

HUB in touch



Over £4m Saved on Agency Staffing Through Greater Uptake of CPP Framework

The NHS CPP Nursing Services Framework saw an increase in uptake of 88% in FY15-16.

Since November 2015, by actively supporting the use of NHSI total rate caps, the Hub has seen a 9% reduction in the average rate paid by customers, which has resulted in a £4.04m saving for NHS Trusts using the framework under Lot 2.

The Hub continues to work closely with Trusts to help them adhere to NHS Improvement rules on agency staffing. This includes facilitating closer collaboration, removing all off-framework spending and negotiating on April price caps and the maximum wage caps bought into force on 1st July.

For more information contact: chris.goody@eocph.nhs.uk or Fiona.holliday@eocph.nhs.uk

July 2016

New National Agency Staffing Framework to launch in August



There has been huge interest in the soon-to-be launched National Agency Staffing framework agreement, which is very encouraging. The process is now largely concluded and we are close to award.

The East of England Hub, along with the other NHS Collaborative Procurement Partnership (NHS CPP) hubs, is excited about formalising the contract with successful bidders and launching it as the first agency staffing framework to have been developed in direct acknowledgment of NHS Improvement agency rules.

Implementation plans, including regional events, are being drawn up and customers will receive user guides and accompanying training/advice on how to best use the new Framework. We are already working with multiple Trusts in anticipation of the new framework and expect to use it as a vehicle to drive compliance and value from the market.

In order to use the framework, all Trusts will need to have completed and returned an Access Agreement. These have already been distributed, but if you want to discuss your Trust's Access Agreement, please contact Chris Goody or Fiona Holiday at the Hub.

NHS Improvement remains fully apprised of the progress on the new framework and we expect to get all appropriate approvals from them upon go-live in August.

For more information contact: chris.goody@eocph.nhs.uk or Fiona.holliday@eocph.nhs.uk

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Hub Annual Report



The Hub's annual report for 2015-16 has been published. The report gives an overview of our 9th operational year in which the Hub delivered a benefit to members of £9.48m,

which is 11% more than the previous year and well ahead of target. [Click here to view a copy.](#)

Staff News

New Head of Non-Clinical Procurement

Helen Mason has been appointed as the Hub's new Head of Non-Clinical Procurement. She takes over from Rachel Naylor, who is now on maternity leave. We wish Helen success in her new role and send congratulations to Rachel on the birth of her son.

Helen is keen to look at ways that Trusts can best utilise the large number of framework agreements available through the NHS Collaborative Procurement Partnership and would like to hear from Trusts if they have ideas for new areas of collaboration. Please contact Helen.mason@eocph.nhs.uk to discuss.

Fundraising Success

Well done to Hub Procurement Project Managers Jessica Good (pharmacy team) and Fiona Holliday (agency staffing team) who climbed Mount Snowdon on Armed Forces Day (25th June) to raise money for Woundcare4Heroes.

The event was organised by Urgo Medical and staff from a large number of NHS Trusts, particularly those involved in wound care, took part.



Fiona (left) and Jessica (right) taking on the Snowdon challenge.

Project Updates



Theatre Surgery Consumables Framework Tender

The four NHS Collaborative Procurement Hubs working together as the NHS Collaborative Partnership (NHS CPP) have successfully delivered a number of key projects, including the National Agency Nursing Agreement, Total Orthopaedic Solutions Framework Agreement and Total Cardiology Solutions.



Building on these successes and to support the principle of the four hubs working together for the benefit of members and the wider NHS, it has been agreed to go to the market for a new Theatre Surgery Consumables Framework Agreement. (TSCFA)

The framework will cover the following areas:

The framework will cover the following areas:

- Minimal Invasive, surgical stapling and Laparoscopic surgery (including energy devices)
- Wound Closure, Sutures and Tissue Glues
- Haemostats
- Surgical Mesh
- Gynaecology Implants and surgical consumables (TVT)
- Urology, including Stents, Implants and consumables
- Breast Implants

The aim is to provide a single solution for a wide range of related products used in the theatre environment and it will:

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- Facilitate the development of strategic relationships with suppliers to remove unnecessary costs and barriers in the supply chain.
- Provide a commercial platform that enables suppliers to offer economies of scale across linked product categories.
- Provide Trusts with the ability to develop strategic relationships with suppliers and provide a mechanism to manage total spend across categories rather than piecemeal by category segment.

