

Shropshire Healthcare Procurement Service

Service Level Agreement for Materials and Logistics

eDC – Electronic Data Capture: Electronic Demand Capture (eDC) enables you to manage and procure stock and non-stock levels by using PDA's (Personal Digital Assistant) to scan product barcodes.

- Visit ward/departments and identify products to be ordered from the agreed set limit and provide a top-up replenishment service once a week using the PDA's
- Consult and liaise with housekeepers/ward clerks on changes to items/service and resolve any problems or escalate to the next level.
- Control, review and maintain all re-order levels to the Ward Stock Level Agreement in consultation with ward/department manager on a six month basis.
- Maintain the eDC system:
 - Changing products/items to reflect SHPS masking or Internal Items criteria
 - Re-barcoding or re-labelling of items when changes are made
 - Re-organisation to best working practices of eDC store rooms

Receiving and Distribution: Provide a receiving and distribution service for RSH, PRH and out lying community hospitals

- Receive and distribute parcels to all wards/departments within RSH and PRH within 24 hours (except in extraordinary circumstances)
- Receive, unpack, check and inspect parcels and contents quality and quantity against delivery notes
- Goods receive within Oracle checking quantity, description and supplier match those that are held on the system, resolving any problems that may arise
- Prepare, pack and despatch returned parcels that have been received or delivered incorrectly within 24 hours.
- Consult and liaise with end users reporting urgent parcels and resolving queries until resolved or escalate to the next level.
- Maintain masking process within NHS Supply Chain and Oracle on certain products from end users in accordance with SHPS and our member Trusts' advice.
- Maintain accurate records and filing systems.
- Provide a Theatre portering service between the sterile services department, clinics and theatres.

Hospital Internal Stores: The storage and distribution of a range of cost-effective and high usage items that will benefit the trust

- Receive, manage and store items as required (including Pathology/Theatre/Top 100 and bulk buy)
- Pick and distribute items as ordered via eDC or Oracle iProc
- Provide a top-up service for internal items twice a week
- Prioritising theatre items for delivery early AM
- Consult and liaise with housekeepers/ward clerks on changes to items/service and resolve any problems or escalate to the next level.
- Collate, compile and maintain the Internal catalogue data to ensure accurate, up-to-date items are available within Oracle iProc
- Maintenance and checking of Inventory items within the Inventory system and making changes to the Internal Stores catalogue to reflect this change on a monthly/weekly basis in accordance with procurement or changes in ordering patterns to improve savings.
- Maintain and record items within/against a stock control inventory system