustainability@nhs.net to get the assessment unlocked



What is the [Sustainable Supplier Accelerator](#)?

- Series of free webinar events, activities and supporting resources which aims to support suppliers in their sustainability journeys.
- Details of webinars run by NHS England's Net Zero and Sustainable Procurement team can be found [here](#)

What will the accelerator cover?

- Align to the objectives of the NHS Net Zero and Sustainable Procurement programme and the [NHS Net Zero Supplier Roadmap](#).
- The accelerator will cover topics such as emissions accounting and target setting as well as share related good practice.
- Events and resources are organised to represent a typical supplier sustainability journey.

What are the aims of the Sustainable Supplier Accelerator and how will it benefit and support suppliers?

The Sustainable Supplier Accelerator aims to:

- 1) Enable suppliers to gain critical sustainability knowledge and skills and take action towards a sustainable future.
- 2) Enable suppliers to understand:
 - NHS policy requirements and how to meet them
 - good practice and how to go beyond minimum requirements
- 3) Provide access to and examples of good practice to inspire action and innovation

NHS Net Zero Supplier Roadmap - Future Milestones

Market Sounding

Questionnaire Link - <https://forms.office.com/e/BUWPrp4yq9>

Deadline for responding – 20 November 2024.

Time to complete – approximately 10 – 15 minutes

Who should respond –suppliers, trade bodies and other organisations working on carbon monitoring and reporting (for example academic institutions).

To stay informed about the NHS Net Zero supplier roadmap policy development, please sign up to the expression of interest form <https://forms.office.com/e/9CJkFHaCQV>.

Consultation on Eradicating Modern Slavery From Healthcare Supply Chain

The Department of Health and Social Care (DHSC), NHS England (NHSE) and NHS Supply Chain are making every effort to eradicate modern slavery in healthcare supply chains.

NHSE are working with DHSC to draft new modern slavery regulations, and NHS guidance. Draft documents have now been [published](#) for consultation.

This public consultation is a chance for stakeholders to make their views known and help to shape the final regulations and guidance.

DHSC and NHSE welcome the views and contribution from a wide range of stakeholders, including public bodies, suppliers, trade associations, interest groups and the public, and invite responses by 6 February 2025.

If you would like to find out more information about the consultation and regulations, please join us for a webinar. To sign up, visit the following [link](#).

1) Carbon Reduction Plan (CRP)

- Carbon reduction including links to webinar and free checking service: <https://www.england.nhs.uk/greenernhs/get-involved/suppliers/>
- Carbon reduction drop in sessions: <https://www.events.england.nhs.uk/search?q=CRP>
- Carbon reduction plan template: <https://assets.publishing.service.gov.uk/media/62012b4f8fa8f538956b5b9a/PPN-0621-Carbon-Reduction-Plan-Template-Jan22.odt>
- Access the NHS England CRP checking service by emailing your CRP to england.crp-check@nhs.net

2) Social Value

- Details on the NHS Supply Chain approach can be found here
- The broader NHS requirement can be found here: <https://www.england.nhs.uk/greenernhs/publication/applying-net-zero-and-social-value-in-the-procurement-of-nhs-goods-and-services/>

3) Evergreen Assessment

- Details on Evergreen from NHS England: <https://www.england.nhs.uk/nhs-commercial/central-commercial-function-ccf/evergreen/>
- Atamis log on: <https://atamis-1928.my.site.com/s/Welcome>
- Evergreen drop-in sessions: <https://www.events.england.nhs.uk/search?q=evergreen>

4) NHS England Supplier Roadmap

- Visit <https://www.england.nhs.uk/greenernhs/get-involved/suppliers/>
- [Net Zero and Sustainable Procurement Team webinar programme | NHS England Events](#)

5) Modern Slavery

- Modern Slavery Assessment Tool (MSAT): <https://supplierregistration.cabinetoffice.gov.uk/login?qlid=%40TJORVRnPT0%3DNjJNT08%3DT>

Questions?

Thank you for joining us

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 @NHSSupplyChain
 NHS Supply Chain
 www.supplychain.nhs.uk