

Team Name: Sourcing Community Medical Ballymena
 Procurement Manager—Heather Douglas
 Procurement Team Leader—Laura Magee
 Procurement Officer—Andrea McAlister

Nominating Manager: Sandra Armstrong,
 Senior Procurement Manager

Sourcing Community Medical Team

SITUATION

Community Medical portfolio of 30 contracts to transfer from PaLS Ards to a new team to be established in PaLS Ballymena.



These contracts cover products such as wigs, walking aids, hoists, beds, seating, orthotics, prosthetics, wheelchairs, nappies and incontinence products to name a few. Essential products for HSC to provide services to all communities.



“Logistics have experienced a Procurement team who are Proactive in contract management and Reactive when unforeseen issues arise with the contracts and are obviously aware of how important their input and responsive service is to the Patient/client and the service”
 - Martin Chadwick/Louise Payne - Logistics Campsie



TASK

- Recruitment, selection and formation of a new team of 3 members at PaLS Ballymena to undertake the work involved with the Community Medical portfolio.
- HSC clients and contractors/suppliers to be notified about the transfer of work and provided with contact details for the new team members.
- Introduce the new team to Logistics colleagues to identify roles and responsibilities as well as gaining understanding of Logistics operational needs and initiate the process of building a partnership in order to provide a high level service to patients/clients.
- Contract extensions and renewals to be completed in line with contract portfolio and work plan, with the aim of ensuring no breaks or lapses in contract cover and to obtain best value for money in all projects.

“The help and support I received was invaluable, the team were extremely knowledgeable and professional. The help I received has provided me with the confidence to front up future projects”
 - Karen Dines — Medical Administrator SEHSCT



ACTIONS

TEAM

- ✓ Full team in place within months with development and training undertaken to expand skills on eTendersNI and FPL systems as well as develop product and portfolio knowledge.
- ✓ The team combined the skills and experience they each had with a focus on synergy and the aim of a common goal.
- ✓ The team consulted former team members to share information and experience.

CUSTOMER/SUPPLIER ENGAGEMENT

- ✓ During the first few months the team held several meetings with both customers and suppliers to gain knowledge, build relationships and build mutual trust and respect e.g. contract review meetings were held to address performance issues and ensure compliance.
- ✓ Meetings were also held with a number of suppliers, including implementation meetings for the newly awarded South Eastern HSC Trust Total Bed Management contract, in order to ensure a smooth transition.

LOGISTICS PARTNERSHIP

- ✓ The team visited Campsie and Lissue warehouses to meet with Logistics colleagues and gain understanding of Logistics' needs and requirements, and to identify mutual goals.
- ✓ Logistics representatives were consulted for their expert advice and included in Contract Adjudication Groups.
- ✓ Joint meetings were held with Logistics and suppliers to resolve supply or delivery issues and enhance co-operation between all parties.

SOURCING

- ✓ All contracts included under the portfolio have been extended and renewed in line with the work plan, with no disruption to supply and ensuring continuity of service from HSC to patients.

RESULTS

- ⇒ Seamless transfer of portfolio to PaLS Ballymena within 10 months.
- ⇒ The team have gained respect as a result of business benefits, value for money and the professionalism achieved.
- ⇒ Solid working relationships have been formed with both customers and suppliers.
- ⇒ The team have gained understanding of and respect for the importance of the work carried out by Logistics and the necessity of working in collaboration with Logistics.
- ⇒ In partnership with CECS Campsie a refund of almost £8,000 was secured for residual stock of nappies which were then sent as overseas aid.
- ⇒ Contract renewal accountability demonstrated with over £410,000 savings achieved in the first year of Total Bed Management contract.
- ⇒ Successful and prompt renewal of other third party Frameworks to realise benefits through economies of scale and continuity of supply.
- ⇒ Tender exercise underway to renew current Moving and Handling contract as a Framework Agreement giving customers more flexibility.
- ⇒ The synergy of not only the team members but also of the team with customers, colleagues and patients has had effective results for this portfolio and ultimately for patients.



“The team have provided a dedicated professional service with, at all times, understanding the needs of the client and providing patients with a caring compassionate service”
 - Janet Morrison - Macmillan Centre Manager BHSCT

