

# INNOVATION - L1

BETTER PAYMENT PRACTICE CODE IMPROVEMENT

MELANIE SAVORY & THE ACCOUNTS PAYABLE TEAM

LEEDS TEACHING HOSPITALS NHS TRUST

NORTH EAST AND YORKSHIRE, ACUTE



FOR INFORMATION ON THE  
INNOVATION PROGRAMME  
[CLICK HERE](#)

## THE INNOVATORS

This innovation was led by our in-house Accounts Payable team working in partnership with the in-house Financial Systems Office team and treasury management.

### THE PROBLEM

Accounts Payable **needs to** maintain the Better Payments Practice Code (“BPPC”) at 95% **because otherwise** we don’t meet the targets set by the Department of Health and Social Care. It is also particularly important to make prompt payments to suppliers, especially during a pandemic.

### THE CHALLENGE

**How might we** approve and pay all invoices in a timely manner **so that** the targets are met and to ensure goods and service supplies are maintained for patients?

## THE INNOVATION

Analysis was completed to ascertain what reduces the pass rates for BPPC, and many fails were because of a day or 2 delay in payment. The team implemented twice weekly payment runs which captured many more invoices pushing up the statistics without increasing work load. In addition to a simple change in process, the team process more invoices via the pan-European public procurement on-line system (“peppol”) and changed the timings of sending invoices to the web centre for scanning to allow for more auto validation where invoices meet the 3-way match for purchase orders.,

### THE LESSONS LEARNT

- We wouldn’t do weekly payment runs again because this would not be the best outcome for statistics or our suppliers
- The teams learned small changes can make a big difference and also to take a step back and asking why

## THE OUTPUTS

Increased BPPC from 69% to 97%, improved relations with suppliers, improved monitoring of unpaid invoices

## THE OUTCOMES

Improved stats for the trust, improved staff morale within AP, more efficient payments to suppliers

## THE QUICK WINS

Ask why this not working and take a step back. Identify the issues by exploring why invoices are not paid on time. Work collaboratively with other teams to look at the issue from a different perspective



## THE REVIEWERS SAID

**THE SOLUTION HIGHLIGHTED THAT SMALL CHANGES CAN MAKE A BIG DIFFERENCE, AND THE BENEFIT OF STANDING BACK AND LOOKING AT WHAT IS GOING ON**

**GOOD PIECE OF WORK AND VERY LOGICAL. CAN BE REPLICATED AND SHARED ACROSS THE WIDER FINANCE COMMUNITY**

**'THIS SOLUTION TO THE PROBLEM IS EASILY IMPLEMENTED, AND SOLVED THE PROBLEM WITHOUT ADDITIONAL WORK.' ... 'THE METHODOLOGY FOR COMING UP WITH A SIMPLE SOLUTION AS A TEAM SHOULD BE RECOGNISED.'**

## WHAT YOU CAN DO NOW

**If you recognise the problem stated and have implemented your own innovation** to overcome it please submit this innovation to the programme and give others more examples to learn from.

**SUBMIT INNOVATION**

**If you recognise the problem stated and would like to know more details about this innovation in particular**, we will be hosting showcase and workshop sessions throughout the year, so all interested staff can gain ideas and inspiration from innovators in a manageable one-to-many format.

**REGISTER INTEREST**

**If you have a problem but don't currently know of a solution to it**, then please submit it here and in 2022 the Forum intends to crowdsource solutions to problems that don't currently have known innovations.

**SUBMIT PROBLEM**

**If you would like to learn more about about the innovation programme** please click below for more details

**LEARN MORE**

## IN SEPTEMBER 2021 THE FORUM LAUNCHED...

- A national Innovation Programme for NHS Finance staff to submit their innovations for peer review. Successful innovations will be published and accessible to all on the One NHS Finance website
- A 'Software Skills For Finance Staff' event series taught by NHS Finance for NHS Finance including MS Excel, PowerBI, SQL etc.
- An 'Art of the Possible' briefing which explains two new technologies AI & Blockchain and discusses the opportunity for NHS Finance
- An Automation Group to review and improve the efficiency of existing national processes and returns

## WHAT YOU CAN DO NOW

- Submit your innovations for peer review
- Sign up to be an innovation peer reviewer
- Read Art of the Possible
- Sign up for Software Skills for Finance
- Register your interest in automation and all things innovative

### Innovation Programme



### Software Skills



### Automation sign up



### Be a peer reviewer



### Art of the Possible



## FURTHER INFORMATION

Website: [FinanceInnovation.nhs.uk](https://financeinnovation.nhs.uk)

Email: [finance.innovation@nhs.net](mailto:finance.innovation@nhs.net)

LinkedIn: [One NHS Finance](#)

Twitter: [@OneNHSFinance](#)

## ENDORSEMENT DISCLAIMER

The Finance Innovation Forum's Innovation Programme asks NHS Finance peer reviewers whether the "Innovation overcomes, successfully addresses, or solves the problem identified". The programme does not endorse, recommended or provide any assurance of software used or mentioned in any of the published innovations. If you think a published innovation is being used to falsely validate a commercial product or company please contact [finance.innovation@nhs.net](mailto:finance.innovation@nhs.net)



One NHS Finance brings together the Future-Focused Finance, National Finance Academy, and the Finance Innovation Forum programmes and networks to make sure that everyone working in NHS Finance has access to skills, knowledge, methods, and opportunities to influence and enhance patient services.



Identifying and developing innovative ways of working and new areas of improvement.