

# HUB in touch

## Hub Legal Training Programme 2017

The following legal training seminars, hosted by the Hub, are available to book now. All seminars take place at Victoria House, Fulbourn, Cambridge.

Click the links below for more details and to book your place.

**Wed 13<sup>th</sup> September, 9.30am to 12.30pm:** [A Refresher on the Light Touch Regime, Commissioning Rules and How They Impact on Providers](#)

**Tue 10<sup>th</sup> October, 9.30am-12.30pm:** [The Use of Subsidiary Models for the Delivery of Pharmacy Services](#)

**Tue 10<sup>th</sup> October, 12.35pm-4pm:** [The Use of Subsidiary Models for the Delivery of Estates and Facilities Services](#)

**Wed 18<sup>th</sup> October, 1pm-4.30pm:** [Introduction to Procurement](#)



July 2017

## Region Saves Over £40m in Agency Staff Costs in FY 2016-17



The Hub has been working closely with Trusts to help deliver against stringent NHS Improvement targets on reducing agency staffing spend and has identified a reduction of nearly £40 million spent on staffing costs for the 14 Trusts who have provided data so far. This figure has the potential to rise above £60 million once the figures from the remaining 10 Trusts have been calculated.

The cost avoidance has come about due to a number of measures, including increased rate cap compliance, with a 157% reduction in rate cap breaches reported in the past year as a result of pro-active supplier and contract management.

In addition to the £40 million cost avoidance, £47k savings were achieved by the Hub in negotiating a retraction of transfer fees billed to Trusts by suppliers. Average prices paid by Trusts for staff across a range of areas dropped considerably in the year April 2016 to April 2017, including the following examples:

- Average price paid for Band 2 Health Care Assistants: 17.62% reduction
- Average price paid for medical locums: Consultant: 7.79% reduction, Specialist Doctor: 13.62% reduction

The launch of the NHS Collaborative Procurement Partnership's (NHS CPP) National Clinical Staffing Framework in August 2016 was the springboard for many of the cost saving initiatives and all Trusts in the region are committed to using the framework.

The Hub continues to work with Trusts to roll-out arrangements and contracts under the framework. Using commitments from Trusts, supported by Memorandums of Understanding, the Hub is facilitating collaborative arrangements.

*Continues overleaf...*

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## Agency Staffing Savings Continued

This model is proving very successful in conditioning supplier and candidate expectations and is ensuring Trusts are paying the best possible rates for agency staff. Trusts also are now able to compare notes on:

- Internal processes including documentation, internal sign-offs
- Staff Banks, including any incentives that they are individually applying
- Unhelpful and helpful suppliers

The Hub will continue to work with Trusts to deliver on these projects and drive best practice on agency usage and facilitate the broader workforce strategies.

For more information on agency staffing, please contact [fiona.holliday@eocph.nhs.uk](mailto:fiona.holliday@eocph.nhs.uk) or [chris.goody@eocph.nhs.uk](mailto:chris.goody@eocph.nhs.uk)

## Other Project Updates



## Framework Agreement for the Provision of Patient and Non-Patient Messaging Services

The issue of missed appointments in the NHS is well documented. It has been estimated that overall, missed GP and hospital appointments cost the NHS in England nearly £1 billion per year.

Many Trusts and other healthcare organisations use reminder services of one kind or another. There is evidence that such services have a material effect on reducing the volume of missed appointments and the utilisation of cancelled appointments.



Healthcare organisations have also expressed an interest in using delivery systems for other types of reminders and notices including:

- NHS Friends and Family Test (patient feedback)
- Reminders to patients to take prescribed medication
- Marketing of flu jabs
- Cessation support (e.g., smoking, etc.)
- Employee notifications

It is anticipated that, while smaller organisations are likely to use a single delivery technology, larger organisations may wish to use a mixture of technologies depending on the type/urgency of the message to be delivered and the target audience.

