



NHS Shared Business Services

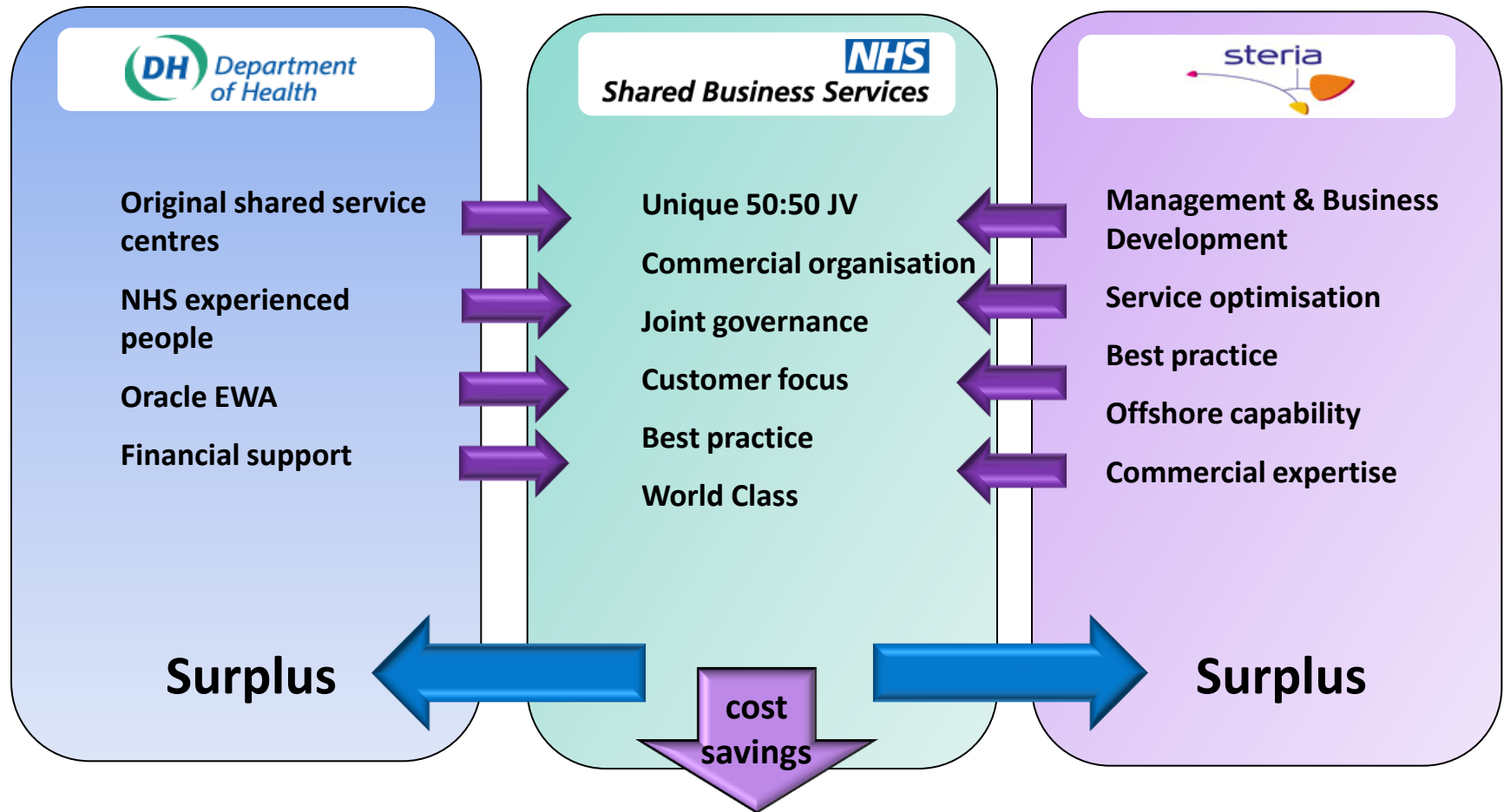
a case study

Monica Owen

26 March 2012

- **NHS Shared Business Services – our history**
- **Business model**
- **Lessons learned**
- **Voice of our clients**
- **Any Questions?**



