

Shared Business Services



Family Health Services

delivering value to the NHS

“The move of FHS to NHS Shared Business Services has not only transformed the management of the service through the application of technology based solutions, modernised processes and quality improvements but it will also deliver savings to the NE London PCTs to be reinvested in frontline care.”

SALLY GORHAM, CHIEF EXECUTIVE – WALTHAM FOREST PCT

NHS Shared Business Services (NHS SBS) delivers high quality, cost effective Family Health Services (FHS) comprising:

Registration

- processing and validation of registrations from GPs
- pro-active management of data quality within the patient registration process reducing rework

Medical Record Management

- the transfer of physical records from GP to GP to provide a secure, timely, cost effective transition
- the transfer/forwarding of correspondence from acute/secondary providers for records in-transit from GP to GP

Call and Recall for screening

- management of the end-to-end administrative process for invitation and results letters for screening for example cervical, breast

Performers List application and contract management

- management of the application process for performers including provision of performer list regulations to PCTs

- validation of performer application details, including third party checks, qualifications for example Criminal Records Bureau (CRB) disclosures
- provision of regulatory advice for complex Performer List applications
- case preparation for refused entry to lists, advice with regard to conditional acceptance and appeals

Performance management

- regulatory advice and case preparation to assist PCTs with regard to poorly performing practitioners

Payment processing

- direct payments to performers for example GPs, Optometrists, Pharmacies, Dentists
- monthly/quarterly GMS and PMS payments to GP practices including the processing of superannuation pension contributions
- monthly payment and post payment verification of ophthalmic claims

Improved performance and added value

Using our expertise in streamlining back office services, improved technology, systems and processes

NHS SBS enables PCTs to achieve:

- efficiency savings and improvements through shared working
- access to a wide pool of skills and expertise
- assured quality with guaranteed service level agreements
- enhanced security of data and information governance (IGAF)

We are also developing added value services for:

- National call/recall for screening
- National ophthalmic services
- National list validation
- Business Intelligence reporting
- Electronic Medical Records Management

Data Security - Information Governance Assurance Framework Level 2 accreditation

World Class - Hackett global benchmarking

Award Winning - Winner of two National Outsourcing Association Awards 2009

Real Savings - On target to deliver substantial savings to NHS Trusts

NHS Shared Business Services offer the following services

Finance & Accounting, Payroll & HR and Commercial Procurement Solution

For more information please contact

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