Sales Foundation Course

Module 3 NHS Customer Structure

Welcome to NHS Customer Structure

Med Sales Academy

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- Please ask questions!
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Today we will learn

- Planning
- Journeys
- Preparation
- Follow Up Tasks

NHS Supply Chain

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NHS Supply Chain Organisation

- Managed by DHL
- Centralised Pre Tendered Purchasing Organisation
- Based in Wakefield in Yorkshire
- Central purchasing team & Regional Account Managers
- Specialist Large Diagnostic Equipment Team see NHS Supply Chain Website
- Set up initially, to purchase commodity items - Incontinence Pads etc
- Now purchase all equipment, including large capital equipment
- All products are added at an agreed NHS Framework price
- Typically charge the NHS Hospitals or Suppliers 3-5% (Profit or Add on)

NHS Supply Chain Category Towers

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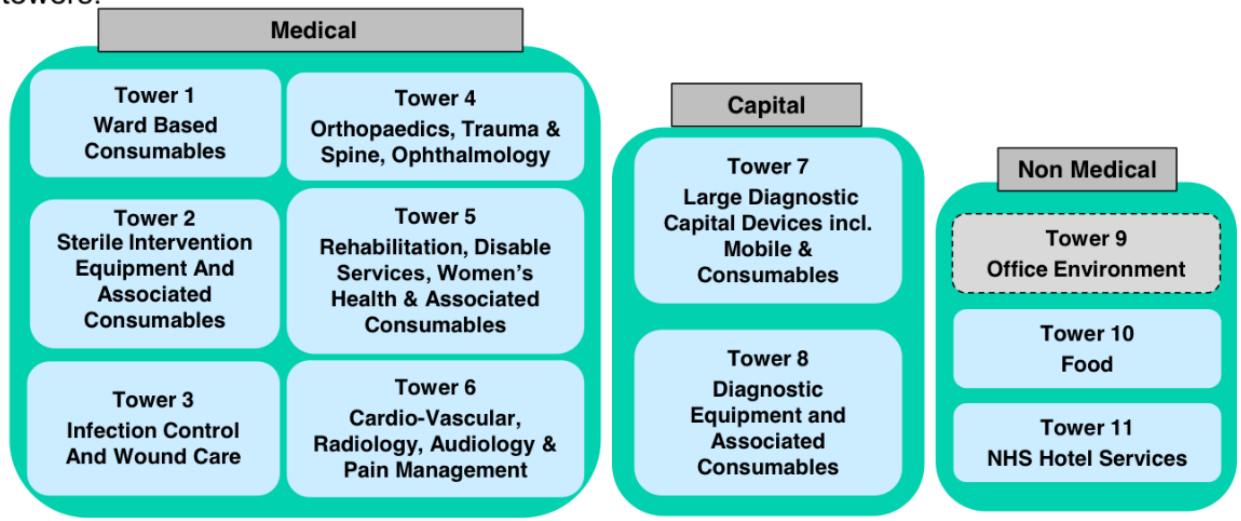
The Composition of the Category Towers

The programme received substantial feedback from suppliers on the composition of the Category Towers. Based on this feedback we have made the following changes to the towers.



NHS Trust Procurement

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NHS Procurement

- NHS Hospitals/Trust are legally allowed to purchase equipment directly
- Non Contract items can be purchased via the companies/distributors
- All direct orders need to comply OJEU terms (European Tender organisation)
- Some NHS Trusts group together and buy as one unit EG Salisbury/Bath & Swindon
- All NHS Trust will have Procurement Team - Procurement Manager Buyer etc or an outsourced procurement company - like Gen Med (Gloucester Hospitals NHS Foundation Trust)
- Some Trusts have appointed Clinical Procurement Managers or Equipment Managers (these individuals co ordinate Clinical Tenders & Trials)
- It is always advisable to include Procurement/Clinical Procurement in any process of trialling or tenders for supply of products

Question Time

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NHS Purchasing Hubs

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NHS Purchasing Hubs

- NHS Purchasing Hubs are legally allowed to purchase equipment directly
- Non Contract items can be purchased via the companies/distributors (Limited to £500-1000)
- All direct orders need to comply to OJEU terms (European Tender organisation)
- Some NHS Hubs buy together and buy as one unit EG East of England, SOE, NOE & CPP
- All NHS Hubs will have Procurement Team - Procurement Manager Buyer etc
- Some Hubs have appointed Clinical Procurement Managers or Equipment Managers (these individuals co ordinate Clinical Tenders & Trials)
- It is always advisable to include Hub Procurement/Clinical Procurement in any process of trialling or tenders for supply of products

Example of one of the NHS Procurement Hubs

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NHS Trusts

NHS Trusts

- All purchasing in the Trust is overseen by a Procurement Team
- Clinical Directors of Departments, Finance Managers and Directorate Managers - Sign Off order
- Clinical Procurement Managers co-ordinate the logistics of clinical demos
- All tenders managed by Procurement
- Some NHS Trusts have outsourced their Procurement to outside companies
- EG Gloucestershire Hospitals NHS Foundation Trust outsourced to Gen Med
- **Always** involve the above stakeholders in any product demo/trial

NHS Departments

NHS Departments

- Each NHS Department/Ward or Theatres will have their own ‘New Product’ procedure
- Either Departmental Heads or Nominate Products Leads will manage ‘New Product’ requests
- Sometimes in collaboration with Clinical Procurement Managers/Procurement
- All tenders strictly managed by Procurement
- Some NHS Trusts have outsourced their Procurement to outside companies, so check their process for ‘New Product’ requests
- If your company sells capital equipment that runs on mains electricity. **You must** include EBME MME MEM (Electrical & Biomechanical Engineering Department) & complete an MIA (NHS Indemnity Insurance Document) & NHS delivery note
- **Always** involve the above stakeholders in any product demo/trial

Question Time

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NHS Structure Task

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NHS Supply Chain Task

- Research the NHS Supply Chain Organisation
- What is the benefit of NHS Trusts using them?
- What are the negatives and positives for the Medical Companies?
- Can you still directly deal with the NHS Trusts Procurement team?

Report back to the group (5 mins max) prior to the next Sales Foundation Module 5

Today we have learnt

- Planning
- Journeys
- Preparation
- Follow Up Tasks

Thank-you

- We hope this session was useful
- Please send us your questions
- warren@medsalesacademy.co.uk
- See you on the next module
  - **NHS Structure**