The tender will be published in late August/early September, with evaluations taking place in the autumn, with a view to contract award in November and the framework going live in December 2016.

For more information, please contact Carol.piggott@eocph.nhs.uk

New Clinical Consumables Framework Tender.

The NHS Collaborative Partnership (NHS CPP) has taken the decision to go to the market for a new Clinical Consumables framework agreement.

The aim of the framework is to provide a single solution for a wide range of related products used in the theatre environment.



It will include the following product areas:

- Procedure Packs
- Single Use Instruments
- Single Use and Reusable Drapes
- Single Use and Reusable Gowns
- Theatre Hats and Masks
- Surgeons Gloves
- Examination Gloves
- Patient Warming and Temperature Management
- Supply and Delivery Options

The decision to procure a framework covering these areas was taken for the following reasons:

- The procurement enables the entire market (including SMEs and niche suppliers) to bid and gain entry on to a framework agreement.
- It enables the CPP to directly support Trusts in the implementation of total solutions, by providing a flexible compliant route to market.

The framework will also provide a united front to the market which we can use to provide transparency of pricing, helping to achieving DH procurement strategy targets.

The tender will be issued in mid-August 2016 and responses are due back by the end of September. The evaluation process will take place in September and October with a view to contracts being awarded in November and the framework going live in December 2016.

For more information, please contact: Carol.piggott@eocph.nhs.uk

Digital Dictation Framework

Following the success of the previous framework agreement, The NHS Commercial Alliance is currently running a restricted procurement process to have a new framework in place by December 2016. The framework will comprise the following activity Lots:

Lot 1 – Digital Dictation, Voice/Speech Recognition, Outsourced Transcription. Includes variable pricing and fixed pricing, hardware and software.

Award: Direct Award or Mini Competition

Lot 2 – Managed Service Solution - Bespoke (end to end process) also includes Digital Dictation, Voice/Speech Recognition, Outsourced Transcription, hardware and software.

Award: Direct Award or Mini Competition.

Lot 3 – In-house solution for Trusts that includes Hardware and Software purchases.

Award: Direct Award or Mini Competition.

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For more information, please contact:

Stephen.evans@eocph.nhs.uk

Water Retailing – the Deregulation of the Water Supply Market

The water market is changing and all non-domestic organisations can change supplier from April 2017. Further background information on this can be found on the regulator's website (OFWAT):

<http://www.ofwat.gov.uk/nonhouseholds/choosing-your-supplier/>



Each geographically based water company is splitting into retail and wholesale operations. Each wholesale operation is bound by the new regulations to sell water to each water retail

company for exactly the same price - creating a market. The retail companies then make a margin on the customer service and billing elements and can pass savings on to participating organisations.

To help your organisation get ready for the changes in 2017, why not consider accessing the Hub's Analysis and Reconciliation Services Framework for Lot 3 (Water) to ensure you are fully prepared? The following services are covered:

Invoice/bill validation and on-line self-bill validation services that may enable and aid processes for the recovery of overcharges around water usage including:

- Identification of overcharging / incorrect application of tariffs
- Excessive Water Consumption
- Sewerage abatement issues
- Non return to sewer allowance issues
- Metering sizing issues
- Water drainage and trade effluent issues
- Retrospective Analysis (up to 6 years) of bills to identify if retrospective rebates can be reclaimed
- Water Conservation Services and Consultancy Services for Water Management

- Installation of Water Saving Equipment and Installation of Automatic Water Metering equipment (AMR)
- Installation of Sub Meters
- Borehole installation opportunities
- Water monitoring services

Crown Commercial Services is consulting with key stakeholders to set up a national framework covering the procurement of water. The Hub has recently circulated a link to the CCS online survey seeking information on current supply scenarios and potential requirements for future needs. For further information, please contact: Stephen.evans@eocph.nhs.uk

Print Services Project

The NHS Commercial Alliance has commenced a formal procurement scoping process with the aim of having a new Print Services framework agreement in place by December 2016.

An option analysis is being carried out around the inclusion of the following facets to be included in the final procurement specification: Office Papers; Office Stationery; Printed Stationery; Janitorial Products; Small Office Machines; Personal Protection Equipment; Electronic Office Supplies.