Department of Health & Steria - a unique joint venture



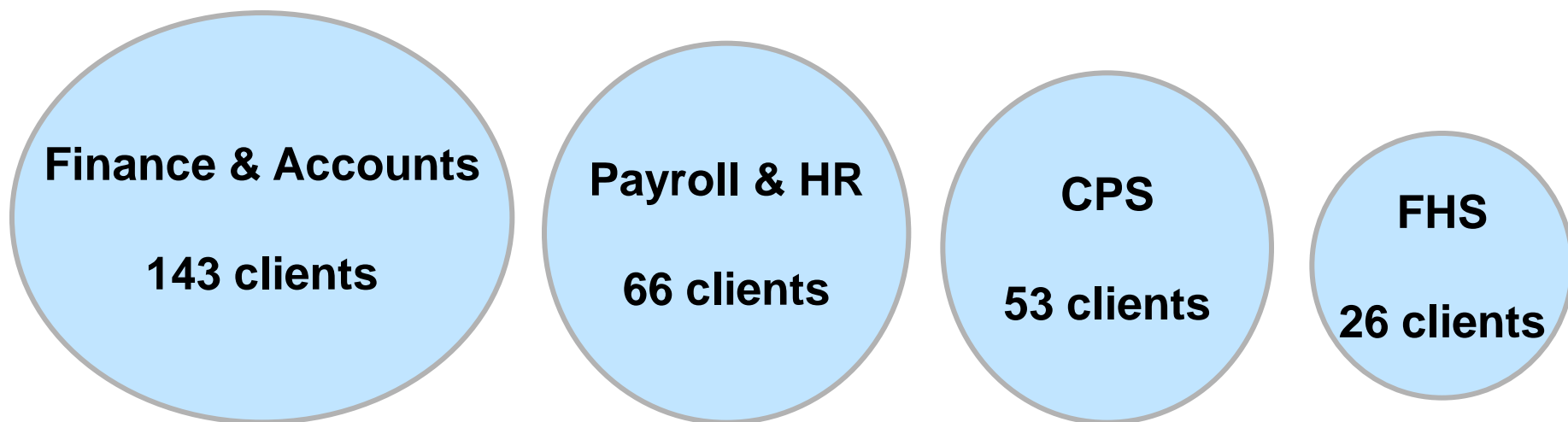
saving the NHS £224m over 10 years – more funds for front line care

Sharing success with clients

2011 NHS SBS distributes £1.2 million back to NHS SBS clients (£1.06 million in 2010)

			
NHS SBS Clients		Date <u>06.07.11</u>	
One Million, One Hundred and		Only	€1,192,000
Ninety Two Thousand Pounds			
Account Payee		AUTH'D SIGNATORY John Neilson	
Cheque No . 0012345	Sort Code 01 01 21	Account No. 9876543 21	JOHN NEILSON, CHIEF EXECUTIVE, NHS SHARED BUSINESS SERVICES

2012 Business Profile



- **NHS Shared Business Services – our history**
- **Business model**

NHS Shared Business Services :

working with NHS trusts and organisations to achieve transformational change, world class service quality, efficiency savings and best value - protecting front line jobs and delivering real **value** to the NHS

