



○○○ *Transforming Lives with Digital Medicines*

Exploring supplier relationships

Top tips for collaborative working
Workshop 27/04/2022

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Learning Objectives

- Learn about the benefits of collaborative working with suppliers
- Learn about how to approach positive working relationships with suppliers
- Learn about how working as a userbase can form a shared community of practice

This is an **interactive** workshop - please use Menti - details below - to add your comments and feedback on the polls

Go to www.menti.com

Enter the code: 5032 6575

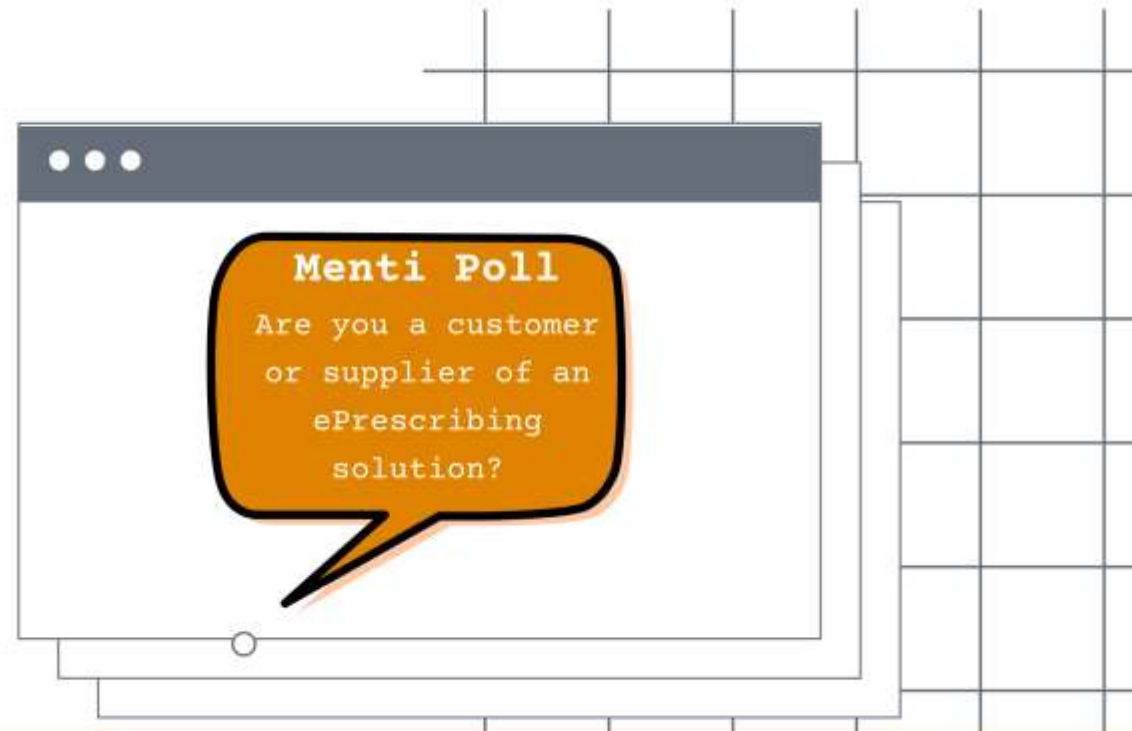
or

<https://www.menti.com/8qp38yb8zt>

or

scan the QR code

Session outline





What are we here to discuss

- What positive collaboration can deliver
- Seeing the relationship from both perspectives
- Building relationships with suppliers and other users



What are we NOT here to discuss

- Non-constructive feedback or experiences
- Specific system development timelines
- Support SLAs or delivery turnaround times
- Contractual negotiations or specific contractual arrangements

Defining what we mean

Menti Poll

For customers: how would you rate your current supplier relationship?

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Defining supplier relationships - what are we aiming for?

Two way, mutually beneficial, collaborative relationship that can result in improved innovation and outcomes for all involved

Why is it important?



Menti Poll

Why do you think it's important to collaborate with suppliers?

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Why aim for collaboration?

NHS perspective

1

Learning



- Remember suppliers often have lots of experience to share
- Learning more in depth about product capabilities
- Previewing changes and feeding into developments

2

Improving



- ePrescribing products should never be static
- Improvements can only be made if suppliers understand issues and requests for change

3

Risk Management



- By nature of use ePrescribing is risky
- Working together can help identify and minimise risks

4

Connecting



- As ePrescribing leads often you're part of a very small team of specialists
- Connecting with supplier specialists and other users can help innovate and share best practice

5

Results



- Ultimately it's about the safest solution for care delivery

Why aim for collaboration?

