

PS

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Purchasing and supply news

special issue

procurement
solutions

PS

FOR THE PUBLIC SECTOR

22-23 June 2004

DH Commercial Directorate
– the facts

Alcohol hand rubs
contract goes live

NHS

*NHS Purchasing
and Supply Agency*

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contracts

PS magazine – please give us your feedback

Please let us know your views on the publication – good or bad – and any suggestions for improvements or topics we should cover.

We would also be very pleased to receive feedback on any of our other publications and website.

Contact Janet Bullard on 0118 980 8635
or email janet.bullard@pasa.nhs.uk

the commercial directorate

– driving innovation and change throughout the NHS

The Department of Health (DH) established its Commercial Directorate (CD) in June 2003. This was in response to the recognition of a need for more focus and synergy by DH and the NHS in its dealings with the private sector and also a requirement for the adoption of sharper commercial management and practices. Strategically the CD works closely with senior ministers, DH officials and the NHS, and over time it will become the central point of contact for interface and negotiations with the private and voluntary sector.



Ken Anderson –
Commercial director

Headed by Ken Anderson, the CD's priority is to ensure value for money and greater investment in patient care. It aims to secure best value and best practice for the DH/NHS from their relationship with the private and voluntary sector and to be the professional and commercially trained interface between the DH/NHS and the independent sector.

Anderson's ambition is to transform the NHS into a truly patient-centred health care system, with a pledge that it will be the patients that have the real choices inside the National Health Service. But as with all radical proposals it is one that requires both commitment and significant investment. While Anderson and his team have started to influence thinking throughout the NHS, the Government showed its own support by committing to increase overall expenditure on health by some £40 billion.

Areas of influence

The CD's areas of influence include the exploitation of intellectual property opportunities, maximising other commercial opportunities and providing commercial advice to the DH and the NHS. Its first major challenge was to roll out the Independent Sector

Treatment Centres programme; it then set its sights on the NHS Supply Chain, instigating a root and branch review of the purchasing and distribution arms of the NHS.

Having considered the recommendations of the NHS Supply Chain Review, which identified potential savings of some £500 million per annum, the DH Commercial Directorate initiated the NHS Supply Chain Excellence Programme to deliver these benefits. The programme, divided into three projects, National Contract Sourcing, Collaborative Purchasing Hubs and a review of NHS Logistics, was launched in March 2004 and will continue over the next three years.

"We are not just about saving money," says Ken Anderson. "Our goal is to turn the NHS into an innovative purchaser but equally important is its ability to deliver first class services. The Commercial Directorate is about implementing change and strengthening the NHS's businesses. We do not envisage a reduction in buying power."

national contracts

sourcing project

The National Contracts Sourcing project, headed by the DH Commercial Directorate's John McKenna, kicked off the Supply Chain Excellence Programme and addresses approximately £4 billion of the £13 billion non-pay NHS annual spend. Its objective is to deliver a major slice of the possible savings that were identified in the Supply Chain review last year. These are additional savings to those already committed to and announced in the NHS PASA 2004/5-business plan.

The project category waves

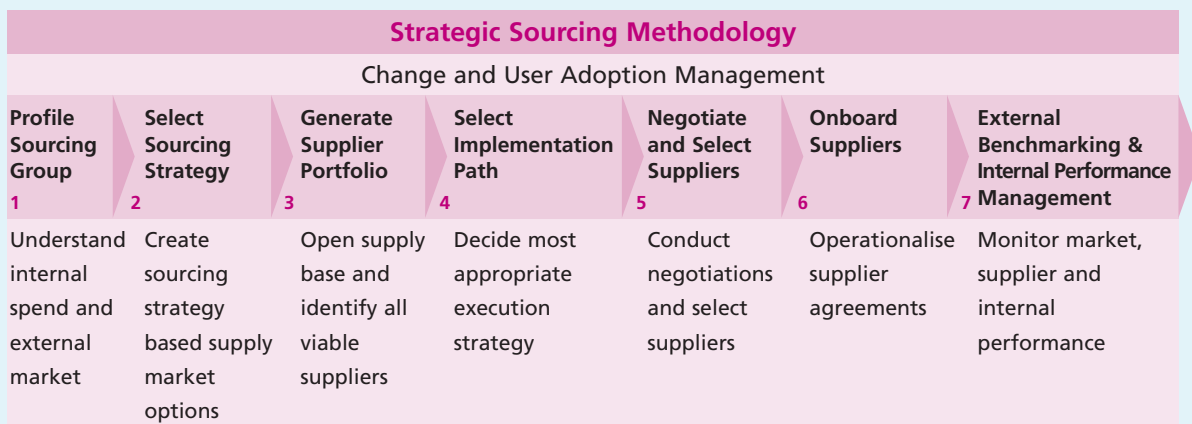
The National Contracts Sourcing Project is to be delivered in three waves consisting of over £1billion of annualised spend per wave. Wave 1, which started on 1 March, covers the following 11 categories:

National Contracts Sourcing Project Wave 1	
Category	Category Start Date
Stationery	March 2004
Furniture	March 2004
Agency Staff	March 2004
Fleet	March 2004
Wipes	April 2004
Incontinence Products	April 2004
Dressings	April 2004
Drapes/Gowns	April 2004
Sutures	April 2004
Drugs (Near Patent Expiry and Generic)	April 2004
Foods	April 2004

The methodology

The approach is simple. Working in joint CD, NHS PASA and A.T. Kearney category teams the project team will manage and implement a rigorous strategic sourcing process, working with trusts, strategic health authorities and NHS procurement confederations at the appropriate points. It will also give leverage to existing confederation and other procurement networks already in place.

Commenting on the project John McKenna said: "The programme is designed to deliver savings to NHS trusts while suppliers will benefit from having more co-ordinated, less fragmented orders. Innovation will be encouraged - we want to devolve power away from the central model and into local medical economies. In addition the concept of strong regional confederations with purchasing muscle will be advantageous to both the providers of healthcare and the local business community."



collaborative procurement hubs

Rolling out benefits

As the National Contracts Sourcing Project begins to roll out, a number of major early benefits have been identified for NHS trusts including external, centrally-funded support to drive procurement savings, that will be fully realised at trust level and through improved day-to-day supplier performance. Trust and confederation procurement staff will then be freed up to concentrate on other categories of the supply chain. There will be better usage of best practice contract terms and savings achieved by each trust will be measured and monitored closely. The Commercial Directorate will also provide assistance in increasing trust contract uptake and compliance.

