

<b>Supplies Team Operational Policy</b>	<b>Corporate/Strategic Register No: 10117 Status: Public</b>
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Developed in response to:	Requirement to ensure safety and availability of equipment to support clinical services
Contributes to CQC Key Line of Enquiry:	S3 - Are there reliable systems, processes and practices in place to keep people safe?

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Policy to be followed by (target staff)	Supplies Team Staff, Senior Sisters/Department Managers, Porters, Housekeepers
Distribution Method	Intranet and Website
Related Trust Policies (to be read in conjunction with)	04090 Moving & Handling Policy 04072 Hand Hygiene Policy 04088 Waste Management Policy 04071 Policy for Standard Infection Prevention Precautions 04049 Standing Financial Instructions 07030 Scheme of Responsibility, Authority & Decision 04066 Safe Use of Medical Devices 09030 Health & Safety Policy 11017 Procurement Policy 11023 COSHH Policy

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## **1. Purpose**

- 1.1. This document sets out the approach of the Trust to deliver a reliable and efficient stock replenishment service for core clinical products and equipment.

## **2. Aims**

- 2.1. To describe how the Trust meets the obligation arising from Regulation 16 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2009 to ensure that clinical products and equipment are:

- Suitable for purpose
- Available in sufficient quantities

- 2.2. To clarify the functioning of the stock replenishment service and its role in:

- securing supplies of the right goods, in the right quantities at the right time to support the Trusts activities
- releasing clinical staff time to care
- facilitating product standardisation programmes and effective stock control
- providing accurate usage information that can be used to forecast demand
- reducing supply chain time and reducing ordering errors
- streamlining receipting and payment procedures (through the use of electronic purchase to pay systems)
- achievement of sustainability objectives (through the consolidation of orders and deliveries)
- minimising transaction costs

- 2.3. To provide a process for appropriate response to Safety Alert Bulletins regarding medical products and devices issued by Medicines and Healthcare products Regulatory Agency, the National Patient Safety Agency, and the Department of Health.

## **3. Scope**

- 3.1. This policy applies to all staff that are responsible for stock replenishment service for core clinical products and equipment.
- 3.2. Currently the bulk of these products are medical/surgical consumables received from NHS Supply Chain, with the remainder being received directly from suppliers.
- 3.3. This policy does not apply to:

- Goods and services that are not replenished by the Supplies Team (also called Non-stock, for example: mattresses, IT equipment, stationery, electro-biomedical equipment), and are separately covered by the Procurement Policy
- Licenced medicines, or any products distributed by the Pharmacy Department.

#### 4. Roles and Responsibilities

##### 4.1. **The Chief Executive** is responsible for:

- Ensuring that the Trust has adequate procedures to supply the Trust with equipment and consumables that are suitable for use and available in sufficient quantities
- Ensuring sufficient resources are available to comply with this policy.

##### 4.2. **The Chief Finance Officer** is responsible for:

- Ensuring that the service is run efficiently
- Reporting performance as required

##### 4.3. **The Assistant Director of Procurement** provides the professional leadership for the Supplies Team. They are responsible for:

- Setting the standards to which the service is provided
- Periodic monitoring of the service
- Planning and implementing improvements to the service

##### 4.4 **The Portering and Security Manager** is responsible for:

- Resourcing and managing the distribution and collection of cages and totes in compliance with this policy, as fully described below.

##### 4.5 **The Supplies Team Manager & Supplies Officers** are responsible for:

- Operational stock replenishment activities in compliance with this policy, as fully described below.

##### 4.6 **Ward Sister/Departmental Managers** are responsible for:

- Working with the Supplies Team to draw up and authorise a stock profile that meets the ward/departments needs, and reviewing it as necessary to ensure that it remains adequate to support anticipated levels of clinical activity.
- Ensuring that stock replenishment areas are kept tidy to facilitate efficient service provision
- Communicating to the Supplies Officers any changes in activity that require adjustments to be made to stock levels
- Keeping products in fixed locations (once these locations have been agreed)
- Retaining (and making available to audit if required) the delivery notes that Supplies Officers check off and leave as proof of delivery for 18 months after the delivery date
- Ensuring all products used are within date
- Monitoring stock consumption at ward & department level, and reporting any exceptional or unexpectedly high usage to the Procurement Department for investigation

#### 5. Designation of Priority, Managed and Self Service Sites

##### 5.1. In order to meet ward and departmental requirements efficiently, different service levels are provided in line with the criteria listed below.