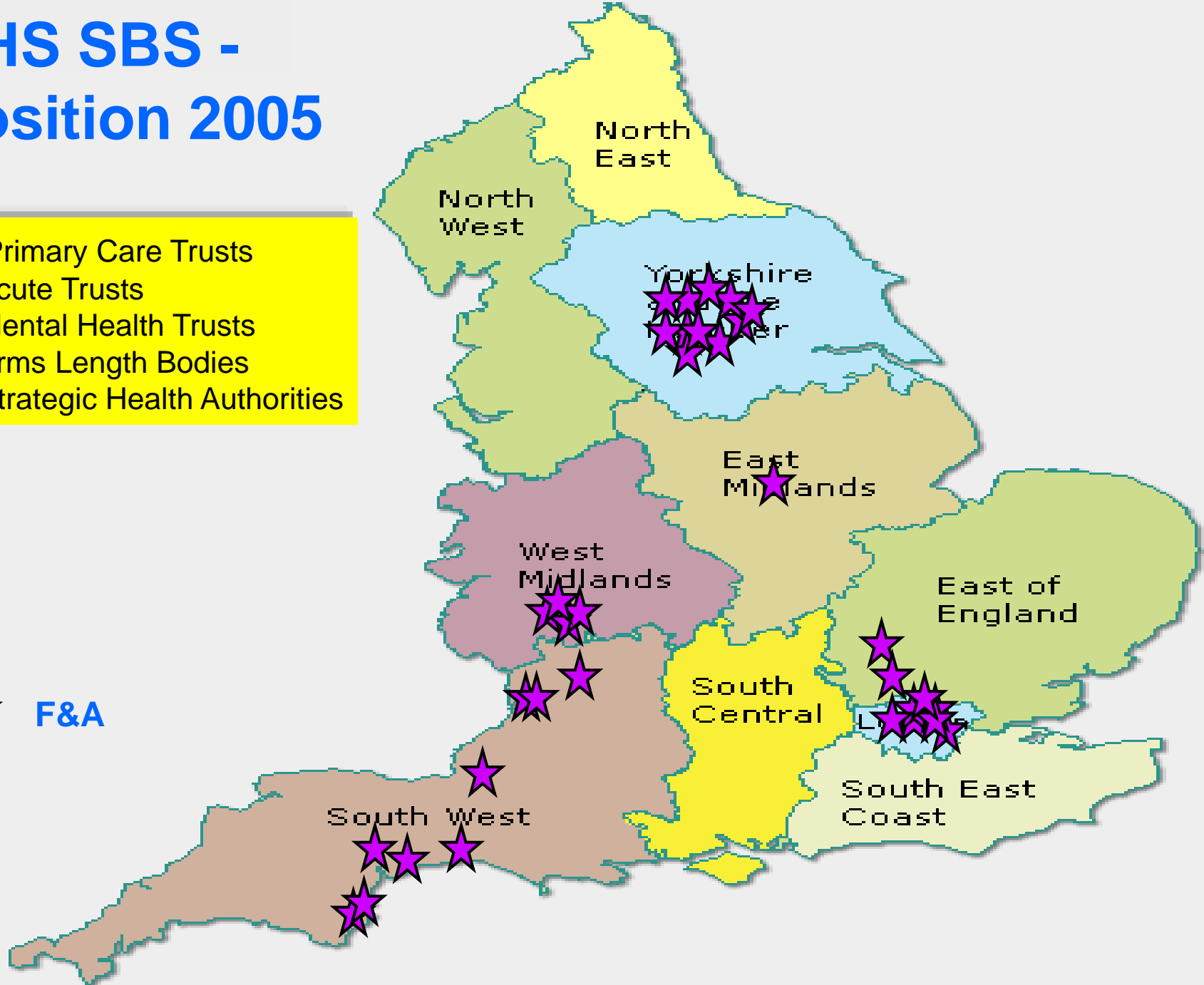
Strategic Objectives

- Deliver £224 million of savings back to the NHS by 2014
- Recognised as the market leader in business support services for the NHS in England, delivering world class service quality
- £100m+ company by 2015, expanding into new service lines, winning larger complex deals and delivering shareholder strategic objectives
- Positioned as an agent of change to support the NHS to transition to new ways of working and delivering substantial cost savings

