



Quarterly NHS Update

from the Crown Commercial Service (CCS)

Welcome to the first edition of our new quarterly update for the NHS. We've pulled together all of the latest news from CCS and included details on some of the great new deals we have available to help you make big savings when buying goods and services.

In this issue you will find:

- NHS Improvement price caps for agency staff
- Facilities Management
- Specialist Laundry Services
- Language Services
- Case studies
- Upcoming events
- Useful links for accessing our agreements
- How to keep up to date with CCS
- How to get in touch





NHS Improvement price caps for agency staff

We are pleased to confirm that all 5 of our approved agency staffing frameworks are now fully aligned to NHS Improvement's agency rules and price caps:

- Multidisciplinary Temporary Healthcare Personnel (RM3711)
- Locum Doctors (including Locum GPs) (RM1570)
- Agency Nurses and Social Care Workers (RM970)
- Allied Health Professionals, Health Science Services and Emergency Services Personnel (RM959)
- Non-Medical Non-Clinical (RM971)

Framework suppliers have formally signed up to contract variations which:

- Set NHS Improvement price caps as the default contractual pricing mechanism
- Provide a controlled override mechanism, enabling supply at higher capped prices on patient safety grounds, at the discretion of the trust, and to ensure that all supply can be made 'on framework'.

To find out more about our approved agency staffing frameworks and what we can offer trusts, please visit our dedicated web page -

W: www.gov.uk/ccs/nhs-agency-rules - where you can also download a copy of our brochure.

For advice and hands-on support to help you achieve savings please

E: healthdo@crowcommercial.gov.uk
or

T: 0345 410 2222.

Facilities Management

Our Facilities Management Services agreement (RM1056) is ideal if you require standardised facilities management (FM) services. There are 3 lots available and the scope of services includes a total/integrated FM solution; hard FM services such as statutory compliance, mechanical and electrical maintenance, control of asbestos, water hygiene services and mail services; and soft FM services such as cleaning, catering, linen, laundry, security and waste management services.

Benefits include:

- up to 15% savings through better buying, aggregation of requirements and standardisation of specifications
- a common set of service level requirements, terms and conditions and pricing
- standardised templates to help you run procurements
- measures to improve energy efficiency, water consumption, waste minimisation and incorporation of Government Buying Standards to ensure sustainability

To access the agreement, you will need to run a further competition by submitting details of your requirement to all the suppliers. They will then provide you with priced proposals that you can evaluate against to decide who offers you best value. You can use our [eSourcing tool](#) to help you do this. Details of how to access the eSourcing tool can be found in the useful links section below. If you would like to further assistance from the team please email fmcm@crowcommercial.gov.uk.

Specialist Laundry Services

This new agreement (RM3772) has been developed to provide cost-effective and quality controlled specialist laundry services for re-usable CE marked barrier textiles, such as surgical drapes, gowns and packs. It supports the Department of Health's objective to enhance the safety and quality of services for users and patients.

The main services provided by suppliers are the processing (wash and finish) and transportation (collection and return) of re-usable surgical drapes, gowns and packs.

If you would like to find out more please

E: julie.sullivan@crowcommercial.gov.uk or visit:

W: <http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm3772>





Language Services

Our new Language Services agreement (RM1092), developed in conjunction with suppliers, charities, regulatory bodies and customers, is now available.

It has been designed to ensure trusts and other parts of the public sector have access to high quality language services at a sustainable price. Features of the new agreement include:

- 250 languages and dialects covered
- a regional structure to provide increased opportunities for small businesses - 75% of suppliers on the agreement are SMEs
- the regional structure also supports sustainability by helping reduce carbon footprint through less travel
- UK based, security cleared translators available to ensure confidentiality and security
- a range of translation formats including braille, audio, large print and transcription
- secure exchange of documents 24 hours, 7 days a week, 365 days a year

The agreement will also help trusts meet their ethical and legal obligations to provide equal access to services regardless of cultural/linguistic background.

If you would like help understanding which service option will best meet your specific needs, please get in touch with our category experts:

E: face2face@crowncommercial.gov.uk

T: 0345 410 2222

W: <http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm1092>



Technology Services

CCS are in early stages of consultation on their new Technology Services 2 framework, which is due to go live in March/ April 2017. We are keen to get input from the health sector on the structure and scope of this framework, so it would meet your organisational needs and priorities.

Please help us shape this framework by completing this survey

W: <https://www.surveymonkey.co.uk/r/CCSTS2health>

by 5 August 2016.

Case studies



Energy

The CCS energy team is committed to helping NHS trusts make significant savings on their electricity costs:

- King's College Hospital NHS Foundation Trust has saved over £116,000
- Royal United Hospitals Bath NHS Foundation Trust has saved over £78,000
- NHS Property Services Limited is aiming to save over £80,000

Our combined bulk buying power and commercial innovation is helping trusts get best value when buying gas, electricity and liquid fuels. We are also helping trusts save even more by reducing their energy consumption and future proofing their buildings.