Supplier perspective

1

Delivering



- Engaging throughout the whole cycle can de-risk delivery

2

Developing



- Always the longest time of activity for suppliers
- Often feels in isolation

3

Understanding



- Engagement to ensure clear understanding
- Both parties understanding guardrails in place

4

Learning



- Suppliers learn from clients

5

Managing expectations



- Most challenging activity of product management

Approaching positive working relationships

Two way
Communication



Openness & honesty



Clarity of purpose



Building
relationships



Proactive &
Strategic



Respecting each
others
perspectives



Menti Poll

Top tips for
improving supplier
relationships

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Working as a userbase

Connecting users to share
strategies and best practice

Effective usergroups



*A leader/chair from
both sides*

*An effective and simple
way of communicating*

*Openness in sharing
lessons and challenges*

Everyone is welcome





To summarise

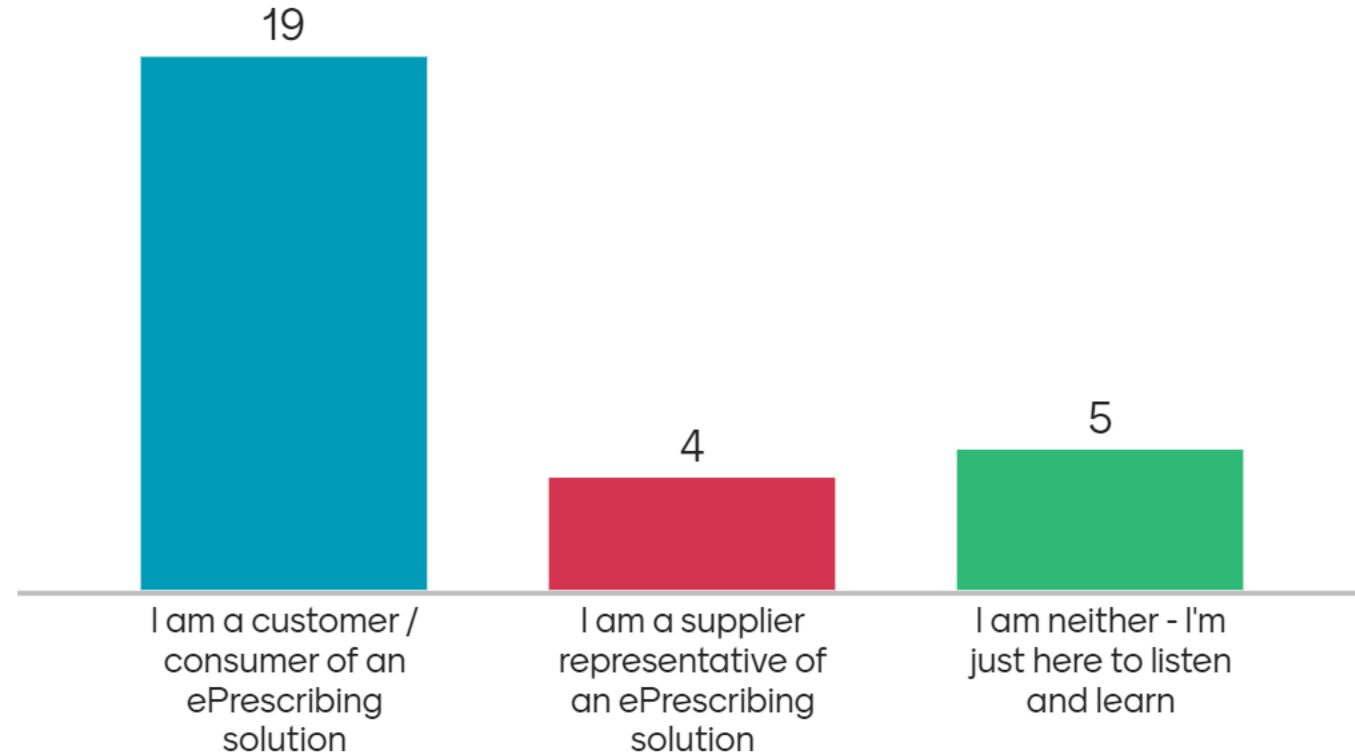
- Working effectively with our ePrescribing suppliers is essential for the improvement and development of digital advancements
- Remember to see it from both perspectives - it should be mutually beneficial
- Don't underestimate the value of an effective and coordinated usergroup



