

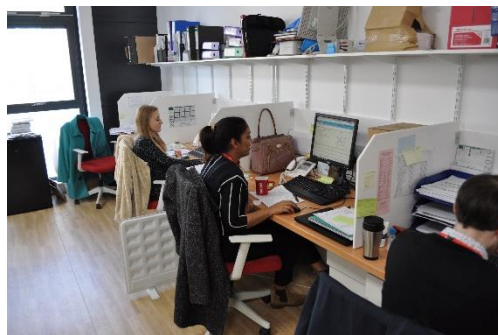
This is a special newsletter that focuses on current developments since our last one in March and especially the roll out of Wave 3.

Headlines...

- Wave 3 roll out is underway
- As we say goodbye to the last financial year the highlights are:
 - HPL caused no significant patient safety issues in the first year of operation;
 - Patient care & Quality improvement is at the top our agenda. We have achieved ISO 9001 for the whole business and there has been significant progress on clinical assurance;
 - In conjunction with the Trust we saved over £3.3m of savings compared to the original business case of £2.4m. That's £900K better that can be reinvested in the Trust.
- HPL and the Trust have reinvented the Medical Equipment Group which is now managing a £2.95m replacement plan. This is now clinically led under Dr Nail Quiney.
- Similarly, with the Trust we have created a new Product Review Group that will manage changes to products and consumables.
- Both HPL and the Trust are ready to manage Brexit and are maintaining readiness whilst political uncertainty remains.

Wave 3

- The Trust Board agreed to phased but rapid roll out Wave 3 from April.
- This sees HPL taking over supply chain management for departments in scope, including all aspects of procurement, materials and equipment management. Financial processes and authorisation also are realigned to HPL.
- This releases clinical staff from administrative duties to devote more time for patient care. The Trust will also make a further £850K of savings which is additional to the original business case.
- Women & Children's Division and the Community Sites went live in the first week of April.
- There was a slight delay to the roll out to the Wards to ensure non automated ordering processes worked correctly. However, the Cancer wards went live on the 23rd and all remaining wards from the 29th.
- Therapies also went live on the 23rd.
- Outpatients go live from the 7th May.
- The roll out is more complex than previous Waves 1 and 2 due to the number of order points and more dispersed nature of the above departments.
- Communication and engagement has been extensive but given the numbers of people involved please contact our business partners (Vanessa Bollons and Jude Milan) should you have any questions.

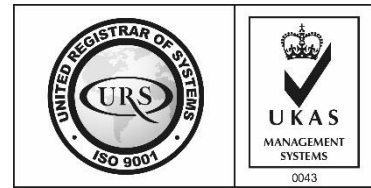


HPL Buyers hard at work and keeping warm!!

Healthcare Partners Ltd (HPL) is a wholly owned subsidiary of the Trust. Our job is to ensure clinical staff have the right tools, equipment, products and services to provide excellent patient care.

ISO 9001

- HPL has been awarded ISO 9001 for the whole of its operations. We believe we are the first NHS subsidiary to achieve this.
- ISO 9001 is an international quality management system. Its standards provide guidance and tools for companies and organizations who want to ensure that their products and services consistently meet customer's requirements, and that quality is consistently improved.
- Achieving the award resulted from two successful audits in March and April by the accreditation agency. The final audit involved a full 3-day assessment on 10th-12th April of all areas. There has been significant work behind the scenes to get to this level including production of a new Quality Policy and Manual, revised operating processes, improved governance and documentation, as well as evidence that this is being applied in practice.



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Procurement

- HPL hosted a further visit of the UK Omnicell Executive team and have agreed a programme of work to reset the system and in this improve and reduce (post Brexit) stock levels.
- Changes are also being made to the Supply Chain organisation to improve the capability and capacity of the team. This has already resulted in fewer stock outages and supported Brexit preparation.
- in conjunction with the Trust Director of Nursing we have established a new Product Review Group consisting of Trust and HPL representatives to ensure good governance on product changes.

Medical Equipment

- Over 12600 medical devices are now included in eQuip including the Community sites and Radiotherapy services which are testing the system for preventative and reactive maintenance.
- A £2.95m equipment replacement plan has been agreed with the Trust for FY2019-20 which will be managed by the new Medical Equipment Group led by Dr Nail Quiney.
- This sum includes the new Pharmacy Robot which HPL will also manage as part of its Omnicell contract.
- Discussions are ongoing with 3 main equipment providers on reliability: Varian on the Redhill linacs and LA5 at Guildford; GE on the new scanners; and Intuitive on the Robots and a recent 5-day machine breakdown.

PLEASE TAKE CARE.....Since January we have had 190 pieces of medical equipment reported as damaged, the majority of those is driven by user damage. On just Pumps we have had over 80 breakages (see photo). We estimate user damage costs over £50,000 per annum.



Savings and Cost Improvement

- Having delivered savings above plan last year, we and the Trust have been set a more stretching target of £2554K for FY2019-20. This compares to the business case of £1073K.
- Engagement has commenced with the Divisions and SBUs as there is an urgency on delivery. Clinical staff engagement is also vital as some of the changes involve product standardisation and the 'Getting it Right First Time' (GIRFT) programme,

Saving Schemes Summary

- 43 Procurement schemes ranging from £200K to £2k. Half of the schemes are between £10k and £40K
- 16 Transformation schemes – the majority are between £10k and £60k
- 4 Financial schemes
- 2 Service extension schemes
- 2 pay schemes



New Projects Update

- Bed Replacement Programme – this is just starting with various suppliers demonstrating their beds. We aim to replace beds across the Trust from later this year,
- Patient Entertainment – we are challenging the supplier and asked them to repair broken bedside systems and vending machines.
- Managed Print Services – the next few months will see the roll out of programme to replace photocopiers and printers across the Trust.

HPL People

- Recent changes to staff include:
 - Ben Caldicott – EME Manager
 - Sue Caitlin – Clinical Procurement Specialist
 - John Wells – Finance Manager
- Morgan Ellis, Chief Technical Officer Radiotherapy Technical Services will be leaving in June. We wish him well in his new role with Varian.
- Marianne Illsley has stepped down from the HPL Board as Non Executive Director (Medical) and is replaced by Vickie Stobbart
- Oli Thorne, Junior Buyer, has been awarded HPL Employee for the last Quarter



HPL Customer Survey – a recent survey said that 80.4% of respondents were positive about their experience in using HPL. As we always want to do better please let us know if we can do more and take part in the next survey.

Want more information about HPL?

**FOR MORE INFORMATION OR IF YOU WANT TO GIVE YOUR COMMENTS PLEASE CONTACT
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HPL – The Team – 7th May 2019



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