

Shared Business Services



**NHS Shared Business Services:
The market leader in business support services for the NHS**

delivering value to the NHS

Business Support Services: Freeing up funds for frontline care

NHS Shared Business Services is the UK's leading provider of business support services to the NHS. Established in 2005 as a unique joint venture between Steria and the Department of Health, its objective is to provide a range of cost effective, high quality back-office services on behalf of the NHS, thereby freeing up funds for frontline care.

NHS SBS operates under a Framework Agreement, negotiated by the DH through an OJEU procurement that enables NHS organisations to buy services with the DH "best value" endorsement.

NHS SBS delivers a range of services including Finance & Accounting, Payroll & HR, Commercial Procurement Solutions and Family Health Services to over 40% of NHS organisations, delivering savings and benefits directly back into the NHS. Using a shared services business model, NHS SBS achieves huge economies of scale, demonstrates both innovation and best practice and is on target to deliver around £224 million in savings over 10 years.

"Joining NHS SBS is about more than cost savings on offer. It is about achieving greater efficiency and effectiveness as an organisation for the benefit of our budget holders, the NHS and public at large. This approach is already making a significant difference in NHS London, and as more of our organisations join the partnership, the more efficient we become and the better equipped we are to tackle the challenges of the future. I would recommend that other organisations investigate how they too can capture the benefits of a shared service approach with NHS SBS."

Paul Baumann, Director of Finance & Performance, NHS London

How we support the NHS



"I would recommend that other NHS organisations consider working with NHS SBS."

Steve Wallwork, Director of Finance & Corporate Services, Torbay Care Trust

NHS SBS provides business support services for all types of NHS Trusts and organisations to enable them to focus on strategic decision making and business improvement activities.

NHS Trusts typically save between 20% and 40% of costs, whilst achieving operational efficiencies and service excellence. Our NHS clients benefit through:

- Sharing best practice
- Improving financial control
- World class service excellence
- Maximising procurement savings
- Leading edge, future proofed technology

NHS SBS has been independently audited at Level 2 under the NHS Information Governance Assurance Framework making it one of the leaders in Information Governance in the NHS. We have also achieved SAS70 which provides extra reassurance to all our NHS clients in the areas of data security and compliance.

"Our ability to safeguard patient data is of paramount importance. The robust approach NHS SBS applies to data security measures is invaluable, notably its IGAF compliance and its commitment to being a leader in the field of data protection in the NHS."

Andrew Booth, Director of Finance and Deputy Chief Executive NHS Derby City

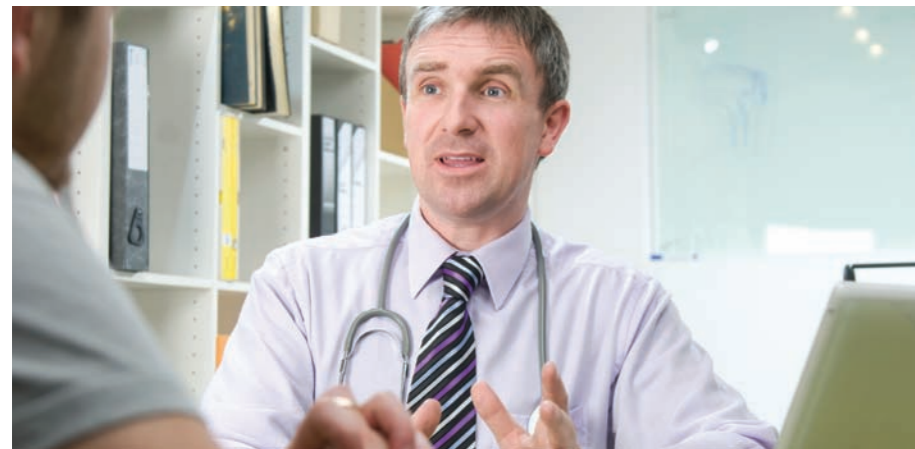
Our Services

Finance & Accounting

At NHS SBS we provide a complete Finance and Accounting (F&A) solution for NHS organisations. Our F&A services enable clients to benefit from increased levels of control and improved decision making through detailed, accurate and timely management information. We do this by building on our proven expertise, existing IT capability, industrialised transactional processes and an ongoing commitment to best practice.