For further information, please contact

helen.mason@eocph.nhs.uk

Stakeholder Survey Services – Patient Reported Outcomes Measures – (PROMS)

It remains a NHS Standard Contract Requirement for all providers of NHS-funded hip replacements, knee replacements, and varicose vein surgery and groin hernia procedures to collect and submit PROMS data to the Health and Social Care Information Centre (HSCIC).

As part of the contracts between CCGs and independent or NHS providers, it has been a requirement that you must use the **Patient Questionnaire Framework (PQF)** to procure collection of your PROMS data from an accredited supplier, who then complies with Health and Social Care Information Centre requirements to be able to submit the PROMS data.

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NHS England has worked with the North of England Commercial Procurement Collaborative to provide a framework option for procuring new PROMS contracts following the expiry of the former contract in June. All the information regarding this new framework can be found via the following links:

www.England.nhs.uk/ourwork/patients/insight/proms

www.noecpc.nhs.uk/news/PROMS-framework

www.noecpc.nhs.uk/contracts/proms

Total Orthopaedic Solutions Gets Animated!

Total Orthopaedic Solutions

Bring sound business sense and contract compliance to your orthopaedics supply without compromising patient care.



In recognition of NHS CPP's Total Orthopaedic Solutions award-winning success and country-wide £18.1m savings, a short animated video has been produced to provide an overview of the framework, explain the benefits and share the success of this unique project.

An HSJ Value in Healthcare Procurement Award Winner for 2015, the Total Orthopaedic Solutions framework was a game changer, designed to provide a national structure to pricing and a strategic platform for Trusts to rationalise their supply base.

Since the launch of Total Orthopaedic Solutions last year, the NHS CPP has recorded over £18m in cash releasing savings for 73 NHS Trusts. Over a four year contract period, this equates to a massive saving of £72m for the NHS as a whole. Around 50% of NHS Trusts in England have already adopted Total Orthopaedic Solutions.

[To view the video, click here.](#)

For more information on how your Trust can get the maximum benefit out of the framework, please contact Carol.piggott@eocph.nhs.uk

Clinical Product Specialists Update



On June 23rd, the Hub hosted the 49th Clinical Procurement Specialists Network national meeting at its offices in Fulbourn. The CPSN is made up of nurses, ODPs, paramedics, consultants and procurement staff.

The meeting was attended by 40 members from across the country – the largest attendance in the network's history. (Pictured below.)

The agenda was very full and started with a presentation from Hub Procurement Director Howard Rolfe on the work currently being done by the NHS Collaborative Procurement Partnership on the theatre framework. There was also an opportunity for members to give an update on savings opportunities achieved by switching products.



Following lunch, a presentation was given by the new National Evaluation Team which is a government initiative and being managed by the BSA. Network member Dr Michelle Dawson gave a presentation on vendor credentialing and the way this is being managed by NHS England.

The network membership has increased dramatically since the launch of the Carter Report and the Hub Clinical Product Specialists Pauline Totten and Steve Upton are active members, with Pauline being elected as membership secretary at the last AGM.

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For further information on CPS work, please contact: either: Pauline.totten@eocph.nhs.uk or steve.upton@eocph.nhs.uk

Pharmacy Update



Pharmacy Surveys

The Pharmacy team would like to thank Trust Pharmacy personnel for completing two recent Hub surveys. The survey on the pharmacy model is open until the end of July and we would encourage staff to complete this to help us develop our services and ensure we are meeting the needs of our pharmacy customers. [Click here to open the survey.](#)

One piece of feedback we have had from CCG commissioning customers as a result of the survey is that they would like a quarterly newsletter and we are implementing this.

The Hub also recently ran a survey on suggested Pharmacy training topics and as a result, has identified a number of areas of interest to pharmacy staff.

Following on from this, we have two legal training sessions in the pipeline for later this year.

A session on Pharmacy Outsourcing will take place on 12th October and the session on VAT will be held on December 9th. Click the links below for more information on each and to register.

[Pharmacy Outsourcing - register here](#)

[VAT issues in the pharmacy sector - register here](#)

For more information on pharmacy projects, please contact stephanie.sprakes@eocph.nhs.uk

Homecare Medicines Services

The Hub remains a key player nationally in a number of projects involving homecare.