5.2. Changes to the service level provided can be made on agreement with the Assistant Director of Procurement.

### 5.3. **Priority Sites**

5.3.1 A site may be selected for Priority service if any or all of the following conditions apply:

- The ward/departmental function is critical (would continue to function in the event of a major incident)
- The ward/department spends in excess of £100,000 per year on core products
- The turnover of products is very rapid
- Often it is not possible to foresee what products will be required
- Similar products are not held elsewhere within MEHT
- The department requires many different categories of products to be replenished
- The available storage capacity does not facilitate 7 days stock holding

5.3.2 Priority sites are replenished at least twice each week on a schedule agreed with the budget holder of the area.

5.3.3 Stock profiles and buffer stock levels will be agreed on a case by case basis

5.3.4 Priority sites at 01/04/15 are Sterile Services & A&E.

### 5.4. **Managed Sites**

5.4.1 A site may be selected for Managed service if any or all of the following conditions apply:

- There is a limited range of core products
- The ward/department spends between £20 - £100,000 per year on core products
- Demand for these products is regular and can usually be anticipated
- Similar products are held elsewhere within the Trust
- Sufficient storage space is available to facilitate 10 days stock holding

5.4.2 Managed sites have stock replenished on a weekly cycle.

### 5.5. **Self Service Sites**

5.5.1 A site may be selected for Self Service if any or all of the following conditions apply:

- Products are consumed in small quantities, irregularly
- The ward/department spends under £20,000 per year on core products
- The ward based staff are better placed than the Supplies Team to anticipate requirements

5.5.2 Self Service sites can either be set up with internet access to enable direct ordering, or if this is not possible, submit requests to the Supplies Office in hard copy.

5.5.3 Self service sites in the PFI building will need to collect their own deliveries from the Zonal Cage Hold on their floor.

## 6. Creation and Authorisation of a Stock Profile

- 6.1. A stock profile is a list of the products which will be replenished by the Supplies Officers, and against each product will be a minimum quantity (which will trigger an order), and what the order quantity will then be.
- 6.2. The Supplies Officer will provide product information and previous usage information to the Ward Sister/Departmental Manager.
- 6.3. The Ward Sister/Departmental Manager must ensure that the products chosen are suitable for the purpose that they will be used for.
- 6.4. Any new or novel devices must be referred to the Medical Devices Group for approval prior to being purchased.
- 6.5. Any new COSHH items must be referred the Health & Safety Manager to complete a COSHH assessment and update the Trust inventory list to comply with regulations.
- 6.6. Sites receiving a Managed service level should set a stock level sufficient to support 10 days activity. This facilitates a 7 day turnaround, with 3 days contingency to allow for:
  - Delivery delays
  - Bank Holiday periods
  - Exceptional demand (outbreak of infection on ward, seasonality)
- 6.7. Sites receiving a Priority service level will determine appropriate stock levels according to the frequency of replenishment.
- 6.8. Stock levels set by the profile will only exceed 10 days stock if:
  - The minimum unit of issue (quantity in a box) exceeds 10 days requirement
  - Ordering in a case qty achieves a bulk discount (and the usage justifies it)
- 6.9. When the Ward Sister/Departmental Manager and Supplies Officer first agree the profile, it will be authorised by the budget holder (who must have signing power appropriate to its value and cost centre). This authorises the Supplies Officer to replenish the stock to the agreed level on the agreed schedule. One copy of the profile will be held locally by the Ward/Department, and a second copy will be retained by the Supplies Team for audit purposes.
- 6.10. All products distributed by NHS Supply Chain comply with:
  - EU Medical Devices Directives. These place obligations on manufacturers to ensure that their devices are safe and fit for their intended purpose and carry the CE mark if classified as medical devices
  - COSHH (Control of Substances Hazardous to Health) and CHIP (Chemical Hazard Information and Packaging for Supply) regulations. All regulated products are clearly labelled on the packaging. Safety datasheets are available at [www.supplychain.nhs.uk](http://www.supplychain.nhs.uk)
  - EU Public Sector Procurement Directives.

