



Flash of brilliance

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Service: Community nursing administration teams – Ashford, Weald and west Kent



Kent Community Health
NHS Foundation Trust

Aim: What were you trying to achieve?

In December 2022, the community nursing administration teams were tasked with reviewing how stock was managed within teams and with decreasing the quantity of excess stock that was held by each of the bases across Ashford, Weald and west Kent.

The aim was to reduce the time taken by the admin teams to order and manage deliveries to the bases. It was believed that money would be saved by using stock that was due to expire or was no longer needed by a team and sharing this with the other teams.

Change ideas: What changes did you make?

- Met with all team administrators to share knowledge and experience of what stock could be shared with other teams.
- Agreed what information would need to be captured and agreed a shared Microsoft Excel spreadsheet would work best.
- Recorded stock which was due to expire or was no longer needed by the local team.
- Used Microsoft Teams to start a group chat to highlight what was available and what was needed.
- Trialled online stock room for one month before reviewing what worked and what needed to be improved.

Measures/results: What was the impact of the changes?

- Within 10 weeks, 145 items of stock, which were due to expire or were no longer needed by the local team, were shared with other teams.
- Over £4,000 savings were made by utilising excess stock elsewhere.
- Sending stock via the internal post was quicker than waiting for weekly supplier deliveries.
- Making sure stock was in the right place at the right time supported clinical teams and patient care.
- The work increased the working relationships across teams and showed what could be achieved by working together across Kent.
- It also highlighted the important role that clerks provide in the management and rotation of stock.

Lessons learned and what's next?

There has been a huge sense of achievement in the financial savings and reduced wastage – we need to celebrate our achievements!

'The introduction of our excess stock spreadsheet has not only reduced the amount of anticipated stock waste, it has allowed our teams to request and receive stock with speed. It has cut both costs and eased the time-consuming process of finding alternative products on Supply Chain or otherwise in the event of suspension or supply issues, while also clearing space in our stockrooms! So far, our teams have saved over £4,000 worth of stock that could otherwise have expired and then been destroyed. This being across only three months of use, it's quite amazing how successful this has been!'

–Admin team leader

'We save time by seeing at glance if items we need (usually in a hurry!) can be sourced from local sites. It is often quicker for our colleagues to use internal mail rather than waiting for our weekly supply chain order. Great to know that we can keep stocks low by sharing items out, especially (as is often the case) we only need items on a short-term basis'

–Team clerk

What's next?

We will request feedback from colleagues on what worked well and what we could do differently or better, continue to review the online stock room and action any improvements and, most importantly and share our improvement with other teams who manage stock.

'Thank you all for your contributions in making the online stock room work across the teams'

Assistant director for Adult long term and specialist services