An institution the size of the NHS cannot change its practices and customs overnight. The key to the success of the National Supply Chain Excellence Programme will be measured by how well we obtain the support of the health professionals across the country. We aim to engage the great wealth of talent within the NHS at the earliest stages so that we are working together to deliver the results.

The opportunity to save **£32,000 per day, every day of the year - sufficient to buy the services of 365 nursing staff - is on offer to the average strategic health authority for 2007/8.**

The key to improving procurement in the NHS is through the introduction of second-generation supply management confederations in the form of collaborative procurement hubs (CPH). In March 2004 the Commercial Directorate of the Department of Health commenced the CPH Project as part of its Supply Chain Excellence Programme. Zoë Greenwell, who is seconded from NHS PASA, heads the project. With a target of saving £270 million through establishing hubs the project she says has "a demanding schedule, but, with the strong interest and support from strategic health authorities already, we are confident that this can be achieved."

The Supply Chain Review carried out in the autumn, by AT Kearney, for the Department of Health identified that the pilot supply management confederation programme created by NHS PASA was the way forward to generate savings from collaborative purchasing. However, they noted that, whilst there was a high degree of willingness and some real gains by some confederations, there were insufficient resources and capabilities to make the step-change required.

The existing supply management confederation programme will continue with confederations preparing themselves to migrate to CPHs when the project is rolled out nationally next year.

Designing a hub

The Commercial Directorate commissioned Atos KPMG Consulting (AKC) to assist in designing a generic hub that combines a strong core of common processes and activities with sufficient flexibility for local implementation. The hub will have to possess robust governance for its member NHS trusts to enable it to operate effectively and to ensure compliance with contracts and systems it puts in place. This has to be balanced with the need to fully engage with its clinical networks to create an inclusive environment for clinicians where maverick purchasing is no longer supported.

Designing the hub is not an easy task. The pilot confederations found pulling together disparate trusts within their health economy, tough going. Building a collaborative culture and working together in an environment where capacity and capabilities varied widely brought change management challenges. It seemed a slow process but was gathering speed through putting into place strong foundations. To build on the pilots' experience and that of other confederations a design group was established to bring together world class thinking facilitated by AKC. The design group comprised four supply

confederations who worked through all the elements and issues supported by six other confederations to provide specialist advice in key areas. Together, they represented some £6.6 billion of the £15 billion non-pay spend in the NHS.

Testing the hub

The new hub design has to provide robustness and stability whilst making the step-change required to gain the substantial savings needed for a strategic health authority. The review had identified a skills and resource gap and insufficient investment locally. To address this the DH has agreed to

provide a significant level of funding to establish two Pathfinders to prove and refine the generic hub design. Each will undertake a full business case in August this year to identify the resource gap and will mobilise with the support of external consultants shortly afterwards.

To achieve savings of between £10-12 million per annum by 2007/8 will require the highest level of support for procurement hubs within the NHS. The benefits and value that procurement excellence can bring is now being recognised.

Guiding principles

- scope to include strategic management of all spend with a commercial transaction
- full support and commitment of all trust members within a health economy
- commitment to new national contracts and to work with NHS PASA to put the right contract in place.

Key benefits

- drive out costs
- active delivery of significant change
- improve value for patient care
- maximise benefit from NHS spend.

Design support members

Design group:

- North West London Confederation
- South Yorkshire Supply Confederation
- Shropshire & Staffordshire Procurement Project
- Health Purchasing Consortium.

Design consultants:

- Thames Valley Confederation
- PRO-NE (3 confederations in North East)
- The Peninsula
- West Yorkshire Confederation
- Greater Manchester Confederation
- Norfolk, Suffolk & Cambridge Confederation.



Jonathan Wedgbury, Chief Executive of the Healthcare Purchasing Consortium leads a breakout session at a Collaborative Purchasing Hubs reference group meeting

track and trace for surgical instruments

– developing a national standard specification

In response to a Health Service Circular issued by the Department of Health in 2000, the NHS Purchasing and Supply Agency has been working with NHS Estates to develop a national standard specification for the purchase of surgical instrument track and traceability systems.

Tracking is the actual process of tracking an instrument through the decontamination process and providing evidence that the appropriate standards of re-processing have been achieved.

Traceability can be interpreted as the process of recording, for each surgical procedure, which set of instruments have been used and linking this information to the patient records.

In addition to the work with NHS Estates on a standard specification, the Agency has recently researched the market to identify potential suppliers, the marking methods used and the various methods of tracking and tracing instruments which are currently in use.

We have also, in conjunction with the tracking working group of the Association of British Healthcare Industries, developed a trust based pre-purchase questionnaire that will assist trusts in gathering all the information

necessary to purchase a system. This document will form part of a procurement guide that will be launched later this year to coincide with the launch by NHS Estates of the standard specification. The guide will also include a glossary of terms, to standardise the terminology used in this market area and to ensure that you are better equipped to understand the complexities of this technical product area.

We have invited comments on both the standard specification and the Agency pre-purchase questionnaire. To request or comment on the draft documents or for additional information please contact Carol Callister on 01244 586810 or email carol.callister@pasa.nhs.uk

The Health Service Circular HSC 2000/032, Decontamination of Medical Devices, sets out specific criteria.

All surgical instrument sets are tracked through the decontamination process.

“It is important that systems are in place to allow surgical sets of instruments to be tracked through decontamination processes in order to ensure that all aspects of the process have been carried out effectively.”

The use of all surgical instrument sets on individual patients can be traced to the appropriate patient.

“Systems should also be implemented to enable the identification of patients on whom instrument sets have been used. This is important so that relevant patients can be identified in the event of exposure to a potential risk.”



new electronic assistive technology

product information database (EATpid)
makes selecting the right equipment for
people with disabilities easy

People with disabilities require a flexible, responsive and increasing range of products that offer timely intervention to those with rapidly progressive disorders and on-going support to those whose are clinically stable.

EAT-pid

Working with stakeholders, the Agency's rehabilitation services section has developed an electronic assistive technology (EAT) product information database (EATpid). This enables users, purchasers, prescribers and other health and local authority organisation professionals to make informed decisions about the range of features, functions and characteristics of the products available through the Agency's national framework agreement.