If you are not yet using a CCS energy agreement, or would like advice to ensure you are maximising your savings, please get in touch to discuss the options available to you by emailing EHNEnergy@crowncommercial.gov.uk

Spend analysis and recovery services

The Spend Analysis and Recovery Services framework (RM1037) is helping NHS trusts recover significant sums of money through the analysis of accounts payable data, to identify and recover duplicate payments, overpayments and other forms of erroneous spend.

A six figure sum was identified as recoverable from unprocessed credit notes for Nottingham University Hospitals NHS Trust, and 80% of this value was recovered within 6 weeks.

To date over £185,000 has been recovered for the North East London NHS Foundation Trust:

"I have found the whole process to be very transparent and straightforward. During the project set-up, Meridian took the time to ensure that the trust was happy with the project process and gave a very clear expectation of how it would develop. I was impressed as the project progressed, it was managed in a clearly structured way and ensured no unnecessary draw on my time. Meridian's approach to project management was friendly and professional and we built up a strong working relationship, which helped maintain the momentum of the project. The weekly reporting was a particularly helpful tool in providing an overview of project progression and for keeping track of how and when monies were due back to us. I would strongly recommend Meridian to anyone undertaking this type of project."

Elena Krasheninnikova, Financial Accountant, North East London NHS Foundation Trust



Events

Agency staffing workshops

Thank you to the 92 trusts that attended our recent agency staffing workshops. You told us you found the workshops very useful and that you would like more opportunities to network with peers and colleagues.

We are pleased to say that we will be arranging more events and will be sharing further details shortly. We are also happy to run a bespoke workshop for regional or local NHS groups. If this is of interest, please get in touch by emailing healthdo@crowcommercial.gov.uk.

“Having attended two CCS workshops about agency staffing, I found the workshops to be useful, informative and beneficial. CCS staff were knowledgeable, helpful and willing to explain in detail the agency rules process and how it links to frameworks. The ability to network with peers was also invaluable. These workshops helped me to obtain a better understanding which helped to fuel my knowledge for a recent procurement Doncaster and Bassetlaw Hospital (DBH) ran through the CCS RM3711 framework for Multidisciplinary Temporary Healthcare Personal. The help I received from CCS, and in particular Helen Hess, with regards to the procurement exercise DBH ran on behalf of three trusts, was of the highest standard and helped the trust complete a successful procurement that will save millions of pounds a year.”

Richard Somerset, MCIPS, Senior Category Manager, Doncaster and Bassetlaw Hospitals NHS Foundation Trust

Technology webinars

G-Cloud

We run regular webinars for trusts interested in learning more about G-Cloud, the Digital Marketplace and the buying process.

The next webinar will be on **10 August** at **10.30 am**. The session will last about one hour and include a presentation and Q&A session. It may be of interest to you if your trust is looking to buy commodity based, pay-as-you-go cloud services.

If you cannot make this date, the next sessions are scheduled for **10:30am** on **14 September, 12 October, 9 November**.

To register for a webinar

E: cloud_digital@crowcommercial.gov.uk

Software licensing

We run regular software licensing webinars for trusts interested in learning more about the services we offer in this area. For example, license transfers and the latest deals with major suppliers. If you are interested in joining the next webinar please email ben.knight@crowcommercial.gov.uk or check out the latest issue of our monthly customer update.

Quick links to our live framework agreements and pipeline

[Full list of our agreements](#)

[Our framework pipeline](#)

[Technology aggregation opportunities](#)

How to keep up to date with CCS

Sign up for email alerts

You can sign up for immediate, daily or weekly email alerts which will tell you what we have added or updated on the GOV.UK website. It is a great way to stay up to date with the latest news and information from CCS. Simply [sign up for email alerts](#) and provide your email address and select the frequency you wish to receive updates.

Follow us on social media

We share regular news and updates on Twitter and LinkedIn so if you are not already following us why not take a minute to do so now.



twitter: [@gov_procurement](#)



LinkedIn: [Crown Commercial Service](#)

Read our monthly CCS customer update

As well as this newsletter dedicated to colleges and universities, every month we publish a round-up of the latest news, events and training opportunities. You can view the latest issue [here](#).

If you would like to receive a copy of this regular update please send your contact details, including email address, to customerhealth@crowcommercial.gov.uk

Get in touch

Our NHS customer team is on hand to help you achieve savings for your trust. You can email us at customerhealth@crowcommercial.gov.uk

You can also call our helpdesk on **0345 410 2222** if you would like to talk to somebody.