The framework for Patient and Non-Patient Messaging Services has been structured to incorporate five lots, which are as follows:



- Lot 1. Messaging services to mobile telephones, e.g. Short Message Services (SMS) and Multimedia Messaging Services (MMS)
- Lot 2. Messaging services to computers, e.g. Electronic Mail (e-Mail) services
- Lot 3. Automated voice messages to a landline or mobile telephone, e.g., Interactive Voice Messaging (IVM) and Interactive Voice Response (IVR)
- Lot 4. Agent Calls
- Lot 5. A multi-service Lot encompassing a combination of any of the above Lots and potentially, additional linked services, to provide an end-to-end communications service.

For more information contact: [stephen.evans@eocph.nhs.uk](mailto:stephen.evans@eocph.nhs.uk) or [helen.mason@eocph.nhs.uk](mailto:helen.mason@eocph.nhs.uk)

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## NHS Collaborative Procurement Partnership (NHS CPP) Pipeline Procurement Plan – Non Clinical

The NHS CPP is currently reviewing its future procurement programme and we are canvassing interest amongst the membership.

New framework that will be available to members of the East of England Hub via the CPP include:

**Decontamination Services** – A framework covering the outsourcing of Decontamination Services including both the provision of on-site and off-site services. The anticipated start date will be January 2018.

**Medium Value Construction Works** – A national framework for medium value construction works to provide high quality works (valued between £500k - £5m) to public sector organisations in England.



The framework will be segregated into 70 lots, made up of five works categories (split into two financial bands each), and seven regions around England. Work Categories include: General Building Works, Acute Environment Works, Heritage Building Works, Mental Health Environment Works, and Modular Building Works. Anticipated start date – July 2017.

**Transport Services** – The replacement of the Transport Services Framework – expected December 2017.

**Waste Management Services** – The replacement of the Waste Services Framework – expected November 2017.

If you are interested in exploring these opportunities further, contact either [stephen.evans@eocph.nhs.uk](mailto:stephen.evans@eocph.nhs.uk) or [helen.mason@eocph.nhs.uk](mailto:helen.mason@eocph.nhs.uk)

## Dynamic Purchasing System (DPS) Apprenticeships



The Hub is currently supporting Trusts in running a number of mini competitions against this DPS via the BravoSolution e-tender portal.

Trusts which are considering accessing the DPS that may require support and advice with planning and running the mini competition process should contact:

[stephen.evans@eocph.nhs.uk](mailto:stephen.evans@eocph.nhs.uk) or [helen.mason@eocph.nhs.uk](mailto:helen.mason@eocph.nhs.uk)

## Private and Overseas Patients Income Recovery Services Framework Agreement

The tender is underway for a new framework for Private and Overseas Patients Income Recovery Services with the deadline for tender responses being July 2017.



For more information, please contact: [stephen.evans@eocph.nhs.uk](mailto:stephen.evans@eocph.nhs.uk) or [helen.mason@eocph.nhs.uk](mailto:helen.mason@eocph.nhs.uk)

## Bariatric Furniture and Equipment

A new national framework agreement to cover Bariatric Furniture and Equipment has been launched.

This replaces the Hub's previous framework which was the first of its type to draw together a wide range of specialist bariatric products. It can be accessed by member Trusts of NHS Collaborative Procurement Partnership (NHS CPP).

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The framework provides for the supply and delivery of Bariatric Furniture and Equipment using market leading suppliers.

NHS organisations have the option to award to any supplier or undertake a mini competition for specific requirements. It covers rental and purchase of Bariatric items and includes packages for rental which can be tailored to requirements.

The framework lot structure is as follows:

- Lot 1 - Aids to Daily Living
- Lot 2 - Beds & Mattresses
- Lot 3 - Hoists & Slings
- Lot 4 - Chairs & Cushions
- Lot 5 - Patient Transfer
- Lot 6 - Wheelchairs
- Lot 7 - Specialist

The framework commenced in June 2017 and will initially run for two years until June 2019, with the option to review and potentially extend the framework by an additional two single years.

For more information contact:  
[clare.drew@eocph.nhs.uk](mailto:clare.drew@eocph.nhs.uk)

### Topical Negative Pressure Devices and Related Consumables Framework Agreement



The new framework for Topical Negative Pressure devices and consumables was awarded in Q1 of 2017. The initiative is a NHS CPP project with input from the other four Hubs including the East of England.

