

Our Ref: 67399

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NHS South Sefton CCG

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Dear Mr Curson

Re: Freedom of Information Request

Please find below the response to your recent Freedom of Information request regarding accounts payable spend management processes within NHS South Sefton CCG.

Request/[Response](#):

1. What is your current invoice process for handling supplier invoices, from receipt to when its posted in the ERP and ready for payment?

Elements of the accounts payable process are provided by a national contract to NHS Shared Business Services (NHS SBS). Invoices are received, scanned (if not electronically submitted) and checked for duplications / no patient identifiable information / matches to supplier details / errors etc.

The CCG has access to the invoices once all checks are completed and invoices will either be sent to the relevant budget holder (if the rules are in place to facilitate this) or to an Invoice Query Manager who will review and allocate to the relevant budget holder. The budget holder should code the invoice (if to be paid) and has a number of options available in terms of approving or rejecting the invoice. If approved it will pass through for payment, a final check will be undertaken by the financial accountant to ensure there is sufficient cash to pay and it will go through for payment on the next available BACS run. If rejected, a rationale is required and this will be available to the supplier via an online portal with NHS SBS.

2. What systems do you use for managing and processing invoices and catalogues

[NHS SBS Oracle](#)

3. How many invoices were processed in FY19-20?

The figures are the number processed by the CCG, however the number of invoices processed by NHS SBS may be higher due to duplications etc. In 2019-20 for South Sefton CCG there were 8,576 invoices.

4. In what format do you currently receive invoices?

Electronically

5. Do you print your emailed or pdf invoices?

It is not required for the process, but individuals can if they wish to

6. Do Accounts Payable check every invoice received?

Every invoice is checked either by a budget holder or the Invoice Query Manager (IQM). There are also the automated checks undertaken by NHS SBS, there may be other checks undertaken which they would be able to provide details for

7. What is the current split between PO and non PO invoices?

This has been calculated based on the invoices paid in 2019-20. In South Sefton CCG 1.76% of invoices were via PO.

8. If you have an invoice matching process, is this automated or manual?

Yes there is an automated invoice matching process for invoices covered by a Purchase Order number (given the information has been populated correctly on the invoice).

9. How many FTE's do you have in your AP team who process invoices?

Zero as AP is outsourced to NHS Shared Business Services.

10. What % of invoices were paid late in FY19-20?

For South Sefton CCG 2.22% of NHS invoices and 2.99% of Non-NHS invoices were paid outside of the Better Payment Practice Code.

11. What processes or solutions do you have in place for employees to submit and reclaim expenses?

Employee expenses are submitted electronically via our payroll system. Our payroll services are outsourced.

12. How many expense claims were submitted by employees in FY19-20?

As this service is outsourced the exact number is unknown (was paper based for the majority of 2019-20), however from the payroll reports it would suggest that around 430 claims were paid (total for both CCGs)

Please note NHS South Sefton CCG and NHS Southport and Formby CCG have a joint management team and work across both CC.

13. Do you use OCR (optical character recognition) to scan invoices and/or expenses?

As these services are outsourced, the CCG would not hold this information.

- NHS Shared Business Services for invoices
- St Helens & Knowsley NHS Trust for expenses.

14. Have there been investigations relating to expense compliance in your organisation in the last 24 months? If so, how many?

There has been an internal audit review of travel expenses claimed and the outcome of this is due to go through governance routes in the next few months.

15. What's the total number of employees across the CCG, any GPs and services you support?

The majority of staff within the CCGs have roles shared across both localities, therefore the numbers have been combined to not misrepresent the actual headcount. In 2019-20 the average number of people employed by the CCGs was 159. More information on staffing can be found within the Annual Report on the CCG Website.

The CCG does not hold employment information for GP Practices or other parties that we transact with, therefore requests would need to be submitted to the relevant organisations to obtain this information.

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