## **7. Profile Reviews – Additions, Amendments and Deletions**

- 7.1. To ensure that they remain current, product ranges and stock levels will be reviewed as necessary by the Ward Sister or Departmental Budget Holder to allow for additions, amendments and deletions.
- 7.2. Usually profile reviews will be carried out twice yearly, or at the request of the Sister/Department Manager.
- 7.3. The Supplies Team will provide product usage history on request as a guide to possible adjustments. Electronic copies of usage history reports will be retained for 18 months.
- 7.4. When a revised profile is agreed, the budget holder will sign the document – this authorises the Supplies Team to alter the profile and order accordingly.
- 7.5. Copies of obsolete profiles will be retained by the Supplies Team for 18 months.
- 7.5. From time to time, the Trust requires product changes to be made across multiple requisition points (for example to comply with “latex light” requirements). On such occasions Trustwide authorisation will be sought from the Director of Nursing, and details of changes will be communicated locally by Supplies Officers.

## **8. Stock Replenishment Procedures**

### **8.1. Counting**

- 8.1.1 When arriving at the ward or department, Supplies Officers will make themselves known to staff asking about any queries, ad-hoc orders and prevailing conditions at the moment (higher use of certain items) etc.
- 8.1.2 Supplies Officers will check the agreed whiteboard/communication book for messages or details of requirements, acknowledge and date it to confirm that it has been actioned.
- 8.1.3 Ward staff need to seek authorisation from the budget holder before requesting items not listed on the profile
- 8.1.4 Keeping storerooms tidy is the responsibility of the ward, although the Supplies Officer may need to sort stock to some degree to ensure it complies with the agreed layout.
- 8.1.5 Stock will be counted in order into a hand held unit (PDA). Whilst the count is proceeding any out of date stock identified will be removed for disposal in line with the Trusts policies.

### **8.2. Ordering**

- 8.2.1 When all counting has finished, the data is uploaded to the NHS Supply Chain website.

- 8.2.2 The demand list is checked for obsolete codes, at this point extra lines can be entered and order amounts changed.
- 8.2.3 When the checking is complete **two copies** of the demand list are printed and the order raised.
- 8.2.4 The order number is written on both copies of the requisition and filed in ward bar code book.
- 8.2.5 The order is checked online – any shortages or problems will be communicated back to the department, along with suggestions of how the problem can be resolved.

### 8.3. **Bulk deliveries of Cages from NHS Supply Chain**

- 8.3.1 Approximately 30 loaded cages per night are delivered from NHS Supply Chains warehouse in Bury.
- 8.3.2 Delivery time is usually after 10pm, Sunday through to Thursday nights.
- 8.3.3 NHS SC unload cages at the FM Centre area by Goods Receiving.
- 8.3.4 Porters provide access to the agreed delivery point for NHS SC drivers
- 8.3.5 The entrance for cages will be the blue automatic doors, and the cages will be left in the FM corridor.

### 8.4 **Distribution of Full Cages**

- 8.4.1 Bulk deliveries are distributed through the night by the Night Porters to reduce corridor traffic during the day, and minimise the risk of trips/collisions between patients, staff and visitors, and roll cages.
- 8.4.2 In the Retained Estates – Night Porters collect loaded cages and tote bins from the FM Corridor, and distribute them to the Retained Estate Wards as labelled
- 8.4.3 In the PFI Building – Night Porters collect loaded cages and tote bins from the FM Corridor, transport them through the FM link corridor, into the FM Lift and distribute them as per Appendix A.
- 8.4.4 Where delivered goods for one ward or department aren't sufficient to occupy a whole cage, NHS Supply Chain pack goods for several locations into one cage. Such cages are marked with a label stating "Mixed Cage". The Night Porters are responsible for sorting mixed cages and delivering them to the correct locations.
- 8.4.5 The Night Porters retain a list of which member of staff has delivered to which area. In the event that a cage or tote box of stock goes missing on site, please contact the Porter Helpdesk to find where the delivery was made to.

### 8.5 **Stock Replenishment to Ward/Department Level**

- 8.5.1 In the PFI building the Supplies Officers have responsibility for collecting loaded cages from cage hold rooms and transporting them to the replenishment site.