The framework covers the following areas: Large TNP Devices, Portable TNP Devices, Single Use TNP Devices, Wound Irrigation Systems, and General Consumables that cover all Lots. Suppliers include: Aspen Medical, ConvaTec, Iskus Health UK, KCI Medical, Nexa Medical, Smith & Nephew, Talley Group.

We are currently in the process of conducting benchmarking for Trusts on an 'as-is' basis before moving on to potential switching opportunities.

For more information please contact:  
[matthew.wood@eocph.nhs.uk](mailto:matthew.wood@eocph.nhs.uk)

### Total Ophthalmology Solutions Framework Agreement



The new framework for Total Ophthalmology Solutions has been awarded as of Q1 2017. The project is an NHS CPP initiative with input from all four Hubs.

The framework is one-stop shop all Ophthalmic Departments requirements and covers the following areas:

- Intraocular Lenses
- Ophthalmic Surgical Consumables – single use and reusable
- Ophthalmic Procedure Packs and accessories
- Ophthalmic Solutions and Gases, General Accessories and consumables
- Large Ophthalmic Equipment and Systems, Combination Specific Lots

A total of 24 suppliers are listed on the framework across all the lots.

For more information please contact:  
[matthew.wood@eocph.nhs.uk](mailto:matthew.wood@eocph.nhs.uk)

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## Pharmacy Update



### Pharmacy Legal Training Programme 2017-18



Our first pharmacy-specific training seminar of FY 2017/18 will take place on 10<sup>th</sup> October 2017. The seminar will be hosted by the Hub and led by leading

legal firm DAC Beachcroft.

It is free to NHS member Trusts who work in any area of Pharmacy, Procurement or related fields.

The seminar will examine the case for outsourcing pharmacy services, including the following issues:

- Outsourcing to a third party vs wholly owned subsidiary model
- Procurement implications
- Workforce implications
- Commercial drivers, increased efficiency, tax treatment, workforce flexibilities
- Generating additional income from new customers
- Regulatory issues
- Governance and the ongoing relationship between the subsidiary and the owning Trust

[To register to attend this event, click here.](#)

### Cleanroom Consumables and Laundering Services

The ITT has closed and the Hub is currently evaluating bids. The moderation meeting takes place on 3<sup>rd</sup> August with a planned start date of 1<sup>st</sup> September 2017 for the framework agreement launch. For more information, please contact: [stephanie.rose@eocph.nhs.uk](mailto:stephanie.rose@eocph.nhs.uk)

## Pharmacy Automation Systems



- A workshop takes place on 17<sup>th</sup> October in collaboration with the Ambassador of Finland and NewIcon, which has an IV cytotoxic robot in development and wishes to engage with NHS end users. Invitations will be issued. Interested parties please contact Stephanie Rose.
- Tender specifications are being drafted for a pharmacy automation framework and will be sent to Trust stakeholders for comment.
- The Hub is in dialogue with JAC and Ascribe to address some of the current issues relevant to interfaces between the pharmacy systems and automation systems.
- A number of different pilots are taking place across the region which the Hub is providing support with. A specialist sourcing group will be set up post-framework to manage this in a coordinated fashion.

### Centralised Governance Homecare Model Update

- The new National Homecare Medicines Committee (NHMC) Chair has been named as Susan Gibert, Regional Homecare Medicines Pharmacist – Thames Valley and Wessex.
- An Ascribe Homecare Module Workshop takes place on 19<sup>th</sup> September 2017. It will include presentations from EMIS and Kings College Hospital.

### Homecare Medicines Framework

The tender for the Hub's Homecare Medicines Services framework agreement is being evaluated. The revised framework award date is 1<sup>st</sup> September 2017. The current framework has been extended until end of August 2017, with all prices remaining the same.

