



Welcome

Welcome to this week's newsletter

2009 Annual Conference and Exhibition - a date for your diary!

We are delighted to announce the date and theme of this year's annual conference and exhibition. The two-day conference, Think New, Think Different, Think Change, will take place on 4-5 November at the Hilton Deansgate, Manchester. We are currently in the process of finalising what promises to be an interesting and stimulating event, so ensure that you keep these dates free in your diary and watch this space for more information.

News

NHSmal migration to lead to better patient care

Better patient care will follow as a result of the successful migration of NHSmal to Microsoft Exchange 2007. [More...](#)

Changes to Welsh demographic services under way

The biggest change to demographic services in Wales for over two decades has begun. [More...](#)

NHS boards should challenge more to assure themselves

The boards of NHS trusts and foundation trusts in England must be more challenging of the information they receive about the running of their hospitals, according to Taking it on Trust, a new study published by the Audit Commission. [More...](#)

Commission on Future of Nursing and Midwifery meets for first time

Health Minister Ann Keen has chaired the first meeting of the Prime Minister's Commission on the Future of Nursing and Midwifery. [More...](#)

News can be read at: <http://www.healthcaresupply.org.uk>

This Week's Reports

[Review of Customer Experience Information](#)

This report presents the findings from a review to identify what customer information is currently being collected, how this is likely to change in the future and how patient/user feedback and public engagement can be included in ongoing activity.

[Swine Flu: Alan Johnson press briefing](#)

This is a transcript of the press briefing given by Health Secretary Alan Johnson on 29 April 2009. He talks about the threat posed by swine flu and the plans the UK has in place in case of outbreak.

Department of Health: Creating an innovative culture

This best practice guidance document is intended to support strategic health authorities in fulfilling their legal duty to promote innovation.

Reports can be found at:

<http://www.healthcaresupply.org.uk/reports/>

Events

Supplier Relationship Management

12 May - Novotel, Manchester Centre

Aimed at those individuals responsible for managing contracts within their organisations, this seminar will provide attendees with a greater understanding of the importance of Supplier Relationship Management within contracts.

Rather than focusing on a specific contract, its purpose is to promote purchasing and business management processes that aid the development of a structured understanding of the nature of current relationships within and between buyers and suppliers.

The objectives of Supplier Relationship Management may include reduction in costs, service improvement, solution development and flexibility, and mutual benefit.

Analysis of the relationship in terms of the above will be required in order to identify opportunities for improvement and efficiencies, and outcomes may include reduced joint costs, identification of wider supply chain issues, opportunities to integrate operations, benchmarking to ensure competitiveness, and the potential for open book accounting arrangements.

There may also be the opportunity to improve the overall relationship including new communication channels, joint planning and forecasting, increased trust, enhanced collaborative approaches and improved value for both parties.

Who should attend?

This seminar will deliver a greater understanding of the intricacies of Supplier Relationship Management to attendees, and will be most relevant to:

- Procurement Officers placing contracts for internal and external users
- Stakeholders and Budget Holders responsible for initiating and/or managing contracts
- Contract Managers with responsibility for the day-to-day management of suppliers
- Project Managers seeking a clearer understanding of the supplier relationship process

- End Users who need to work with contractors and are unclear of the nuances of relationship management

For more information, or to book this event, please click [here](#)

Update your diary by visiting

<http://www.healthcaresupply.org.uk/events/index.htm>

Discussion Forum

Do you have a burning issue or a hot topic that you wish to share with members? Then why not post it on the Discussion Forum in the members area of the website.

To read the current topics, or to begin your own discussions, visit the Health Care Supply Association Discussion Forum by clicking [here](#)

Health Care Supply Association www.healthcaresupply.org.uk
Members Area - Hosts Access to CPV Codes Online, Members Directory, Members Discussion Forum, World-wide Procurement Links & Contract Search Services, as well as E-tendering and Electronic Supplier List Facilities, for further information on these services please visit <http://www.bipsolutions.com/Delta/delta.html>

We welcome your feedback, comments or suggestions for topics to be addressed, these should be emailed to media@bipsolutions.com This email (and any attachment) is intended only for the attention of the addressee(s). Its unauthorised use, disclosure, storage or copying is not permitted. If you are not the intended recipient, please destroy all copies and inform the sender by return email. This email (whether you are the sender or the recipient) may be monitored, recorded and retained by BiP Solutions Ltd. Email monitoring/blocking software may be used, and email content may be read at any time. You have a responsibility to ensure laws are not broken when composing or forwarding emails and their contents.

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