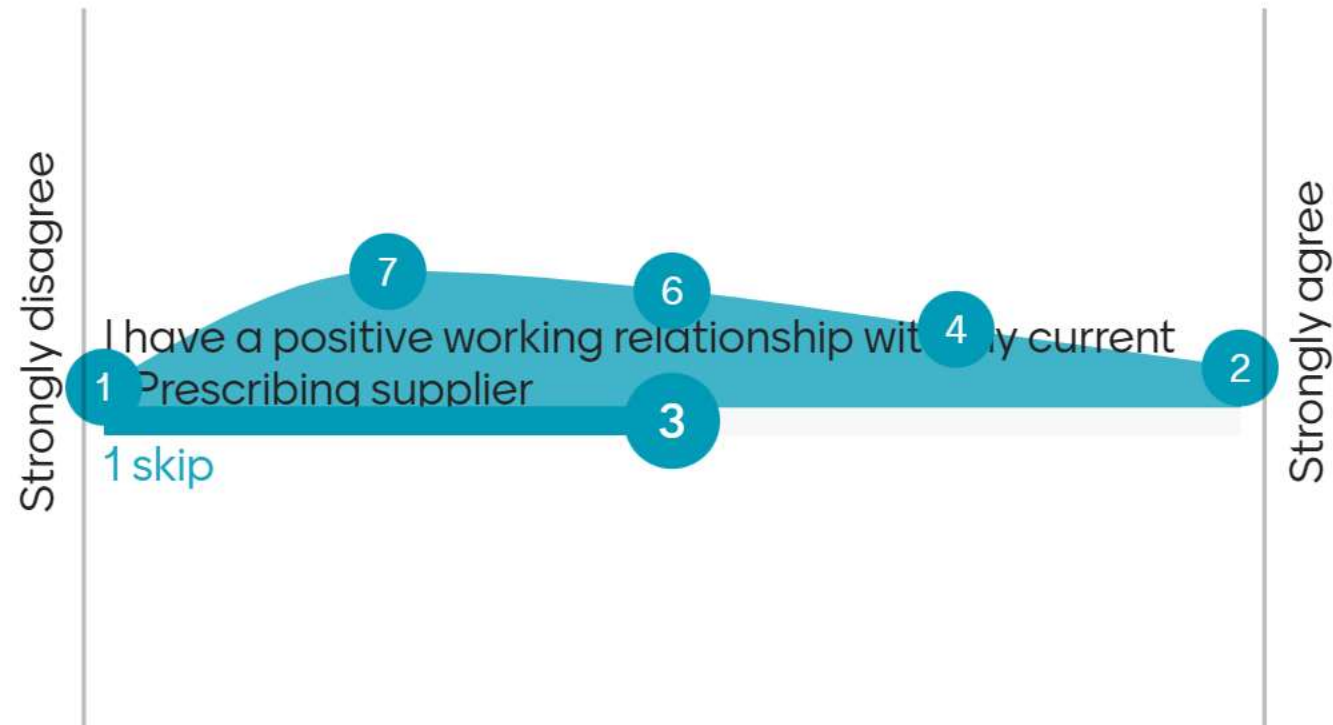
Thank you
for taking part

The following slides contain the Menti results
from during the session

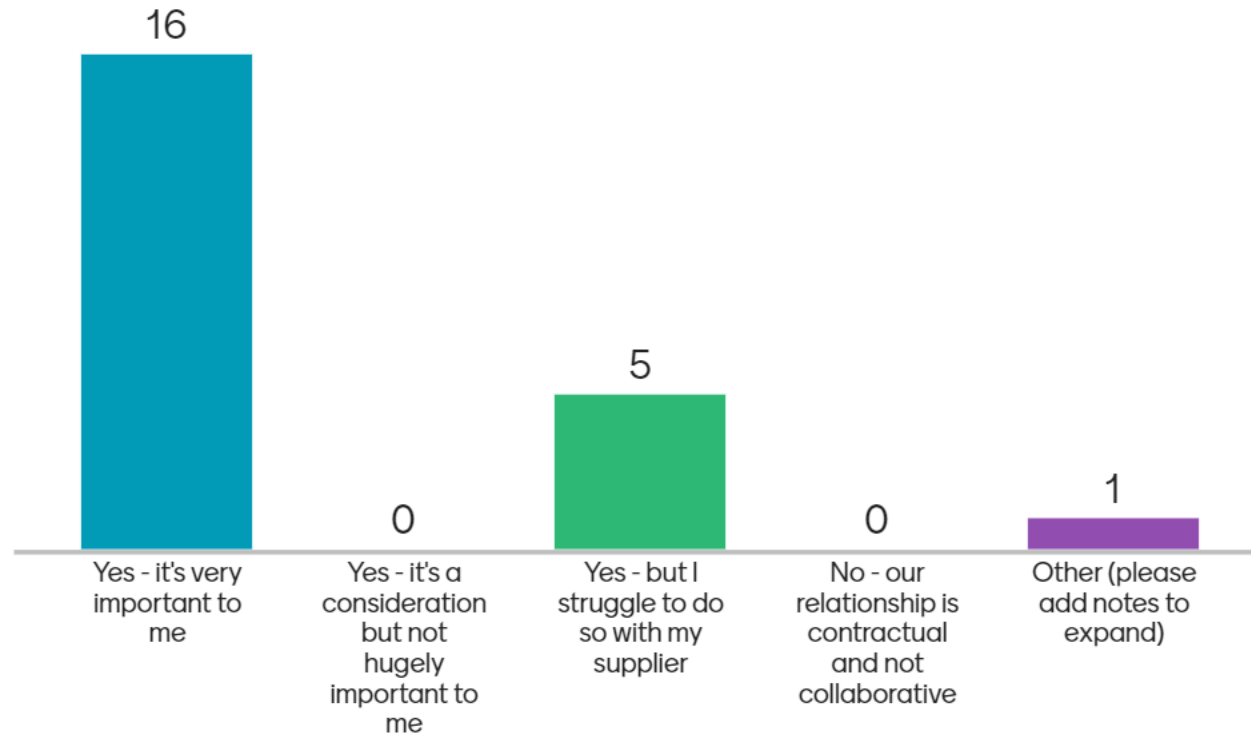
Are you a customer or supplier



For ePrescribing customers / consumers - please use the scale below



Do you think it's important to have a collaborative working relationship with suppliers ?



How do you think you could improve your working relationship with your ePrescribing supplier - any top tips?

Be honest about intentions and timelines

Find out what their plans are going forward for the system, allows you to manage your expectations from the start

Better issue logging and transparency of issue progression

tip from a supplier - recognise that a safe go live that doesn't cause patient harm is a common goal :)

Find a key contact and build relationship

Encourage honesty and openness from supplier with regard to what they can REALLY do, rather than what they maybe/might be able to do.

Honesty

I was surprised when i spoke to my supplier that they dont spend time in hospitals and admitted When

Better project management and support

How do you think you could improve your working relationship with your ePrescribing supplier - any top tips?

Honesty

Appropriate resourcing on both sides

They need to acknowledge customer disappointment and take seriously and if they have problems of their perhaps be more transparent so at least customers don't feel ignored

I was surprised when i spoke to my supplier that they dont spend time in hospitals and admitted. When building a product they need to get requirement from health settings rather than building a product on their assumptions

An established vendor- client working group to discuss and agree on

Better project management and support

Better comms, better testing and make better use of trust clinical expertise and 'coal face' experience.

Being honest with expectations on what can be delivered from both

How do you think you could improve your working relationship with your ePrescribing supplier - any top tips?