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## Further Guidance on Managing Complaints and Incidents in Homecare

- The Royal Pharmaceutical Society website has been updated and Appendix 19 guidance can be printed for review in hardcopy.
- A national training event is scheduled for 28<sup>th</sup> September 2017, facilitated by Pharmacy Management. Flyers have been distributed to homecare leads and other stakeholders – representation from every Trust is required.

For more information on Homecare, please contact [joe.bassett@eocph.nhs.uk](mailto:joe.bassett@eocph.nhs.uk)

## Clinical Product Specialists (CPS) Update



## Ambulance / Acute Project

The first product selected for the Ambulance/Acute project went live on 1<sup>st</sup> July in the selected pilot areas.

The selected ECG electrode is now being used by ambulance crews local to the pilot sites, with the expectation that the A&E departments will utilise the product when the patient arrives rather than replacing with their own preferred product.



The pilot on this particular product is expected to last for one month, after which time it will be rolled out Trust-wide in the East of England. The intention is to then move forward with the project as a whole, to look for other synergies around other clinical consumables.

Over the course of the next few weeks, Sandy Brown, Director of Nursing and Clinical Quality Lead for the East of England Ambulance Trust, will be holding a number

of telephone conference calls with DONs nationally to discuss the project in more detail.

The approved Memorandum of Understanding is being circulated to all Ambulance Trusts and Acute Trusts, which will form the basis of shared savings.

James Richards, the National Ambulance Procurement Delivery Manager for the NHS Commercial Alliance is supporting Sandy Brown on this aspect of the project.

## Anti-Embolism Stockings

Following the award of the new NHS Supply Chain (NHS SC) framework for anti-embolism stockings, the CPS team is working closely with member Trusts and NHS SC to sign up as a collaborative to the highest price break.



The price break replaces the rebates previously given by suppliers via NHS SC and will give Trusts an upfront lower price. Trusts will be required to sign a commitment agreement which they will receive from NHS SC to enable the pricing to commence.

## NHS SC Trusted Customer Event

The CPS team recently attended the NHS SC Trusted Customer event in London. This day gave the team the opportunity to have input into the NCP products which NHS SC are currently in the process of awarding. This day was attended by clinicians and procurement staff along with senior members from NHS BSA.

## National Network of Clinical Procurement Specialists

CPS team members are active participants of this network and recently attended the National meeting held at Southampton University NHS Trust. This gave the team the opportunity to network with clinicians from around the country.

For more information on the work of the CPS, contact either: [pauline.totten@eocph.nhs.uk](mailto:pauline.totten@eocph.nhs.uk) or [steve.upton@eocph.nhs.uk](mailto:steve.upton@eocph.nhs.uk)

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## National Healthcare Conferences 2017



### P4H Show – 13<sup>th</sup> July 2017, Birmingham

The Hub had a joint stand at the P4H Show at the NEC in alongside



NHS Commercial Solutions, as part of the NHS Commercial Alliance. The other NHS Hubs also has stands and the show, which was attended by NHS Trusts and suppliers from all over the country.



### Procurement in Healthcare, part of the UK Health Show 2017, Olympia, London; 27<sup>th</sup> September 2017



We are pleased to be supporting the Procurement in Healthcare Show as part of the UK Health Show once again in 2017.

We will have a stand at the show, alongside our NHS Collaborative Procurement Partnership associates.

In addition, the CEOs/MD from all four NHS Hubs, including East of England Hub CEO David John, will be taking part in a panel discussion on the Procurement in Healthcare Stage.

The panel will discuss the following:

How is collaborative working in procurement driving savings and leveraging collective resource for the NHS?

- To what extent has working to common principles significantly cut duplication and facilitated aggregation?
- How has closer collaboration enacted real-time developments for trusts regarding their newfound access to a wider range of OJEU compliant frameworks?
- What are the current high priority strategic spend areas and have they changed since the Partnership's inception?
- What role have the hubs had to date in helping Trusts achieve their model hospital benchmarks?
- What does the future look like and how are leading partnerships planning to continue to translate their collective resources, skills and expertise into value for their members?

[The PiH show is free to attend for NHS staff. To register, click here.](#)



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

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