Homecare Administration Tariff: The Hub has had preliminary discussions with commissioners regarding the proposal for a regionally standardised homecare administration tariff. The initial response has been positive and provides confidence that the objectives are achievable. Baseline Trust data remains patchy although it should be sufficient to continue.

KPIs: The East of England Homecare KPI Dashboard continues to be developed incrementally and we are actively seeking suggestions from member Trusts to improve the tool. Data quality from homecare providers is improving, which makes conclusions drawn from the dashboard more accurate. Further improvement requires Trusts to investigate suspected errors with the relevant homecare provider.

NHS Standard Terms and Conditions for Goods and Services (Homecare Contract Version) There is an open consultation to determine the appropriate apportionment of risks between the NHS, homecare provider and Medicines Authorisation Holder (Pharma) and the most appropriate contracting structure to bring these parties together in a transparent and robust manner.

Further guidance on the management of **Complaints and Incidents in Homecare Medicines Services**, including associated key performance indicators, will be published by the Royal Pharmaceutical Society as an extension to the Handbook for Homecare Services in England.

For more information on Homecare Medicines, please contact joe.bassett@eocph.nhs.uk



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Commissioning Partner Spotlight

In the latest of our occasional ‘spotlights’ on the work of our Commissioning Framework Partners, the Hub is publishing a case study by Attain on New Models of Care, which is aimed at acute Trusts.

Trusts are facing challenges across a range of different fronts. There is a need to provide targeted and value-adding care, delivering financial efficiencies, and improved health and wellbeing outcomes – preferably sooner rather than later.

The question being asked by many of Attain’s acute customers is “How do we improve our foundations today, when collaboration on new models of care and public consultation will be lengthy?”

Attain has worked with two London acute Trusts to look at these issues and has helped them develop a business case for a shared service. The case study looks at this process and its outcomes.

[To view the case study, click here.](#)

E-Enablement News



BravoHealth Workshop

The Hub would like to thank the eight Trusts who participated in the BravoHealth workshop which we held at our Fulbourn offices on 14th July.

The workshop came about as a number of Trusts had asked to see the system in action after having heard about it via conferences and elsewhere. Rather than just give a simple presentation, BravoSolution agreed to analyse the PO and Supply Chain data from each participating Trust.

The data was then used to compare prices across each of the participants in order to demonstrate the capabilities of the system.

As a result, we are looking to potentially offer a regional cohort benchmarking service, in conjunction with BravoSolution, depending on the demand from customers.

For more information, please contact Darren.mcvee@eocph.nhs.uk

E-catalogue and Requisitioning Solutions Framework

The NHS Collaborative Procurement Partnership (NHS CPP) is developing a framework to provide an e-catalogue and requisitioning solution for use by the four NHS collaborative procurement organisations, their members and the wider NHS and public sector.



The project is due to be awarded on 1st October 2016 and the TED reference number is 2016/S 089-158463. The process is being led by NOECPC on behalf of CPP members.

For more information, please contact Darren.mcvee@eocph.nhs.uk

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Training News



The following Hub training courses are available to book. To find out more about each event and to register, please click the links below:

16th September 2016 (afternoon session)

[The procurement tightrope: The Public Contracts Regulations reviewed and explained \(Michelmores LLP\)](#)

23rd September 2016 (morning session)

[The legal aspects of setting up and running framework agreements \(Pinsent Masons LLP\)](#)

12th October 2016 (morning session)

[Pharmacy Outsourcing \(Bevan Brittan LLP\)](#)

4th November 2016 (morning session)

[Living the contract – a practical guide to holding suppliers to the terms of contracts \(Michelmores LLP\)](#)

11th November 2016 (afternoon session) [Procurement evaluation workshop – a practical guide to carrying out a robust evaluation \(Mills & Reeve LLP\)](#)

9th December 2016 (morning session)

[VAT issues in the pharmacy sector \(KPMG\)](#)

Other Events

P4H (Procurement 4 Health) 13th July 2016

NHS staff and suppliers from all over the country attended the P4H show in Birmingham, where the Hub was exhibiting along with its NHS Commercial Alliance and NHS CPP Partners. Over 1100 delegates took part in the training opportunities and debates in the keynote arena and product showcase.



NHS Commercial Alliance stand at this year's P4H



For more information about training or any Hub communications including newsletters or the EOECPH website, please contact melanie.nicholson@eoeceph.nhs.uk or for general news updates, follow us on [Twitter](#)

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