- 8.5.2 When arriving at the ward or department, Supplies Officers will make themselves known to staff.
- 8.5.3 Delivered goods must be matched against the delivery note
- 8.5.4 Any discrepancies must be reported to the department verbally or by means of an email
- 8.5.5 When unpacking, stock must be rotated, with oldest stock being brought to the front
- 8.5.6 The department must be left with a reference copy of the delivery note which should be retained locally as proof of delivery for 18 months after the delivery date
- 8.5.7 The whiteboard/Supplies Communication book can be used as necessary
- 8.5.8 A visual check of stock levels will be made. If usage has been unusually high an additional order should be considered and discussed with staff.
- 8.5.9 On completing the replenishment Supplies Officers must:  
Flatten any cardboard packaging and take it to the zonal waste cupboard for disposal
- Dispose of any non-cardboard packaging into a domestic waste bin
  - Upturn empty tote bins
  - Collapse any empty cages
  - Return unpacked cages to cage holds ready for collection
  - At all times corridors must be kept free of cages as far as is practically possible
  - NHS Supply Chain must be informed of any missing goods, discrepancies or uplifts

## **8.6 Collection of Empty Unpacked Cages**

- 8.6.1 NHS SC will collect unpacked cages and tote bins every Sunday through to Thursday night for return to its depot in Bury, after delivered goods have been unloaded (approx. 10pm).
- 8.6.2 The current agreed collection point is FM Centre area (Old Outpatients Reception).
- 8.6.3 Porters have responsibility for:
- Collecting unpacked cages and totes from cage holds in the PFI building
  - Collecting unpacked cages and totes from any other locations in the Retained Estate and PFI building
  - Transporting unpacked cages and totes back to the NHS Supply Chain collection point
  - Ensuring that cages left in the collection area comply with NHS Supply Chains' requirements as follows:
    - Tote boxes must be stacked upturned
    - Empty cages must be collapsed and stacked together
    - No packaging or rubbish must be evident

## **9. Storage Locations and Requirements**

### **9.1. Ward/Dept. Store Room Management**

- 9.1.1. The Ward/Department and Supplies Officer must jointly agree the layout of stock taking into account:  
Local requirements
- Productive Ward principles
  - Efficient stock management requirements
- 9.1.2. The stock counting system relies on having products in fixed locations, and in a fixed order (that is how the handheld PDA's work). For that reason, once the stock layout is determined, the Supplies Team must be consulted on any layout changes to make sure stock counts proceed efficiently.
- 9.1.3. The Supplies Officer must ensure that the room is not over crowded with stock. If the agreed profile can't be accommodated, this must be reported to the Ward Sister/Departmental Manager for discussion.
- 9.1.4. Clutter must be kept to a minimum.
- 9.1.5. No stock must be stored on the floor. The Estates Department can be requested to provide plinths, which are an acceptable alternative.
- 9.1.6. Use of Linbins or baskets for small parts storage should be avoided unless they are regularly cleaned by ward staff.
- 9.1.7. Where possible stock should be retained in its original packaging to facilitate rotation and the easy removal of expired stock.
- 9.1.8. Where possible equipment such as drip stands, and mattresses, which constitute trip hazards should be stored away from the stock replenishment area.
- 9.1.9. Where possible each product type should be held in one location.
- 9.1.10 Responsibility for keeping the room tidy resides with the ward staff.
- 9.1.11 Responsibility for cleaning the floor and surfaces in this room resides with the Housekeeper/Domestic.
- 9.1.12 It is the Ward Sister/Departmental Managers responsibility to:
- Ensure that the storage systems (drawers, baskets, Linbins etc.) are kept clean
  - Ensure that staff do not store personal belongings in this area
  - Ensure that storage of non-clinical products (for example Christmas decorations) does not compromise the storage space available for clinical products

## 9.2. **Clean Utility/Treatment Room Stock Storage**

- 9.2.1. Where possible Supplies Officers should count stock small parts direct from the Clean Utility Rooms to:
- Minimise the need for clinical staff to double handle stock from the Store Room
  - Avoid the stock being decanted into the Clean Utility Room from being in excess of the 10 days agreed on the profile

## 9.3. **Dirty Utility Room/Sluice Stock Storage**

9.3.1. Infection Prevention requirements are that the following items must not be stored in the Sluice/Dirty Utility (unless they are contained in cupboards or sealed plastic boxes):

- Sterile items including gloves
- Catheter bags or catheters
- Slippers or items of clothing
- Toothbrushes, toothpaste
- Combs, hairbrushes or hairdryers
- Razors
- Sterile specimen pots
- Creams or lotions for application to a patient
- Denture pots or tablets
- Patient washing bowls should not be stores near bedpans or urinals (they can be kept in the patient's bedside locker)
- Fans or hoist parts
- Tristel or equivalent cleaning products (they should be in the Domestic Store Room)
- Multistix (these should be kept in the reagent cupboard)
- Pulp products (kidney dishes and vomit bowls)
- Incontinence pads

