

# NHS SBS

In numbers



# Our vision



Shared Business Services



To help the NHS save money and enhance quality so that it can improve health, innovate to save lives, and deliver better outcomes with care and compassion.



# NHS SBS in numbers



Shared Business Services

## The best corporate services. Shared.

We're England's leading supplier of corporate services to the NHS, trusted to distribute over 90% of the country's healthcare funding.

We make life easier for NHS staff, patients and suppliers by reimagining shared corporate services for the digital age.

Co-created with and for the people that use them, our back- and middle-office shared solutions work together to deliver unparalleled, demonstrable resilience and value for money. Solutions that resolve both the frustrating inefficiencies and the big challenges.

Solutions delivered to the very highest governance standards. Future-proofed solutions, informed by big data, and powered by cutting-edge machine learning and automation technologies.



**>99%**

of NHS trusts use at least one of our services



**£746m**

paid to NHS employees monthly



**£1bn**

in savings delivered to the NHS since 2005



**£322bn**

of NHS cash processed



**£232m**

total NHS savings facilitated by our procurement teams

# NHS SBS Employment Services in numbers



**649,000**

payslips issued to NHS employees each month



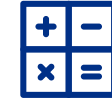
**£746m**

paid via these payslips per month (average)



**99.80%**

payroll accuracy



**£80m**

overpayments recovered since April 2016



**116,000**

calls taken on our Employee Service Desk in the last six months



**260,000**

pension records managed each year



**280,000**

downloads of our MySBSpay app since launch

# NHS SBS Finance & Accounting in numbers



Shared Business Services



**7.3m**

invoices and credit notes processed on behalf of our clients



**£8.9bn**

aged client debt recovered



**£322bn**

NHS cash processed – equivalent to 12.8% of UK GDP



**613,000**

number of cash entries processed



**13.4m**

VAT transactions



**£1.2bn**

VAT recovered

# NHS SBS Procurement in numbers



Shared Business Services



**£232m**

total NHS savings facilitated by our procurement teams



**£13.8bn**

total spend under management (procurement)



**£2.2bn**

total spend under our framework agreements



**2,200**

organisations registered to use our framework agreements



**879**

suppliers selling across 112 frameworks



**988,000**

catalogue lines maintained for client organisations



**620,000**

purchase requisitions raised on behalf of clients



Shared Business Services

**NHS Shared Business Services Limited**

Registered in England, Registered No. 5280446  
Registered address: Three Cherry Trees Lane,  
Hemel Hempstead, Hertfordshire, HP2 7AH

[www.sbs.nhs.uk](http://www.sbs.nhs.uk)

# Contact us

[sbs.hello@nhs.net](mailto:sbs.hello@nhs.net)

NHS Shared Business Services was created in 2004 by the Department of Health and Social Care to deliver the most cost effective and highest quality corporate services to the NHS. A unique joint venture with Sopra Steria, a European leader in digital services and software development, we make life easier for NHS employees, patients and suppliers, and deliver value for money to the taxpayer.

Proud members of the NHS family, we provide finance & accounting, procurement, workforce, digital and expert advisory services to more than half the NHS in England. Committed to being a force for good, we are dedicated to acting responsibly and sustainably at organisational, team and individual level. Sharing common values and unity of purpose with the rest of the NHS family, our solutions are underpinned by cutting-edge technologies and our teams' expertise, in-depth understanding of the NHS, and commitment to service excellence.

For more information, please visit [www.sbs.nhs.uk](http://www.sbs.nhs.uk)