Aids for mobility and daily living are well known, but the use of EAT products – equipment for communication, environmental control systems and powered wheelchair integration - is less well described. This equipment enables people with a wide range of impairments to be more independent. It improves their functional abilities by facilitating their inclusion in society, ability to communicate, and also improves their comfort and safety whilst at home, school, work and at leisure. We have therefore developed EATpid which simplifies the provision of the necessary equipment.

As the variety and availability of EAT products increases, the

ability of health and local authority organisation professionals to prescribe and deliver these products safely, effectively and efficiently has become increasingly difficult because of the multitude of different information sources.

By bringing together suppliers and providers of products and services, the Agency has established a new national framework agreement for the supply of EAT. This agreement, which is provided on behalf of the NHS and local authority organisations of England, Northern Ireland and Wales, covers the supply, installation, support, service, maintenance, repair, withdrawal and reconditioning of equipment.

EATpid provides the information

The database system can be searched in a number of ways and contains information about:

- the product's physical characteristics e.g. weight, height, width and depth
- manufacturer, supplier, installer and service, maintenance and repairer company details
- product pictures



- links to completed pre-purchase questionnaire forms and online instruction manuals
- link to NHS-ecat for pricing information through the manufacturer's product code.

It also holds high quality product information about the environmental controllers and communications aids and includes:

- **user inputs**
does the product provide protection against inadvertent key presses by use of a guard that overlies the keyboard/pad requiring the user to access keys through individual holes?
- **user feedback**
does the product provide feedback to the user through a visual display or is it audible?
- **output signals**
are the products able to transmit infrared, FM radio or wireless network signals for remote control of appliances and accessories?
- **personal call systems**
can the product be used to trigger a nurse call system e.g. in a nursing home or hospital ward? Can the product remotely trigger a personal alarm function whether the user is within the home or outside in the surrounding area?

- **telephone**
can the social and community alarm 24-hour response service be triggered by use of the environmental control unit and/or communication aid?

- **environment and comfort**
is it possible for the product to interface with electrically powered profiling beds, riser/recliner chairs, mattress elevators and through floor lifts to enable the user safe control of these products?

- **home entertainments**
can the product for controlling peripheral appliances learn infrared codes? Can the product control Sky Digital satellite systems?

- **communication aids functions**
can a recorded message be accessed from one key or selection? Can a specific phrase(s) be automatically associated with answering the telephone?

- **computer functions**
can the product provide the user with control of the keyboard functions on a separate computer independent of any software that is running on that computer?

- **mobility**
can the product be used to safely control the user wheelchair? Can the product safely control a range of door openers and closers?

- **equipment management**
can the product's systems be configured without additional equipment i.e. computer or plug-in programming device?

- **telecare sensors and actuators**
does the product include a detector to monitor a user's presence in a bed and/or chair? Does the product have a detector to monitor whether a user has fallen?

EATpid is due to launch for NHS and local authority organisation staff to access in early summer 2004. Initial training is being provided in June 2004 on a regional basis.

For more information on how to pre-register access to the database, and to find out about training events, please refer to the website link www.pasa.nhs.uk/eat/eat_pid.stm

For further information about the national framework agreement, please refer to the website link www.pasa.nhs.uk/eat

new designs

bring NHS crockery up to date

The current NHS crockery design and range has remained the same for several decades. To address present day needs the Agency is in the process of introducing a new design of crockery.

As the crockery will be subjected to extensive wear it needs to be made of a vitrified material. Modern vitrified crockery is less porous than other crockery. This gives greater strength and chip resistance as well as a lower water absorption rate. Earthenware, though cheaper to purchase, has a higher absorption rate and so can absorb more food slurry into the crockery. The British Standards for vitrified crockery will form the basis of the specification of the new contract.

There are limitations on changing the physical dimensions of the crockery due to the ancillary equipment currently used within the NHS, for example plate covers, lowerators, dishwashers and

other handling equipment. Before any changes are agreed trials will be undertaken to ensure compatibility with current equipment.

Asking the NHS

We issued a survey to NHS caterers to gather information on design, range usage and take-up. The results of the survey have shown:

- the average number of ranges/colours used currently is two
- the average number of ranges/colours required is two
- 71 per cent of respondents want a plain white option included
- 58 per cent of respondents think the design should incorporate the NHS logo.

The results from the survey were used to produce the design brief.

Potential suppliers sent in designs and these were then

shown to patient focus groups, regional catering advisory groups, and other relevant healthcare user groups for evaluation and to produce a short list. At the eight regional catering advisory meetings over a hundred caterers expressed their opinions on the designs.

The short-listed designs were displayed at the Hospital Caterers Association conference and are also undergoing market testing. People visiting the conference were invited to vote on their preferred design. The successful design(s) will be announced shortly.

The new crockery range will be available before the end of 2004. For an interim period the current range will still be available to allow users to integrate the new design in a planned phased programme.

For more information contact Steve Close on 01924 328701 or email steve.close@pasa.nhs.uk



working with OGCbuying.solutions

– harnessing the power of the government sector

What have pest control, sandwiches, IT and floor cleaning machines got in common? There is a government wide contract for each of them for use by any public sector organisation.

The Agency seeks to get the best value for the NHS by putting in place national NHS contracts. This works well where specialised products and services are involved but when we look at items that are used right across government it makes sense to team up with the OGC to get even better value for money.

Most trusts are familiar with using the joint IT products and services contracts accessible through NHS-catIT. But did you know about the other contracts that are available?



OGCbuying.solutions is the Executive Agency of the Office of Government Commerce in the Treasury. Its role is to deliver value for money gains in central civil government and the wider public sector through a dedicated, professional procurement service.

The following areas are covered with more to follow. Find details on our website www.pasa.nhs.uk or call our helpdesk to put you in touch with the right buyer on 0118 980 8841.