## **10. Supplies Team Contact Details**

- 10.1. Ward Store Rooms and areas that receive a stock replenishment service have posters up advising the contact details of the Supplies Officer normally responsible for that area. They also advise count and delivery days and the location code (AV point) for that room)
- 10.2. The Supplies Team Office is staffed between 8.30am and 4.30pm Monday to Friday.
- 10.3. Telephone contact details are kept updated on the Trusts intranet telephone directory.
- 10.4. Each team member can be contacted by bleep in case of urgent requests. Contact details are kept updated on the Trusts telephone directory.
- 10.5. Supplies issues should not be reported via the FM Helpdesk.
- 10.6. Currently there is no out of hours service provision.
- 10.7. Ward staff should inform the Supplies Team of any shortages – borrowing regularly from other locations will disguise the fact that the stock level requires adjustment.
- 10.8. A whiteboard or Supplies Communication book will be provided in each ward/departmental store area for staff to use to make requests or comments (please note that the Supplies Team will have to secure authorisation from the budget holder if the request is in excess of the pre-authorized profile).

## **11. Urgent Orders**

- 11.1 In exceptional circumstances urgent orders can be made from NHS Supply Chain, and these are known as "Special Picks". Please speak to your Supplies Officer to arrange this if required.

- 11.2 The cut off time by when orders must be received by NHS Supply Chain is 4pm for delivery overnight.
- 11.3 No more than 5 different product lines can be special picked at one time.
- 11.4 A charge of £35 carriage will be applied if the order is urgent because of an error at MEHT.
- 11.5 Charges are not applied where specialised goods are required unexpectedly and urgently for a patient.

## **12. Medical Device Alert Responses**

- 12.1 The Medicines & Healthcare products Regulatory Agency (MHRA) issue Medical Device Alerts (MDA's) whenever they become aware of a problem with a product that causes a risk of patients being harmed (and there has been inadequate response to a prior Field Safety Notice)
- 12.2 The MHRA send MDA's to the Trusts Health & Safety Manager for distribution across the Trust by email to facilitate stock checking or product recalls as necessary
- 12.3 Supplies Officers will check whether the specified product has been purchased. Any purchasing wards and departments will be contacted to arrange for the stock to be checked, or collected and replaced if the items have been recalled. A response will be returned from the Procurement Department to the Health & Safety Manager to confirm that the alert has either been actioned, or was not relevant as the Trust has not purchased the effected product.

## **13. Reporting Discrepancies**

- 13.1 A discrepancy occurs when the delivery note from NHS Supply Chain list a product as having been delivered, but the goods are not in the cage/tote.
- 13.2 This is usually caused due to a picking or packing error at NHS Supply Chain.
- 13.3 All discrepancies must be reported to NHS Supply Chain within 3 days from the day of delivery, and they will not investigate any submitted after this deadline.
- 13.4 The Supplies Team will report any discrepancies arising for wards and departments who have a stock replenishment service.
- 13.5 Self-service requisition points can report discrepancies to the Supplies Team by fax or email, for forwarding onto NHS Supply Chain.

## **14. Product Shortages**

- 14.1 The Procurement and Supplies Team at MEHT strive to secure continuous supplies of medical/surgical consumable products to support the Trusts activities fully at all times.
- 14.2 However, sometimes circumstances outside of our control mean that we are unable to deliver the right product at the right time. Typically this is because:

- Suppliers have manufacturing problems
- Demand for the product has risen unexpectedly
- Disruption to the transport system caused by weather conditions

14.3 The Supplies Team either find out that there is a problem with a product:

- During an order input when a red alert message pops up to advise
- Or the morning after the order input when NHS Supply Chain email through an “Unsatisfied Lines” report

14.4 When this happens, we seek to minimise operational disruption by:

- Reviewing how much of the product is available at MEHT, and considering whether we can wait until the product is back in stock before ordering
- Checking across the site to see whether stock can be loaned (and later replaced) to cover a short period
- Switching to the closest alternative product which is in stock.

14.5 An alternative may be a direct replacement (all features the same) or an indirect replacement (some features different). We will attempt to find a direct replacement as a preference, but if this is not possible may be forced to order an indirect replacement product.

