

Our Update

March 2018

Welcome to our March update

Since our last newsletter we have received the exciting news that NOE CPC has been awarded the contract for Tower 11 – NHS Hotel Services as part of the Procurement Transformation Programme (PTP). I am delighted with the successful outcome for NOE CPC and the opportunity this presents to work as part of the Future Operating Model, to deliver clinical and non-clinical assured, high quality products at the best value to the NHS.

In addition to working to implement Tower 11, NOE CPC is continuing to establish Collaborative Procurement Partnership (CPP) LPP alongside our collaborative procurement partners. CPP LLP is now in the implementation as Category Tower Service Provider of Category Towers 2, 4 and 5 due to go live on the 8 May.

In working on the transition to the FOM for both Tower 11, and CPP LLP, we are keen to ensure there is no gap in service and make this process as smooth as possible. Through the implementation program we are working hard to determine how we handle frameworks that may need to become part of the FOM and looking at how we continue to operate in-house activity associated to these procurements. We hope to be able to communicate

further advice and guidance around this in due course.

Despite all the work that we are carrying out with regards to the FOM, we are continuing to develop the transformed NOE CPC business model and will be engaging with members to discuss commercial arrangements over the coming weeks and months through various engagement channels. We want to make sure that NOE CPC continues to provide the support services that are relevant to you. We are a membership organisation and you are at the heart of everything that we do, so please do share your feedback on our new proposition and help it better meet your needs now and for the longer term.

You can find a more in-depth summary on the Future Operating Model, how this will affect you and what this means for the future of NOE CPC on page 2. If you have any questions that this does not address then please do get in touch with your Account Manager.

Keith Rowley,
Managing Director

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For details of all upcoming events visit:
www.noecpc.nhs.uk/events

Get in touch

If you have any questions about anything featured in this month's Update or would like to know more about NOE CPC and what we can deliver to your trust please contact: **Cathy Cockram**, Head of Customer Relations and Marketing,
email: cathy.cockram@noecpc.nhs.uk

Follow us on Twitter for the latest news & updates @NOECPC

The Future Operating Model – what next?

NOE CPC and the FOM

NOE CPC is delighted to have been awarded Category Tower 11 – NHS Hotel Services in the second phase of Category Tower awards by the Department of Health and Social Care (DHSC) Procurement Transformation Programme (PTP).

All the Category Towers have now been awarded:

DHL Supply Chain Ltd awarded:

- Tower 1 – Ward Based Consumables
- Tower 3 – Infection Control and Wound Care
- Tower 7 – Large Diagnostic Capital Devices, including Mobile and Consumables

Collaborative Procurement Partnership (CPP) awarded:

- Tower 2 – Sterile Interventions Equipment and Associated Consumables
- Tower 4 – Orthopaedics, Trauma & Spine, Ophthalmology
- Tower 5 – Rehabilitation, Disabled Services, Women's Health & Associated Consumables

Health Solutions Team Ltd (HST) awarded:

- Tower 6 – Cardio-Vascular, Radiology, Audiology & Pain Management

Akeso & Company Ltd. awarded:

- Tower 8 – Diagnostic Equipment and Associated Consumables

Foodbuy awarded:

- Tower 10 – Food

NOE CPC awarded:

- Tower 11 – NHS Hotel Services

Following the contract awards there now follows a six-month transition period during which time the PTP will work with the Category Tower Service Providers to ensure they become operationally live on 8th May and 5 July 2018 respectively.

What does the FOM mean for NOE CPC?

We are incredibly proud to be part of the FOM and the PTP both in partnership as CPP and also individually as NOE CPC. The procurement landscape is changing and we value being a part of its evolution. The implementation of the FOM obviously has an impact on our organisation, its function and what we offer our members. We felt the best

we can offer our members is the expertise and support tailored specifically to your requirements.

NOE CPC is a membership organisation, our members are our focus. Your feedback has been taken on board in order to develop our improved Membership Service and this is what you have told us:

- **You like the service we provide, but at times we do not respond quickly enough**
- **Achieving financial savings remains important for everyone involved in NHS procurement, but you also have other priorities including compliance and timely and efficient information and solutions to meet your business needs**
- **Our current on-boarding process to gain access to frameworks can be slow and protracted**
- **At times the support we provide is excellent, however on other occasions it falls short of your expectations. You would like our service to be more consistent**
- **We are a trusted, valued and dependable NHS partner. We share common values, and you like the fact that we are an NHS organisation working for the common good**

With this in mind we have developed our organisational strategy to work alongside the FOM and deliver a bespoke and effective service to you.