- | | |
|-----------------------------------------|--------------------------------------------------|
| Kitchen deep cleaning | Water treatment |
| Small power generators | Prefabricated buildings |
| Floor cleaning machines (Industrial) | Audio visual |
| Waste management | Windows |
| Filing and retrieval | Emergency light |
| Display and writing | Boilers |
| Lab furniture/fume | Replacement locks and keys |
| Security | Kitchen design, supply and installation |
| Blinds | IT |
| Glass, safety film/explosive protection | Sandwiches |
| Pest control | Multi-Functional Products (printers, faxes, etc) |

sustainability

– at the heart of all our lives

Sustainability is one of the most important issues facing society today. It is about making environmental, social and economic progress in such a way that it supports all facets of society. If the way society operates is sustainable, it will not only meet the needs of the current generation, but also future generations. Achieving sustainable development is a global challenge. In the UK, we think of it as trying to achieve a better quality of life. This applies to all aspects of life – food, health, education, housing, community, the environment, work and play.



A virtuous circle

Government procurement has a major role to play in delivering sustainable development. Between the OGC and the NHS, billions of pounds are spent every year on goods and services. The impact on the sustainability of society and communities is huge. Studies have shown that NHS activities can represent up to 10 per cent of regional economies. By being a good corporate citizen the NHS can play a vital role. Purchasing has the potential to create a virtuous circle of improvement – it can support local businesses and communities, provide employment, improve the environment through efficient use of resources and minimising impacts, encourage innovation and reduce health inequalities.

Key initiatives

The Agency is involved in a number of initiatives helping new and innovative suppliers enter the NHS market. This includes events such as *Meet the Buyer*, providing information for suppliers on

how to do business with the NHS, and adopting a 'once only' principle to supplying information. Sustainable food is also an important work area which involves considering a range of impacts associated with what we eat. Bearing in mind the seasonality of what we eat, how the farmers grow food and how they can sell to the public services can have an influence on local, regional and global economies.

We are working with suppliers and the NHS to improve the sustainability of its activities. The Agency operates under an ISO 14001 certified environmental management system and has a policy commitment to sustainable development. We provide advice and guidance to the NHS on environmental purchasing practices and work to integrate sustainability into contracting activities for the NHS. Environmentally friendly products are now flagged in NHS Logistics catalogues.

For more information about sustainable development visit our website at www.pasa.nhs.uk/sustainabledevelopment or contact Darian McBain on 0118 980 8633, email darian.mcbain@pasa.nhs.uk or Melanie Meaden on 0118 980 8868 email melanie.meaden@pasa.nhs.uk

measuring up to the environment

– new environmental questionnaire for suppliers

An exciting new initiative is being launched by NHS PASA and OGCBuying.solutions at PS04 – a web-based supplier environmental performance questionnaire.

The questionnaire seeks to determine suppliers' awareness of, and engagement with, environmental issues. It is for completion by all contracted suppliers to government and the NHS. The questionnaire has been developed in consultation with stakeholders to become the standard for use throughout the public sector, in support of the 'once-only' principle. A standard question set is also important for benchmarking purposes, and consistency and ease of data analysis.

Benefiting business

Environmental issues are relevant to all business activity and increasingly feature in both statutory legislation and commercial best practice guidelines. There is ample evidence to demonstrate that improved environmental performance reduces costs and increases profitability, benefiting suppliers, contracting authorities and customers.

Best practice

The information provided by suppliers will be used by buyers in government departments and the NHS to help develop environmental supply chain programmes which support their individual environmental procurement strategies and UK government environmental procurement policy. The information and progress reported by suppliers will be

considered during contract performance review meetings, and with the agreement of the supplier, may also be used to generate case study information to promote best practice in the supply chain.

Supplier confidentiality will be maintained at all times. Individual supplier responses will be shared across the NHS and government procurement arena but not in the wider public domain. Suppliers will be encouraged to update the information they provide on a regular basis to ensure that the questionnaire accurately reflects their current environmental performance.

The launch of the questionnaire reflects the Agency's ongoing commitment to environmental procurement.

For more information about the questionnaire, visit the Agency area of the central hub at PS04 or listen to the presentation at Speakers Corner.

A dedicated website has been set up for suppliers and buyers: www.pasa.nhs.uk/seq As well as the questionnaire, there are help pages, FAQs and sources of additional information and guidance.

For more information contact Melanie Meaden on 0118 980 8868, email melanie.meaden@pasa.nhs.uk.



bigger savings and better health

Sustainable procurement increases your whole life cost savings and delivers better health. It is the product of good, professional procurement – of thoroughly understanding:

- the real needs
- the mix required to satisfy those needs
- the health impacts of delivering that mix.

Sustainable procurement is justified by better health, through:

- focus on the health impacts of procurement decisions
- improved effectiveness and flexibility in NHS organisations
- whole life cost savings that can be re-invested in health to reduce health inequality
- reduced impact on the environment, especially on non-renewable resources
- support for people, especially those disadvantaged or marginalized.

How is this translated into real world procurement? Take, for example, the new national framework agreement for multi functional products (MFPs) – products that combine print, copy, scan, email and/or fax. The work for this built on the Environment Agency's recognition of IT equipment as a critical spend area of very high risk for sustainable development.

Prior to the specification, a paper was written to develop the sustainable procurement arguments relating to MFPs. It identified service and management as more important to delivery than products themselves. The specification and the subsequent offer schedules were written around this sustainable procurement paper.

Whole life costs were assessed across the product and service life cycle, including paper, toner, delivery, installation, training, maintenance, parts and support costs, purchase and finance costs, administration costs and disposal costs.

And the results delivered directly from in-building sustainable procurement at the outset?

- the means to save at least 35 per cent off your total bill for printers and copiers (see PS December 2003) – some trusts could achieve 50 per cent savings
- an average 16 per cent saving on price alone, compared to the previous agreement
- transparency in whole life costs, which were central to the award decision
- systematic measurement of the savings and benefits achieved.

The strategic use of networked MFPs will:

- reduce overall energy consumption
- reduce the raw materials used to achieve a given page output
- reduce paper consumption, through double sided.

The agreement encourages:

- improved information flows
- e-maintenance, e-billing and e-commerce
- remanufactured products
- recycling of consumables
- new products that are always environmentally superior to the products they replace
- employment of local field engineers.

Grasp the richness of sustainable procurement in the supply network, especially its health enablers and constraints, and you can increase your whole life cost savings and deliver better health simultaneously. Sustainable procurements pays special attention to the consequences of its decisions – that's how it wins.

Anyone want to argue with bigger savings and better health?

For further information contact Robert Croft on 01244 586705 or email robert.croft@pasa.nhs.uk or see www.pasa.nhs.uk/photocopiers

Mosaic —

race equality in procurement for the NHS



Mosaic will be launched at PS04 at Earls Court on 22-23 June 2004.