14.6 Shortages that are not able to be resolved easily by the Supplies Team will be escalated to the Procurement Department, who can attempt to source products from another supplier or as a last resort from another NHS Trust or Private Hospital.

14.7 The Supplies Team will keep staff informed of any shortages that are anticipated to cause operational problems, are expected to be long running, or are for critical products.

14.8 Any adverse incidents or procedures cancelled due to a shortage of equipment must be reported via the Datix system.

## **15. Returns Procedure**

15.1 If goods require returning, please contact your Supplies Officer who can arrange this.

15.2 A re-stocking charge is usually applied if the return has been caused by an error at MEHT.

15.3 No charge is applied for returns caused by faulty products or any other cause outside the Trusts control.

15.4 Return requests are made to NHS Supply Chain who issue a returns note. Two copies of the returns note need to be left with the goods to be collected.

15.5 The collection location is a clearly marked cage outside of the Goods Receiving Department doors that open into the FM Corridor. The NHS Supply Chain driver checks this area during the nightly deliveries.

15.6 Returns are credited back, and quarterly checks are made to ensure that the payments are received.

## **16. Stocktaking Procedure**

16.1 The Supplies Team carry out annual stock takes of the products that they replenish at the end of the financial year.

16.2 These are conducted in co-ordination with the Finance Department.

16.3 Stock that is held in Wards and Departments but not replenished by the Supplies Team may need counting and reporting by the Ward and Department. Please consult the Finance Department for advice.

## **17. Out of Hours Emergency Delivery Service from NHS Supply Chain**

17.1 NHS Supply Chain provides an Emergency Supply Service 24/7, 365 days a year to allow response to major incidents.

17.2 There is a 5 hour response time to supply products held in stock at Bury St Edmunds.

17.3 The out of hours telephone number is: 01622 402662

17.4 The following information will also be required to access this service:

- Name of Trusts Authorising Officer
- Location name and telephone number
- Requisition point details
- National Product Code for each commodity required (can be found within catalogue at [www.supplychain.nhs.uk](http://www.supplychain.nhs.uk))
- Description of product with issue pack size
- Quantity required
- Precisely when the item(s) are needed

## **18. Communication and Implementation**

18.1 This policy will be made available on the Trust's intranet and website by the Integrated Governance Department.

18.2 The approved policy will be notified in the Trust's Staff Focus that is sent via e-mail to all staff.

18.3 The policy will be locally distributed to staff via email.

## **19. Monitoring**

19.1 Audit Committee has the authority to investigate the functioning of this service to assure itself that it is both adequate and effective.

19.2 The Assistant Director of Procurement will ensure that replenishment sites are audited at the same time as the stock profile is reviewed (generally twice yearly) and assessed to ensure compliance. The Monitoring Tool is provided at Appendix B.

Completed forms will be held electronically and can be made available to management and stakeholders on request.

- 19.3 Comments and complaints regarding the service provided by the Supplies Officers should be emailed to the Assistant Director of Procurement.
- 19.4 Comments and complaints regarding the service provided by NHS Supply Chain should be reported in the first instance to the Supplies Team, who can escalate the matter appropriately.
- 19.5 Quarterly performance review meetings are held between the Assistant Director of Procurement and NHS Supply Chains Operations Lead at which service levels are reported and monitored.
- 19.6 Any breaches of this policy must be reported via the Trusts Datix Risk Event Reporting system, as should any hazards or near misses created by product or stock shortage issues.

## **20. Training**

- 20.1 All Porters and Supplies Team staff receive localised training in relation to their responsibilities to delivery and collect supplies.

## **21. Equality and Diversity**

- 21.1 The Trust is committed to the provision of a service that is fair, accessible and meets the needs of all individuals.

## **22. References**

- 22.1 Control of Substances Hazardous to Health (COSHH) Regulations 2002  
Chemicals (Hazard Information and Packaging for Supply) Regulations 2009