Key Features:

- A new and enhanced service, built on the strong foundations of NOE CPC's existing successful membership model
- More and improved support in key procurement categories (Non-FOM categories)
- Responsive and focused support, aligned to our members' needs
- Accessible and easy to access frameworks, information and resources
- Greater support to help you realise and implement the benefits of agreements and collaboration

There is still £21 billion of non-pay spend outside of the FOM the NOE CPC retained strategy will help you manage that spend to best effect for the NHS.

The products and services our members will still have a requirement for are opportunities to save, to innovate and to perform more

efficiently. NOE CPC is evolving alongside the FOM, to complement it and provide support to our members through greater depth of knowledge and delivering your specific solution.

The category areas NOE CPC will focus on outside of the FOM are:

Category 1: Technology (ICT)



Category 2: FM, Property and Business Services



Category 3: HR & People



Category 4: Healthcare Services & Pharmacy (Non-Medicine)



We will keep you informed of our new proposition and our involvement in FOM. If you have any questions please contact your account manager.

Supplier Newsletter

The Department of Health and Social Care (DHSC) has produced a newsletter for NHS suppliers to help ensure that they are engaged and informed regarding the Future Operating Model (FOM). [Read full newsletter here.](#)

There is also an updated Q&A for Suppliers on the FOM website [here](#).

Who to contact?

If you receive a query from a supplier relating to FOM please direct them to: Thomas Best within the Supplier Relationship Management (SRM) function. of the FOM: thomas.best@dh.gsi.gov.uk.

External Breast Prosthesis Framework

NHS Commercial Solutions have let a Framework for External Breast Prosthesis on behalf of CPP LLP, which will go live on 8 May 18 as part of the Category Tower 5 – Rehabilitation, Disabled Services, Women's Health and Associated Consumables. If you would like further information please contact: NHS BSA interface category manager Syed Haujee: syed.haujee@nhs.net

Upcoming events... Find out more about the events we are attending and hosting over the next few weeks



Date: 30 April – 2 May | Location: Manchester

Health GB is the leading UK trade exhibition and conference that will host over 3,000 healthcare professionals, 150 exhibitors and 3 non-clinical conferences.

Why should you attend?

- Network with thought leaders and key industry associations including **NHS England, Royal College of Nursing, NHS Commercial Solutions, EBME, NHS Supply Chain, Department of Health and Social Care** and many others.
- Improve your department's productivity by attending any of the **3 conferences: Medical Engineering (CPD Accredited), Healthcare Procurement and Primary Care (CPD Accredited)** at just GBP £10 each.
- As a healthcare distributor, be the first to source healthcare technology, products and services from countries including USA, Germany, Taiwan, Turkey, China and Italy.
- Get a competitive edge, engage with **150+** medical equipment and laboratory companies all under one roof – 3 days of non-stop networking (bring plenty of business cards!)
- Share your business challenges and discuss business opportunities with more than **3000** healthcare and trade professionals from the **public** and private healthcare sectors attending the show

To confirm your complimentary visitor registration, [click here](#).



12 JULY 2018
NEC BIRMINGHAM

Supporting Innovation & Education
Within Healthcare Procurement



We are delighted to, again, partner P4H England. P4H 2018 is the must-attend one-day event for the UK's healthcare procurement community, which is designed to give both buyers and suppliers the opportunity to network and engage across a range of interactive features, including:

- Keynote Arena
- CPD Certified Skills Development Training Zones
- Collaboration and Networking Zones
- Product Showcase Exhibition

We will be attending the event, and Managing Director, Keith Rowley will also be delivering a keynote speech. We look forward to seeing you there.

Register for your place today, please [click here](#).

NOE CPC Members' Forums



Save the date for NOE CPC's Members' Forum!

The event will commence with refreshments from 9:30 with presentations starting at 10:00. Lunch will be available, and it is envisaged that the proceedings will end by 16:00.

NOE CPC Members' Forum

Date: 24/05/2018

Location: Sheffield

Legal seminars

Run in partnership with our legal services framework providers

We are also running a series of Legal Seminars covering the following topics:

Date: 25/04/2018

- **Developing and implementing Accountable Care System (ACS) and Sustainability and Transformation Partnership (STP) plans**
9:30-12:30pm
- **The Procurement Process – practical guidance**
1:30-4:00pm

These seminars are taking place at venues across England and are all **FREE** to attend for NOE CPC members.

For more information or to book your place at any of these events please visit:
www.noecpc.nhs.uk/events

Contact Caroline Brash
caroline.brash@noecpc.nhs.uk