



NHS FINANCE INNOVATION

“An NHS Finance platform for discovery and development of problems, ideas and innovations”

Four innovations added in cohort 6 to the East of England Innovation Library:

Agency Self-billing,
Milton Keynes
University Hospital

Staff Survey
Information Cascade,
East Suffolk and
North Essex FT

Automatic
reconciliations and
reports with VBA,
Cambridge University
Hospitals

In Year Capital
Monitoring Tool,
Milton Keynes
University Hospital

Integrated Financial
Dashboard – East Suffolk
and North Essex NHS
Foundation Trust

Electronic approval
of business cases,
Norfolk & Suffolk
NHS Foundation
Trust

Flash Monthly Position
– Hertfordshire
Partnership University
NHS Foundation Trust

Automated approvals –
East Suffolk and North
Essex NHS Foundation
Trust,

Prompt Invoice
payment, Norfolk
Community Health
and Care Trust

Managing Finance
Projects in an Agile
way, NHS Arden GEM
CSU



GET INVOLVED

- Submit an innovation to the programme
- Sign up to be an innovation peer reviewer
- Find savings in the efficiency exchange
- Register your interest in R&D and automation
- Join the Software Skills network
- Find out about EVO (Engagement, Value, Outcome)

<https://onensfinance.nhs.uk/the-finance-innovation-forum/>



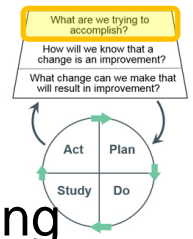
Example of an Innovation Submission Bid
Nina Howle
Milton Keynes University Hospital FT

Agency Self-billing
Finance / HR / IT
08/06/2023

About our team

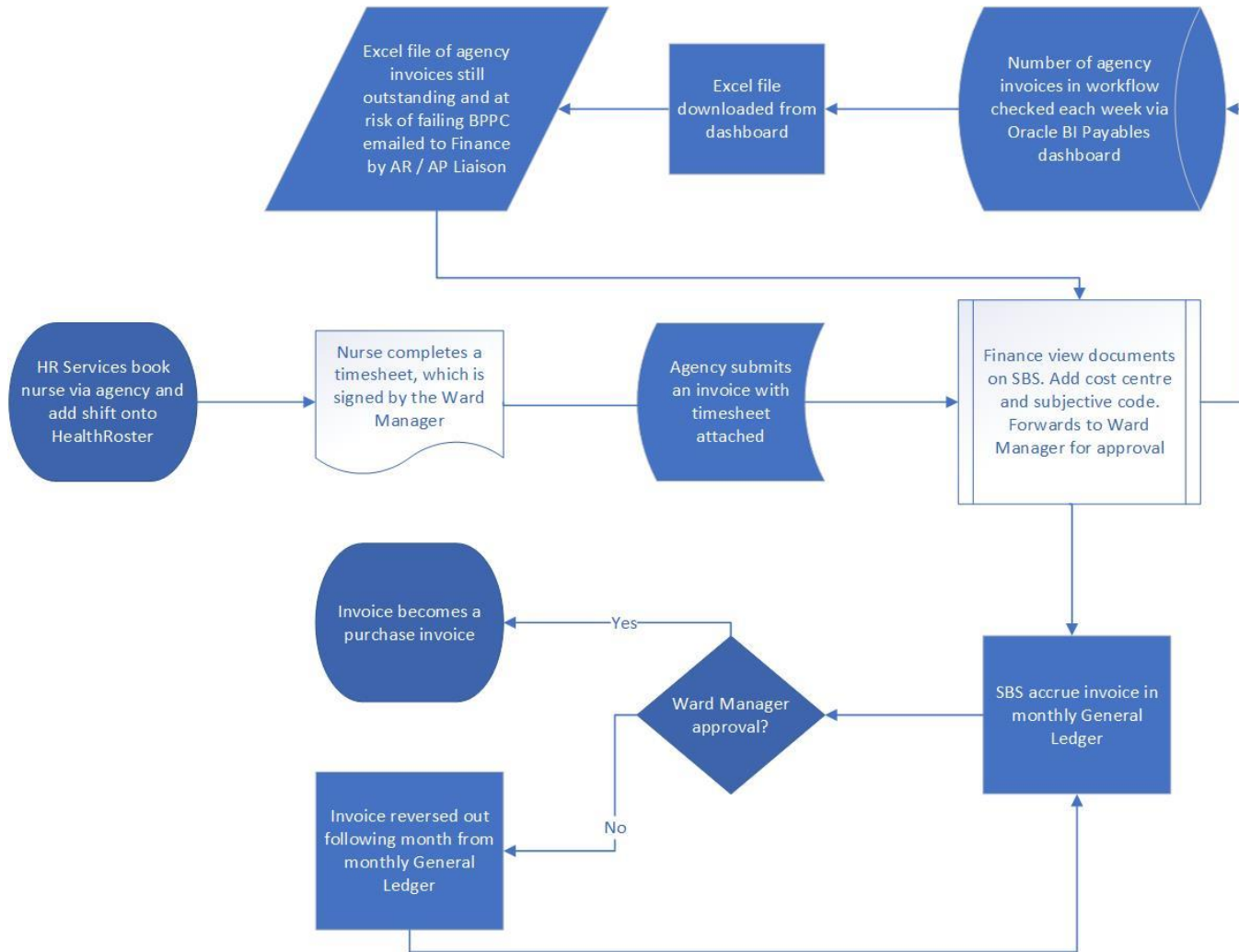
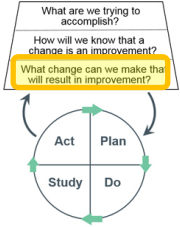
- Finance:
 - *Head of Financial Control & Capital*
 - *Finance Systems Manager*
 - *Finance Automation Analyst*
 - *Finance Business Support Team*
 - *AR / AP Liaison*
- HR:
 - *Head of HR Services, Systems & Compliance*
 - *HR Improvement & Automation Lead*
- IT:
 - *IT Integration & Development Manager*
 - *IT Developer*