**APPENDIX A**  
**PFI Bulk Distribution Points**

AV Point	Department	Bulk deliveries go to:
AV3102	Switchboard	Level 1 Cage Hold
AV3103	OPD - Main Reception	
AV3104	OPD - Endoscopy	
AV3106	OPD - Obs & Gyn	
AV3108	PFI Outpatient Store C A1.110	
AV3109	PFI Outpatients Store D A1.111	
AV3110	PFI Fracture Clinic A1.111	
AV3114	Bereavement	
AV3115	PALS & Complaints Office A109	
AV3117	Maureen Watson DEXA Scan OPD	
AV3118	PFI Phlebotomy	
AV3120	Vascular Service	
AV3125	Vascular Lab (106)	
AV3126	Pharmacy Shop	
AV3127	PFI Pharmacy A1.103	
AV3128	PFI Breast Unit A1.104	
AV3129	OPD - Oral	
AV3131	OPD - ENT	
AV3132	OPD - Audiology	
AV3134	OPD - Children's Dental	
AV3136	OPD - Childrens & Young People	
AV3137	OPD - Dermatology	
AV3138	PFI Patient Transport Service A1.102	
AV3151	Medical Staffing - Haematology C351	
AV3200	PFI Imaging - Nuclear Medicine	Level 2 Cage Hold
AV3201	Imaging - Emergency Ultrasound	
AV3202	PFI Chemo Day Unit A2.206	
AV3203	PFI Renal Unit A2.208	
AV3204	PFI Faith Centre A2.209	
AV3205	Bed Management	
AV3206	PFI Emerg Ass Unit A2.205 Bulk Store	
AV3207	PFI Medical HDU A2.211	
AV3208	PFI Cardiac Centre A2.210	
AV3209	PFI Angio	
AV3210	PFI Medical Photography A2.212	
AV3211	Elderly Assessment Team	
AV3212	PFI A207 Felsted Ward	
AV3213	PFI A&E - Majors	
AV3214	PFI A&E - Minors	
AV3215	PFI A&E - Resus	
AV3216	Discharge Lounge	
AV3217	Imaging - Non Pay	
AV3218	Imaging - CT	



AV3219	Radiology Admin - MRI Suite
AV3220	Imaging - Interventional Consumables
AV3221	PFI ESS1 Clean Util A
AV3222	PFI ESS1 Clean Util B NN.2.540
AV3223	PFI - A&E Zonal Store L 2

AV Point	Department	Bulk deliveries go to:
AV3304	PFI Interprovider Office between A304 & 5	Level 3 Cage Hold
AV3305	PFI A305 Terling Ward	
AV3306	PFI A304 Rayne Ward	
AV3307	PFI A303 Heybridge Ward	
AV3308	PFI A302 Danbury Ward	
AV3309	Delivered to Main Theatres (STA end 324), AT&D Budget, used PFI Day Stay A3.301	
AV3310	Theatre - Administration	
AV3401	Maternity Healthcare Records	Level 4 Cage Hold
AV3402	PFI Neonatal Unit A4.405	
AV3403	PFI Ward A4.3 Postnatal	
AV3404	PFI Obstetric Theatre	
AV3405	PFI Delivery Suite A4.402	
AV3406	PFI Ward A4.2 Antenatal	
AV3407	PFI Low Risk Birth Unit	
AV3408	PFI Maternity Reception A4.404	
AV3409	Obstetric Ultrasound	
AV3410	PFI Antenatal Clinic A4.401	
AV3411	Community Midwifery	
AV3412	Newborn Hearing Screening NS.4.508B	
AV3413	A402 Antenatal US Admin	

All deliveries for other requisition points will be delivered directly to the ordering ward or department.

**APPENDIX B**

**Stock Replenishment Site Monitoring Tool**

Date:

Ward:

Name:

Criteria	Needs action	OK	Issue	Action
Ward/Department staff report service level is acceptable	<input type="checkbox"/>	<input type="checkbox"/>		
All stock stored off of floor	<input type="checkbox"/>	<input type="checkbox"/>		
Storage system appears clean	<input type="checkbox"/>	<input type="checkbox"/>		
Tidy & uncluttered	<input type="checkbox"/>	<input type="checkbox"/>		
Appears neither over or under stocked	<input type="checkbox"/>	<input type="checkbox"/>		
Equipment stored is not causing hazard	<input type="checkbox"/>	<input type="checkbox"/>		
No staff personal belongings are present	<input type="checkbox"/>	<input type="checkbox"/>		
Good stock rotation evident	<input type="checkbox"/>	<input type="checkbox"/>		
Supplies team contact details are available	<input type="checkbox"/>	<input type="checkbox"/>		
Problem with Pharmacy stock	<input type="checkbox"/>	<input type="checkbox"/>		
Problem with Pathology stock	<input type="checkbox"/>	<input type="checkbox"/>		
Problem with stock (other)	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>		