It was highlighted in a recent cabinet office report that the huge power of public sector procurement and expenditure can be used to achieve wider social and economic objectives.

Over 40,000 public bodies, including health organisations, central government, schools and other educational bodies now have a legal duty to promote race equality.

The Department of Health commissioned South East London Strategic Health Authority (SELSHA) to project manage a learning and knowledge sharing project to promote the Commission for Race Equality's (CRE) July 2003 guide for public authorities and contractors entitled *Race Equality and Public Procurement*.

The project has three aims:

- to develop, through pilot sites, good practice of procurement based on CRE guidelines
- to promote and disseminate the knowledge and learning from the pilots and from the rest of the NHS to procurement professionals

- to support the development of Black and Minority Ethnic (BME) procurement professionals and network to mainstream this work across NHS procurement obligations.

The project has three phases:

Initiation:

October 2003 – January 2004

Implementation:

July – August 2004

Dissemination:

September – December 2004

The first project team meeting took place in March 2004 when several organisations from all over the country offered to take part and started a sharing and learning of race equality in their organisations whilst following the guidelines set out in the CRE guide.

Part one of the CRE guide is for public authorities in England, Scotland and Wales. It provides help to all public authorities and all NHS bodies in meeting their duty under the Race Relations Act when procuring goods, works and services from external suppliers. It explains how public authorities should take account of their duty to promote race equality in their general procurement policies and practice.

Part two is for suppliers of goods, works and services from both the private and voluntary sectors. It provides help to external suppliers on race equality when doing business with public authorities.

A website is being developed and is a good source for providing information and communication on race equality and at the same time sharing good race equality stories.

Mosaic is being led by Helena Reeves, Acting Communications Director at South East London Strategic Health Authority and Chair for Mosaic. If you feel that you have a good race equality story that you would like to share with Mosaic please contact Jenny Jean-Jacques, email: jennifer.jean-jacques@selondon.nhs.uk

Over the next few months look out for more news about Mosaic.

For further information please visit: www.mosaic.nhs.uk or www.pasa.nhs.uk/equality



The current membership of the project team is:

Bradford Hospitals NHS Trust
Central Manchester PCT
Department of Health
Enfield PCT

Gloucester Hospitals NHS Trust
NHS Direct South East London
NHS PASA
Southwark Partnership Unit
South East London Strategic Health Authority.

new national alcohol hand rubs contract

– what's in it for you ?

The new national contract for alcohol hand rubs goes live in early July 2004.

It features a range of products including wall-mountable, bedside and staff carried options. Every product has been subject to rigorous testing which gives you independent assurance that it will conform to the very latest performance standards.

Why change product and dispensers now?

This new national initiative is a one-off opportunity to pull together the massive spend of the NHS and provide best value for your trusts. A full cost-benefit analysis relating to implementation of alcohol rubs at the point of care will be provided in the economic case in the National Patient Safety Agency (NPSA) toolkit available later this year.

We know that there has already been a significant shift towards alcohol rubs at the point of care and this will be further reinforced with the NPSA's Cleanyourhands campaign and toolkit.

The expiry of the existing contracts, together with the NPSA targeting hand hygiene as a key patient safety issue, has provided the NHS with a fantastic opportunity to deliver a vastly improved range of products.

The Chief Medical Officer, Professor Sir Liam Donaldson, who is spearheading a new Government drive to tackle healthcare associated infections, said, "I welcome the high standards set by this contract and would urge trusts to support it. It is vital that hand cleaning products are fully effective, safe to use and available throughout the service."

The new contract provides the following benefits:

- all products are independently tested against the European Standard (EN1500)
- all products independently tested for skin acceptability in a range of tests recommended by leading dermatologists
- competitive prices
- choice of products and suppliers
- simplified ordering via NHS Logistics Authority
- products will be very visible and easily identifiable

- products will display powerful messages in support of the NPSA's Cleanyourhands campaign
- all products will be available in single units of issue for stock minimisation
- discounts available.

This sourcing exercise has been both comprehensive and incredibly robust. It has only been possible because of the extensive support and commitment we have received throughout the process by an extensive network of NHS stakeholders. In particular we have worked in partnership with a number of ICNs and we would like to thank them all for their invaluable assistance.

In addition we would like to thank those of you who have taken the time to complete the questionnaire that was distributed some weeks ago.

Please note: to take full advantage of all of the benefits described in this bulletin, trusts should purchase alcohol hand rub through the NHS Logistics route.



For more information see our website at www.pasa.nhs.uk/handhygiene or contact Richard Horsfall on 01924 328739 or Vicky Lythe on 01924 328768 or Adrian Foster on 01924 328849 or email hai@pasa.nhs.uk

More information about the Cleanyourhands campaign can be found at www.npsa.nhs.uk/cleanyourhands

home computing initiative

– your questions answered

In the March issue of PS magazine we told you about the scheme. Here are the answers to some of your questions. Visit our stand at Procurement Solutions for the Public Sector and find out more.

What is HCI?

The Home Computing Initiative is an incentive scheme to expand the ownership of computers throughout the United Kingdom by allowing companies (including the public sector) to loan computer equipment to their employees for use at home.

What are the advantages for staff?

HCI helps staff acquire or improve computer skills and saves them money. Lifestyle can be enhanced as most of the models offered under the scheme are typical Multimedia Home PCs.

What does it cost?

The employee pays for the equipment through a 'salary sacrifice' scheme. Whilst this may sound scary, it actually means that for the duration of the lease, the employee has the lease payment deducted from their pay at source. The benefits of this are that no tax or national insurance is paid on the contributions. The employer can also benefit through reduced NI contributions. The result of these exemptions means that

the actual price employees pay will depend on variables such as tax band and their employer's VAT status but can reduce the cost of purchase by at least a third.

Who are the HCI providers contracted to the NHS and government?

These are prime contractors already on the IT Products contract who have developed a scheme within the terms and conditions of the framework agreement. As the equipment is either purchased or leased by the company, on the employee's behalf, it is likely that EU procurement rules apply in which case the procurement should be done through a pre-tendered framework agreement or by a separate EU tender process.

Details of HCI providers are in the NHScat-IT catalogue. For more information see the Agency website at www.pasa.nhs.uk/itservices/shared/nhscat-it/

What products are available?