What we are trying to accomplish



- Aim: To increase the efficiency of agency invoice processing using automation, so that the value of outstanding payments is decreased by 20% by October 2023.
- Problem: Agency invoices get stuck in the approval workflow due to lack of staff. One third of invoices get rejected because timesheets lack the required information.
- Rationale: Invoices not paid within 30 days or within the SLA are at risk of failing Better Payment Practice Code (BPPC). Public Contracts Regulations stipulate that 95% of supplier invoices are paid on time by NHS bodies. Non-compliance leads to interest and penalty charges.
- FY 22/23: 89% paid on time, £23 million in outstanding payments (before extra charges).

Our understanding of the problem: Current Agency Invoice Processing High Level Process Map

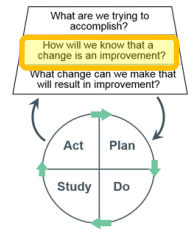


How we will know a change is an improvement



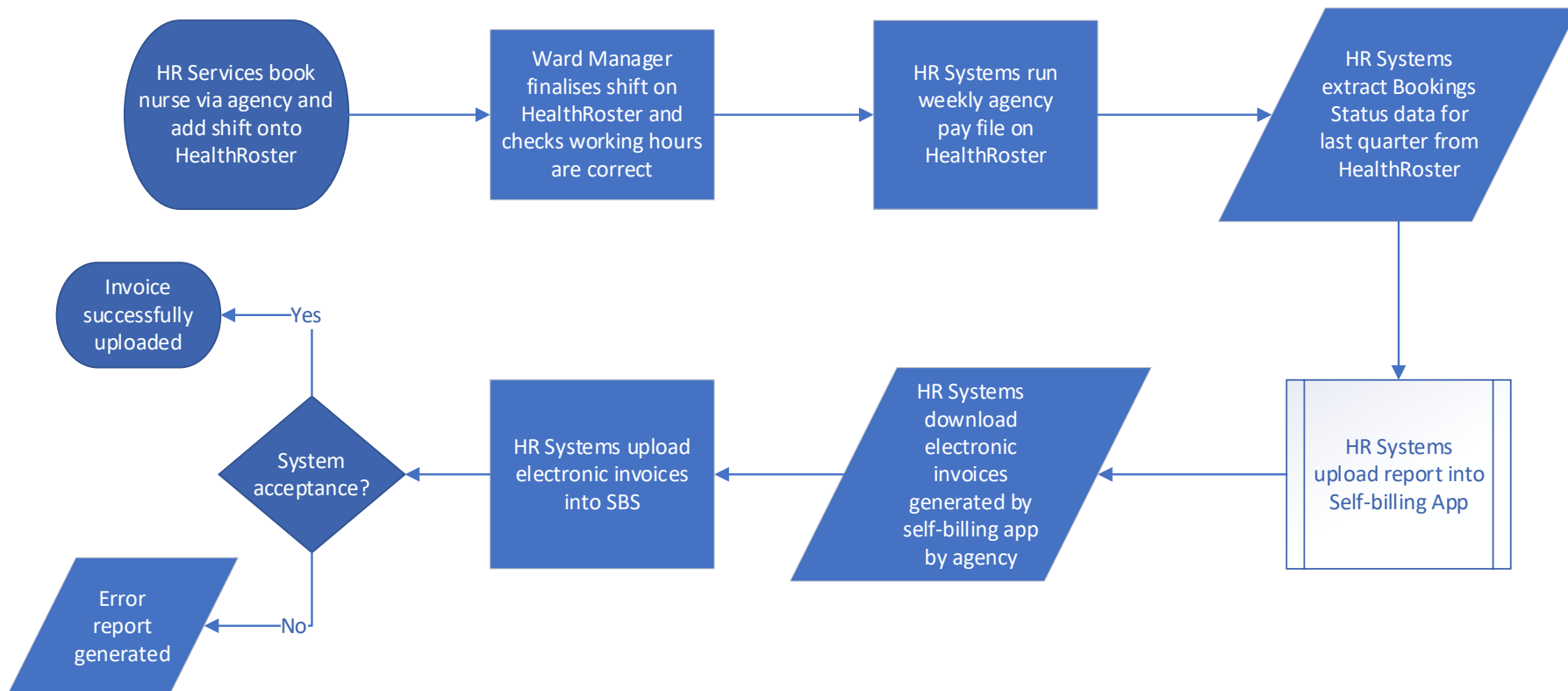
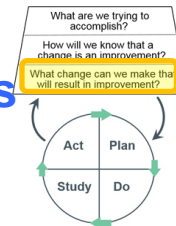
- Invoices processed quicker: **Agency Nurses get paid on time**
- Reduction of invoices in workflow
- Less invoices at risk of failing BPPC (Better Payment Practice Code)
- Less penalty and interest charges
- Better staff morale and supplier relationships

How we will know a change is an improvement: Measurement Plan



Measurement Type	Measurement Definition	Frequency	Who?	Where?
Outcome	Penalty Charges	Monthly	AR / AP Liaison	Finance Business Support Team Email
Process	Workflow Invoices	Weekly	Accountant (AFBP)	Finance Business Support Team Email
	% Exception Rate	Daily	Accountant (AFBP)	Oracle BI Dashboard
Balancing	Agency Shifts Invoiced	Weekly	AR / AP Liaison	Finance Business Support Team Email

