



Shared Business Services

Giving NHS staff time back

Better connected, more efficient systems could reduce operational friction and release more time for staff, patients and services.



Time spent



**28% of NHS staff
spend more than
10 hours a week on admin**

Operational friction is widespread



92%

Spend time each week dealing with **inefficient processes** or **duplicated** steps



92%

Spend time each week dealing with IT **system issues**



It isn't just an admin issue.

Impact



87%

Experience
at least one
negative impact



34%

Less time
with **patients**



51%

Stress or burnout



30%

Working **beyond
contracted hours**

*What staff say would make
the biggest positive difference*



67%

More joined-up
operational
systems and
processes



56%

Standardisation
of operational
processes and
systems

Valuable time returned



68%

would
reinvest time
released back
into the NHS

29%

more time on **core**
role/professional
responsibilities

22%

more time with
patients/service
users

16%

improving services
or reducing
backlogs



Shared Business Services

Give time back.
Put it where
it matters.

Source: YouGov for NHS SBS, June 2026. Healthcare Professionals Survey, fieldwork 4–21 June 2026.