Products available include PCs and laptops, peripherals such as printers and scanners and business, learning or home entertainment software. These will all be covered by warranty and after-sales care.

Once your employer appoints an HCI provider, a mix of computer equipment packages and options will be put together depending on employer/employee requirements.

What happens to the equipment when the loan period ends?

The employee has no right to own the equipment, however, you may be offered the option to own the equipment by making a final equivalent to fair market value at the date of transfer. VAT is payable on this final payment which would be a deduction from net salary.

For further information contact Paul Tucker, email paul.tucker@pasa.nhs.uk or see

www.pasa.nhs.uk

www.dti.gov.uk/hci

www.e-envoy.gov.uk

www.oft.gov.uk/Business/Legal+Powers/HCI+group+licence.htm



energising the NHS

– the Agency's energy team get the best deals for the NHS

Recent rises in world commodity prices have caused significant cost pressures for finance directors. For example, the cost of gas for this winter is expected to be more than double the cost for last winter. By utilising the skills and market knowledge of the largest energy purchaser in the public sector – the Agency's energy team – NHS trusts can ensure that these rises are minimised.

Fundamental technology changes and an increased understanding of the underlying risk has meant data quality is key. The ability to analyse your consumption down to the lowest time period is allowing the NHS to generate significant savings. The Agency has recently launched its online data management service that allows the NHS the following benefits:

- next day analysis of your consumption information
- metering problems to be quickly identified and resolved
- invoice checking with actual data
- self billing
- email alerts if consumption radically changes.

Also in such a rapid and fast moving commodity marketplace risk is becoming increasingly important. The ability to both accept risk and make rapid decisions is increasingly affecting pricing for individual sites. In order to achieve the best price for its sites, NHS organisations need to be prepared to accept pricing on a changing basis (e.g. monthly) and to allow the Agency's energy buyers to

make the instant purchasing decision on their behalf.

The Agency has consistently delivered significant savings to the NHS on its utility spend and provides a tailored energy solution to each trust depending on its particular needs. It utilises local knowledge whilst benefiting from the aggregated volume of national contracts.

For further information about any aspect of your energy consumption please contact Henry Pringle, email henry.pringle@pasa.nhs.uk or visit the energy website at www.pasa.nhs.uk/energy



benefits of consortium working – a multi disciplinary approach

One of the key benefits of supply management confederations is their potential to make savings through increased purchasing power but, as demonstrated by the North East Orthotics Contracting Board, there are many other benefits to be gained. The award of a contract is only the beginning of a journey to excellence rather than the end of the contracting project.

Not yet formally a confederation, the North East Consortium formed in 1998 and included six trusts in the region, namely Gateshead, North Durham, Northumbria, South Durham, South Tees and Sunderland. The aim was initially to tender collectively for each trust's orthotics services contract. The award was split between two service providers, one servicing three of the trusts, the other servicing four, and the contract commenced in April 2002. Due

to companies' entitlement to confidentiality, a collaborative working approach could have proven tricky, but by creating an environment where ideas are shared and worked upon to strive for a 'gold quality service' the group have been able to tackle many issues, such as:

- standardisation of patient information throughout the region
- a regional good practice guide to ensure all trusts are working towards the same standards
- a common referral approach through the development and agreement of standard referral pathways covering referral from GPs, consultants and between allied health professionals
- establish protocols for service review initiatives
- jointly work towards complying with national guidelines and models such

as the Audit Commission recommendations and the Pathfinders report

- commissioning of both adult and paediatric patient surveys to identify levels of satisfaction and areas for improvement
- production of a bi-annual newsletter keeping all stakeholders informed.

This consortium approach helps to end the days of orthotic care being a postcode lottery. It allows a multi-disciplinary team to work together for optimum results, both clinically, which has resulted in a marked improvement in patient care, and commercially through substantial budgetary savings and efficiencies. The spend for service provision is usually a small percent of the total orthotic budget. Once service contracts are in place the supplies team, in conjunction with their clinical colleagues, can start looking at the overall product spend, and identify ways of taking advantage of the discount bandings offered through the national framework agreement for the supply of orthoses.

For further information about the project contact Karen Hodges on 01244 586711 or email karen.hodges@pasa.nhs.uk or see www.pasa.nhs.uk/rehabilitation



Back row from the left: Caroline Wilkinson, Pam Dobinson, Mary Spearman, Michael Corfield, Karen Hodges, Judith Patrick.
Front Row from the left: Pat Clements, Sharon Robinson, Ros Fish, Eileen Bradshaw, Jackie Cleminson, Melanie Price

electronic records management (ERM)

changes the way we manage business

The Agency is introducing an Electronic Records Management (ERM) system in line with the Modernising Government White Paper which stated that 'by 2004 all newly created records will be electronically stored and retrieved.'

There is currently no compulsion for NHS trusts to bring in an equivalent system but all public sector organisations are coming under greater pressure to improve service delivery and meet the growing demands of greater public accountability. NHS trusts are already working towards electronic appointment booking and electronic patient records through the National Programme for Information Technology, but the case for them to consider an Electronic Records Management (ERM) system for their corporate records is becoming more and more persuasive. In the US, events at Enron and WorldCom have led to legislation to make sure all businesses behave accountably. In the UK, the need to comply with the Freedom of Information Act is making many trusts consider how best to organise their corporate records more effectively.

Key features of an ERM system include:

- retention and disposal schedules so we only keep documents for as long as we need them
- the ability to share information throughout the organisation and retain the knowledge we need when key people leave
- the development of our corporate memory, helping us to learn from past successes and mistakes and build on best practice.

The public sector is going through massive cultural change in the drive to meet the increasing demands of government and the public. As we move towards 2005 with its deadlines for implementing ERM, the provisions laid out in the Freedom of Information Act and the greater scrutiny we are coming under, there has never been a better time to manage our records corporately and effectively.

Introducing ERM involves the whole organisation and is a major long term project. For more information about our project and the issues that have arisen along the way contact Keith Gregory on 01244 586744 or email keith.z.gregory@pasa.nhs.uk

Milestones towards the target

- Project set up
Autumn 2002
- System selected
Spring 2003
- First pilots
August 2003
- Staff training started
May 2004
- First teams go live
Summer 2004
- Implementation complete
31 December 2004

- making sure that documents are correctly and safely stored and have an audit trail
- sophisticated search facilities to give faster access to information

helping you

find your way around the NHS

Signs are used to great effect throughout our lives, to help us to find our way to our chosen destination or purpose. Within the health service environment they play an important part in providing assistance to the thousands of people who take advantage of the vast range of care and treatment services offered to them in our facilities such as acute and primary care trusts, walk-in centres, group practice surgeries and dental practices.