Process improvement: Future Agency Self-billing High Level Process Map

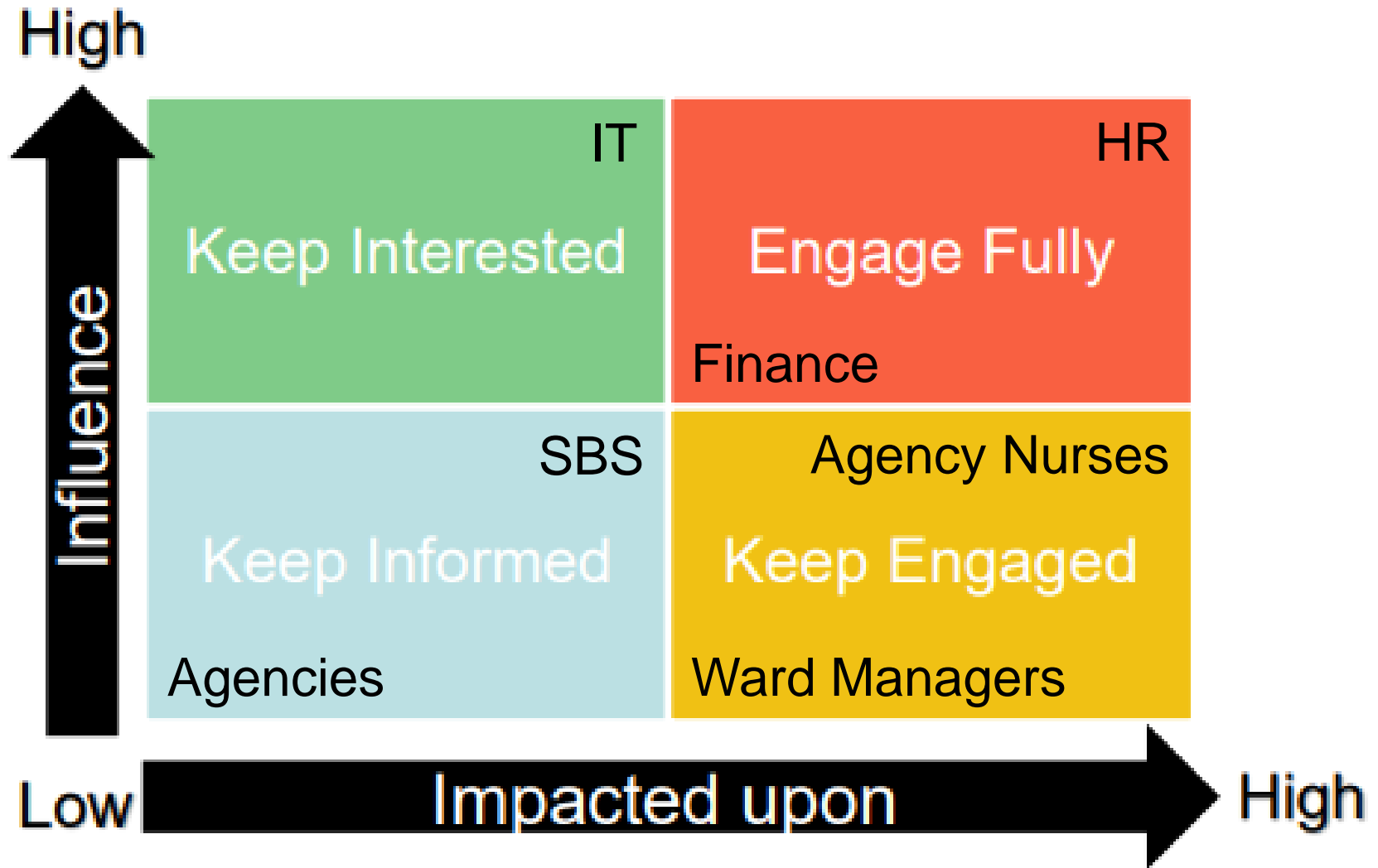


What are we trying to accomplish?
How will we know that a change is an improvement?
What change can we make that will result in improvement?



Testing our change ideas: iterative as per previous slide

Leading change: Boston Matrix / Stakeholder Map



Summary and next steps

- Progress:
 - *Detailed As Is and To Be Process Maps added to Process Definition Document*
 - *Self-billing App developed*
 - *Initial testing: more information needed to be added to the final invoice file for HR & Finance purposes*
 - *Most recent test: electronic invoices successfully uploaded to SBS*
- Next Steps:
 - *Present paper to the board on current and proposed processes*
 - *Communicate with Senior Nursing staff and agencies on new process*
 - *Update Nursing Agency rates on HealthRoster*
 - *Pilot self-billing app with agency*

Q&A