disappointment and take seriously and if they have problems of their perhaps be more transparent so at least customers don't feel ignored

A shared vision and agenda

Regular meetings scheduled in

Establish a professional relationship

their assumptions

An established vendor- client working group to discuss and agree on priorities and strategy

I am non clinical and come from the private sector and i can not believe the difference between how suppliers treat customers in the NHS. We spend tax payers money on services and should get a quality service in return.

expertise and 'coal face' experience.

Being honest with expectations on what can be delivered from both sides.

Understanding how to engage with the supplier at an appropriate level

Better alignment of supplier

How do you think you could improve your working relationship with your ePrescribing supplier - any top tips?

Regular meetings connected in

Establish a professional relationship supplier/customer that works together and based on mutual respect

Listening to wider user base as to product development.

Empathy and seeing it from both

the difference between how suppliers treat customers in the NHS. We spend tax payers money on services and should get a quality service in return.

We could share more of our clinical knowledge with our suppliers to enhance their product to our advantage

Honesty and openness is the main thing

Better alignment of supplier development cycles and trust strategy

Suppliers having a greater understanding of clinical risk associated with eprescribing

National customer user group to align

How do you think you could improve your working relationship with your ePrescribing supplier - any top tips?

Empathy and seeing it from both perspectives

Honesty and openness is the main thing

National customer user group to align development nationally across all customers

They could actually do what they say and fix there systems and not lie and waffle about the capabilities of the system

Establish user peer groups and have a system for sharing good practice