Four suppliers hold the new contract and all offer full coverage to the NHS in England and Wales. Using these contracts will result in a more consistent use of signage design and corporate identity being presented to the public.

The introduction of the new Wayfinding document by NHS Estates was a key factor in the provision of a consistent standard and best practice document covering all aspects of wayfinding and signage within the healthcare environment. The document, *Wayfinding – Effective wayfinding and signing systems for Healthcare facilities* is available from HMSO ISBN 0 11 322140 1 or by downloading from the NHS Estates Technical Guidance CD Rom.

Signage creates an improved patient and work environment

This contract is about the provision of signage solutions – not just the supply of signs!

Within the signage industry, choice of supply is plentiful, often being locally based and able to offer competitive pricing, but suppliers may not possess the infrastructure and resources to meet the diverse demands of the NHS trusts. We manage our contracted suppliers and monitor their performance, providing a consistent approach to the concept of wayfinding on behalf of the NHS.

Our suppliers can provide you with a wide range of services, including free surveys, advice,

manufacture, supply, installation and maintenance of signage systems. The most common types of sign used in a wayfinding system are:

- locational or identity signs – to tell people where they are
- directional signs
- directory signs – to inform people
- site maps
- main entrance signs.

It is important that the systems used are flexible to allow for ease of changeability. The correct use of colour, typeface, lettering, size, alignment of text, layout, use of symbols on the appropriate sign is critical to make a signage system work.

Wayfinding strategy

The introduction of the new wayfinding document by NHS Estates was a key factor in the provision of a consistent standard and best practice document covering all aspects of wayfinding and signage within the healthcare environment.

Signage is a key element of any wayfinding strategy. This means that the consistent use of words to describe trust and hospital names, locations, departments, entrances and car parks in patient appointment letters, match the appropriate signage. Too often this may not be the case, creating stress, delay and confusion for people attending a healthcare facility. Our suppliers are there to help you address these issues.



New build

This contract can be used during new build construction projects. We will be developing this area through the NHS Procure 21 construction programme and our working relationship with NHS Estates and their twelve Principle Supply Chain Partners via the proposed Modernisation Investment Procurement Team which we are co-ordinating.

Disability Discrimination Act October 2004

From October 2004 all public buildings must ensure that adequate access is made available to people with disabilities. People with disabilities should be able to find their way round an environment, along the same routes as everyone else, as easily as people without disabilities.

Sight and sound are the two key senses used when wayfinding, therefore some key areas should be considered:

- wayfinding aids for people with visual impairments, including Braille and tactile signs, audio information and escorts
- wayfinding aids for people who are deaf or hard of hearing, including visual announcements, well defined pathways and staff that can use sign language.



For more information about signage contact

Tony Ryan

Buyer Estates

Tel 01244 586819

tony.ryan@pasa.nhs.uk

Full details can be obtained from our web page on the NHS intranet www.pasa.nhs.uk/estates

innovative solutions

through the national voice, video and data contracts

The suppliers on the national contracts are not just there to deliver basic services, they can work with trusts to develop new services that can solve many communications problems in innovative ways.

Below are two examples of successful projects. If you would like more information please contact Jane Lewis on 0118 980 8615 or email jane.lewis@pasa.nhs.uk

West Berkshire goes beyond paging

West Berkshire Health Authority has found a way forward for effective and efficient communication with health visitors and community nurses.

West Berkshire Health Authority, until November 2003, like the majority of health authorities used a basic local area paging system. Hospital administrators often had to resort to costly and time intensive individual calls to mobiles to communicate with the workforce that lived outside of the range of the local area paging system. They recently opted to implement a text messaging system to communicate with their large number of health visitors and community nurses.

The system developed by the suppliers on the national contract, offered a secure and cost-efficient system which allows health visitors and community nurses to be easily sent text messages and they can now pick up group messages on their mobile phones.

The administrator in the hospital keeps track of messages, including detailed information such as the date and time that the messages were sent and the time of any response.

Individuals can now receive professional information in an unobtrusive and discreet manner direct to their mobiles to ensure that they are always fully up to date with all essential information.

Communicating with Birmingham's pregnant teenagers

The Birmingham Teenage Pregnancy Texting Scheme was set up by the Birmingham Heartlands Solihull Hospital NHS Trust teenage pregnancy midwife to provide information and support to pregnant teenagers in their area. A secure text messaging system was chosen by the scheme as the best way to contact local teenagers.

Midwives can send out general help and advice, including any benefits the teenager might be entitled to throughout the pregnancy. They can also inform them of events in the hospitals and remind them to attend a specific teenage group called 4U.

The teenagers can easily contact their midwife in response. The midwives can keep track of



what messages have been sent to which girls. Information includes the date and time the messages were sent.

Previously, teenagers had to rely on remembering the date and time of their 4U group, and the midwives had to rely on poster campaigns to provide additional information. Persistent non-attenders can

be reminded to attend their anti-natal appointments using the system, which has proved very effective. The teenagers now have a source of support that is targeted to them individually and direct to their own mobile phone.

Because texting is now part of teenage culture it can be used successfully in many areas. It is currently also being used with teenagers with diabetes and cystic fibrosis.

For more information about this project contact Lizzie Smith, email lizzie.smith@heartsol.wmids.nhs.uk

new guidance on infusion devices from the National Patient Safety Agency (NPSA)

The NPSA has issued a Safer Practice Notice outlining the steps that hospitals can take to improve patient safety and make significant cost savings.

The NPSA worked with NHS PASA and six NHS trusts to develop and test a package of practical solutions to help trusts implement the recommendations and take action to improve the way that infusion devices are purchased, used, stored and maintained.

The NPSA's package of solutions includes:

- an assessment to review existing infusion device purchasing processes and a checklist to help trusts ensure that the right people are involved in decision making
- a questionnaire to help in the evaluation of devices prior to purchase
- advice for trusts on how to develop a business case for an equipment library or other centralisation facility
- a spreadsheet to help trusts establish a local economic appraisal.