Developed by the NHS for the NHS, our F&A services offer a fully integrated solution made up from the following:

- Purchase to Pay (P2P)
- General Ledger & Financial Accounting
- Cash Management & Treasury
- VAT Services
- Accounts Receivable
- Debt Management



“To have up-to-date ledger systems for budget holders means there isn’t paperwork flooding the organisation. Overnight, missing invoices have become a thing of the past. Also, having access to reporting has made a huge difference to the way that we strategically manage our finances.”

Jeff Deane, Director of Finance, Westminster PCT and INW London Sector

Payroll & HR

Our dedicated payroll centres provide payroll, pension and employee benefits to over 200,000 NHS employees. We process over 2.5 million Payroll transactions every year for over 56 NHS clients in line with pre-defined Service Level Agreements and Key Performance Indicators.

We add value to our clients’ payroll and pensions capability throughout the term of our partnership with experienced management support, a named supervisor for escalation, dedicated payroll teams and a large resource base.

NHS SBS is the single largest user of the Electronic Staff Record (ESR) system. We have also developed a payslip-to-

payslip comparison tool with enhanced exception reports, which reduces the number of employee calls to the payroll service desk.

We consistently achieve over 99% accuracy across all our payroll and employee benefits services, which enables us to meet and often exceed client expectations.

“Why NHS SBS? Apart from the fact that we knew them well and that they were already delivering F&A successfully for us, the key factor was that NHS SBS is staffed with experienced NHS payroll and pensions people. This reassured us that we would have continuity of skills and expertise built up over many years with staff well versed in the specific knowledge required to deal with NHS Payroll.”

Michael White, Assistant Director of Finance, Worcestershire Acute Hospitals NHS Trust



Family Health Services

NHS SBS is the largest provider of Family Health Services in the NHS. We provide high quality, cost effective administration processing and data management services designed to improve the quality and performance of Family Health Services for the NHS. Our services include:

- Patient Registration
- Medical Records Management
- Call and Recall for Screening
- Performers List Application and contract management
- Contract Management
- Performance Management
- Payment Processing Practitioner Support Services
- Ophthalmic Services

We currently provide services for 16 PCTs in East Midlands and North East London, but are also offering individual elements of the service such as list validation for PCTs and OWLS, our innovative web based ophthalmic Payments solution which is an integral part of our Ophthalmic Service.

“...now I honestly wonder how we managed without NHS SBS.”

Jeff Deane, Director of Finance, NHS Westminster



“NHS SBS has transformed the way this service is delivered to the seven NHS organisations in NE London, producing an operating cost saving in excess of £100k per annum per PCT based on a like-for-like service. We expect overall efficiency savings in excess of £3 million.”

Sally Gorham, Chief Executive – NHS Waltham Forest



Commercial Procurement Solutions

A fully integrated end-to-end procurement service, NHS SBS Commercial Procurement Solutions supports NHS Trusts in optimising the value of their non-pay spend and in making the step change required to meet future challenges by providing:

An Ability to Manage the Market through utilising Trust data to aggregate spend and volumes together across organisation

Access to strategic sourcing expertise and our portfolio of over 350 Contracts giving Trusts access to competitive rates and the ability to realise savings, all without any compromise on quality.

A Centrally Managed Online Catalogue Solution that ensures only those products and services that are approved for purchase are procured.

A skilled on-site procurement team responsible for delivering a Trust’s local procurement activity.