The solutions are now available at www.pasa.nhs.uk/infusiondevices/

In recognition of the need for better staff training tools in using infusion devices, the NPSA is now working with the NHSU to develop an accredited e-learning programme for all staff who use infusion devices, using a national competency framework. This is likely to be available in autumn 2004.

more of the Agency's website now available on www



The Agency is moving increasing amounts of information to our www site www.pasa.nhs.uk from the NHSnet, which was previously only available to people working within the NHS.

Drivers for this include Freedom of Information, but where the Agency is negotiating contracts for use by Local Authorities, this now means they have access to more information, particularly in areas such as rehabilitation services.

Sections recently created or moved include:

www.pasa.nhs.uk/foi	freedom of information
www.pasa.nhs.uk/medical	covering all types of medical areas
www.pasa.nhs.uk/infusiondevices	includes safer practice information
www.pasa.nhs.uk/eat	electronic assistive technology for people with disabilities
www.pasa.nhs.uk/communityequipment	community equipment services
www.pasa.nhs.uk/officeservices	furniture, storage & stationery
www.pasa.nhs.uk/textiles	textiles and disposables
www.pasa.nhs.uk/computing	purchasing IT and telecoms
www.pasa.nhs.uk/leasing	covering the principles of operating leases
www.pasa.nhs.uk/termsconditions	standard terms and conditions of contract and advice
www.pasa.nhs.uk/purchasing/mia	indemnity information

As information on our www site grows you will find our site map more and more useful at www.pasa.nhs.uk/sitemap

If you would like more information about web developments, or have any comments about our websites, please contact the web team by email to webmaster@pasa.nhs.uk

NHS competency framework for procurement staff goes online

A major review of the NHS purchasing and supply competence framework has taken place. The new RAPID (Recruitment and Performance – how to Improve personal Development) system is a new online competency framework system for procurement practitioners in the NHS. It went live on the Agency website in April. It aims to make access to and use of the framework quicker and easier.

Leading the profession

The NHS is leading the procurement profession in the development of competency frameworks for procurement staff. The work is proving of great interest to the procurement profession, including the Qualifications and Curriculum Authority who are sponsoring a complete review of supply chain and international trade

competencies underpinning national vocational standards. The outcome has been described by one independent specialist competency magazine as “one of the most ambitious projects anywhere in the world.”

Online functionality

The system is intended to be multifunctional with the facility for supplies managers to access information and guidance on how to approach areas of HR activity that include:

- recruitment and selection
- personal appraisal
- training and development
- succession planning
- training needs analysis.

Before the launch, the Agency held a series of half day workshops around England to update supplies managers on the latest revision to the NHS competency framework and other developments.

The system will be further developed to make it even more interactive and user friendly. Guidance documents will be regularly reviewed and new work incorporated where appropriate. One particular area of interest for the future relates to training needs analysis. It is hoped that with feedback from supplies managers and further investment in the IT database a more interactive approach may be developed to allow self assessment against predetermined goals.

For more information contact Rita Parkes, email rita.parkes@pasa.nhs.uk or visit the competency website at www.pasa.nhs.uk/competencyframework

Agency awards e-auction contract

The Agency has awarded the contract to run its e-auctions for this financial year to TradingPartners.

A mini-competition was run, using the suppliers on the OGC Reverse Auction framework contract. After having demonstrations and costed proposals from all five solution providers, TradingPartners was selected as the supplier to run

e-auctions until March 2005. 15 opportunities have already been identified across Agency contracts and it is anticipated that more will be forthcoming as e-auctions become an integral part of our procurement process.

For more information contact Michael Pace, email michael.pace@pasa.nhs.uk





Coming soon – contracts for June PS Magazine

Contract	Start date	Buyer	Telephone no.
Cons Alcohol based hand decontaminants	07/04	A Foster	01924 328849
Cons Maintenance and repair of Datex Ohmeda manufactured equipment	07/04	J Douglas	01244 586805
DME Amendment to contrast injectors, syringes and consumables	05/04	L Carpenter	01244 586709
DR Hip protectors and associated products	10/04	R Pearce	01924 328862
FMU Maintenance and repair of Thermo Electron manufactured equipment	08/04	J Douglas	01244 586805
FMU Electricity half hourly June/July 2004	06/04	F Brown	0118 980 8774
FMU Gas – small to medium sites	06/04	C Gibney	0118 980 8778
FMU Automatic and industrial door installation and refurbishment	09/04	Tony Ryan	01244 586819
M&S Patient identification bracelets	10/04	C Wray	01244 586811
OS Paper bags and sacks	04/04	Neil Emery	01924 328735
Outsourcing Market research services	04/04	Phil Thomas	07770 970045
Pharm Rabies vaccine to the NHS	04/04	A White	0118 980 8785
Pharm Outer London contract for proprietary pharmaceuticals	07/04	L Thornton	01244 586845
Pharm North East, Central, Oxford and Wessex contract for the supply of intravenous immunoglobulins	07/04	E Costello	01244 586847
Pharm Wessex generic and proprietary pharmaceuticals	04/04	L Meechan	0118 980 8881
Pharm North East contract for the supply of intravenous fluids	08/04	N Howell	0161 723 5198
Pharm Central generic and proprietary pharmaceuticals	06/04	R Purcell	07770 971088
Pharm Riverside and West London consortium	07/04	Nickie O'Neill	01284 705456
Pharm Oxford region proprietary and generic pharmaceuticals	05/04	R Purcell	07770 971088
Pharm Eastern, London region North and South West contract for the supply of immunoglobulins for intravenous and subcutaneous use	09/04	E Costello	01244 586847
Pharm North East, Central, Oxford and Wessex contract for the supply of subcutaneous immunoglobulins	07/04	E Costello	01244 586847
M&S Endoscope detergents/disinfectants	06/04	Jennifer Collins	01244 586727
Pharm London North contract for generic pharmaceuticals	07/04	L Thornton	01244 586845
Rehab Standard stock orthoses	10/04	K Hodges	01244 586711
M&S Blood collection systems	10/04	Sue Ord	01924 328829
M&S Thermometry	10/04	Sue Ord	01924 328829
M&S Small diagnostic equipment	04/04	June McMullan	01924 328822
Rehab Ready made and modular footwear	07/04	Denise Thomson	01747 833787