A central procurement team tasked with delivering the more transactional aspects of procurement but which maximises efficiencies through a Centre of Excellence approach

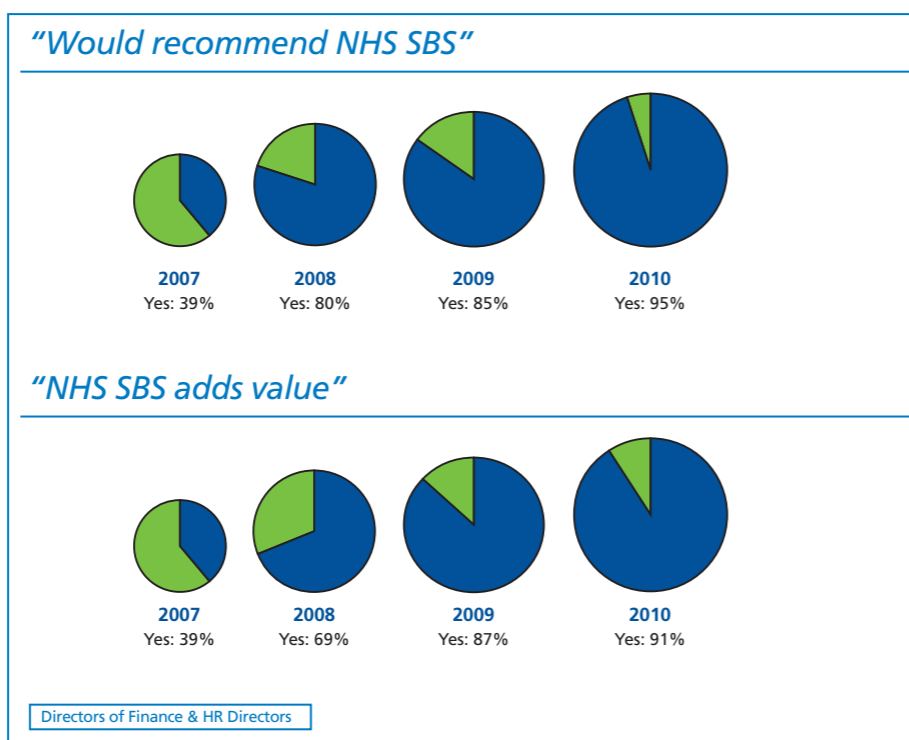
A Streamlined Purchase to Pay Process with the resulting data feeding our market intelligence to complete the end-to-end procurement cycle.

Access to Bespoke Commercial Project Solutions in areas such as purchased healthcare, capital, outsourcing and consultancy expertise enabling NHS organisations to access high quality commercial project support as and when required rather than incurring the management costs ‘in house’.

With a proven track record of providing the highest quality commercial and contracting services NHS SBS Commercial Procurement Solutions has, over the last five years, helped the NHS achieve savings of more than £360 million all of which have been reinvested to further enhance the quality of patient care.

Demonstrating Value: Client Satisfaction

As part of our ongoing commitment to service excellence we conduct regular client satisfaction surveys to measure our performance. The results relating to our ability to add value and the percentage of clients who are happy to recommend our services demonstrate this.



The facts speak for themselves...

- Over £12 billion debt recovered per annum for NHS organisations
- Over 4.5 million Accounts Payable invoices processed per annum
- Over 2.5 million payslips processed per annum
- Over £41 billion payments processed per annum
- ...releasing costs of 20% to 40% for NHS organisations

"NHS Shared Business Services has not only transformed the delivery of our business services, but has also enabled real savings to be reinvested in frontline care. This is a great way to demonstrate the benefits of our partnership with NHS SBS and share in its continued growth and success."

Aaron Cummins, Director of Finance, Liverpool Heart & Chest NHS Foundation Trust



About NHS Shared Business Services

NHS Shared Business Services (NHS SBS) is the market leader in business support services for the NHS. It is a unique joint venture between the Department of Health and Steria, and currently provides Finance & Accounting, Payroll & HR, Family Health Services and Commercial Procurement Solutions to all types of NHS organisations. More than 27 million people in England have NHS healthcare delivered by NHS SBS clients.

NHS SBS provides a range of value added services to enable NHS trusts to focus on strategic decision making and business

improvement activities, whilst benefiting from operational efficiencies and real cost savings of between 20% and 40%. With over 1,400 people employed, NHS SBS recovers more than £12 billion of debt, pays 200,000 NHS employees and processes £36 billion of payments per annum for its NHS clients.

NHS SBS works with over 40% of NHS organisations to deliver operational efficiencies, cost savings and improved service quality, and is on target to deliver £224 million of cost savings to NHS trusts and organisations.

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