NHS SBS - Position 2005

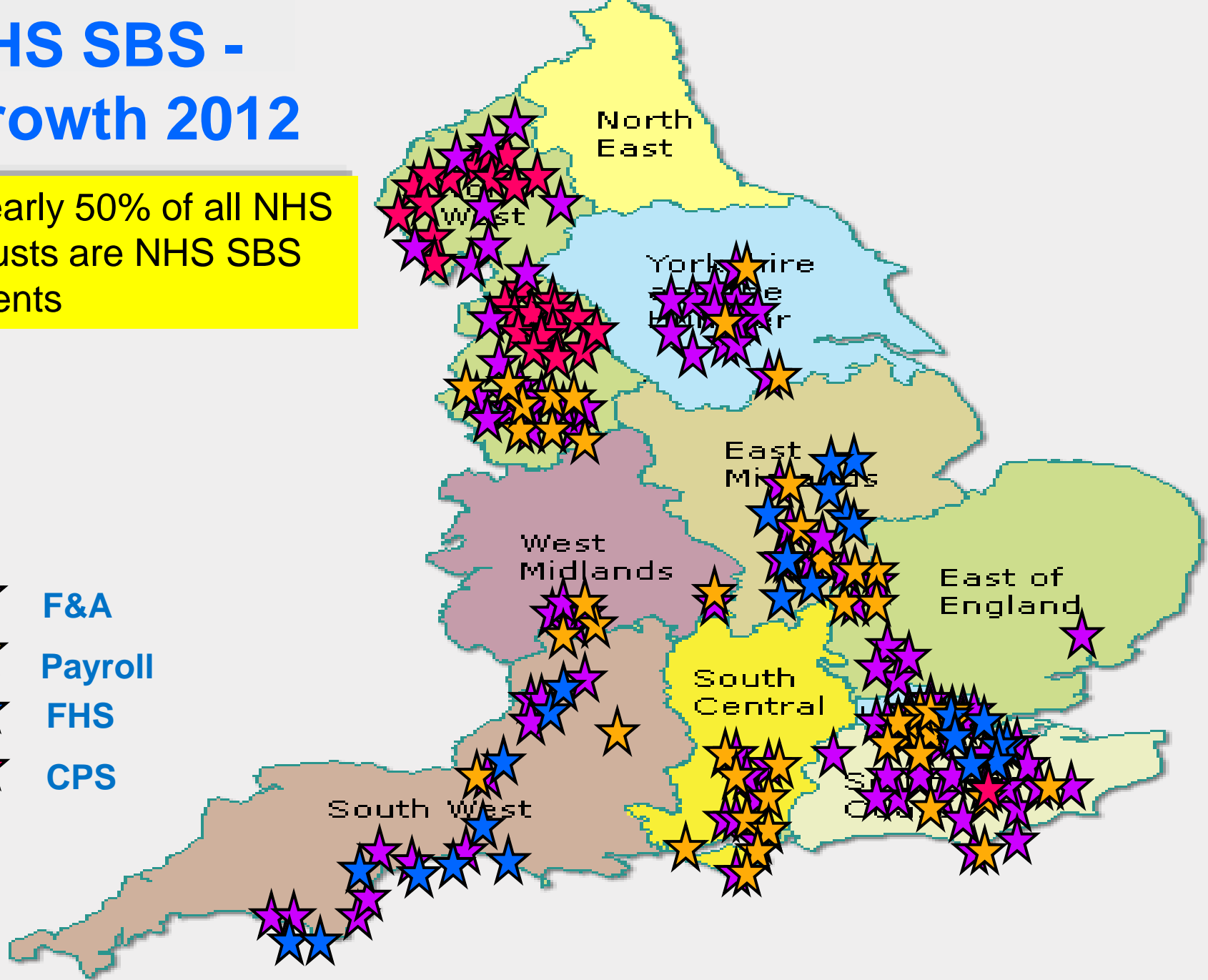
- Primary Care Trusts
- Acute Trusts
- Mental Health Trusts
- Arms Length Bodies
- Strategic Health Authorities

★ F&A



NHS SBS - Growth 2012

Nearly 50% of all NHS
Trusts are NHS SBS
clients



- Managing Risk, Governance & Compliance ISAE 3402, ISO14001, Registration Authority UK & India
- Cost free technology enhancements for current clients
 - Business Intelligence - improved management information supporting better decision taking
 - Oracle R12 – upgrade to leading edge technology
- Audit fees saved through SAS70/ISAE 3402 accreditation – NHS SBS is the only shared service organisation to achieve SAS70 accreditation for six years running
- Share in the ongoing success of NHS SBS – DH commitment to share benefits from the joint venture

- **NHS Shared Business Services – our history**
- **Business model**
- **Lessons learned**

- It's about the people
- Alignment with strategic objectives of our clients
- Streamlining, modernising, standardisation
- Flexibility - recognising independence of Foundation Trusts and their differing requirements
- Focus on Service Excellence and continuous improvement
- Working with clients through NHS reforms and policy changes

- Several levels of engagement within the Trust
- Strategic, service line and work-stream user forums
- Working with clients to develop innovative services, provide solutions
- Ongoing training and support

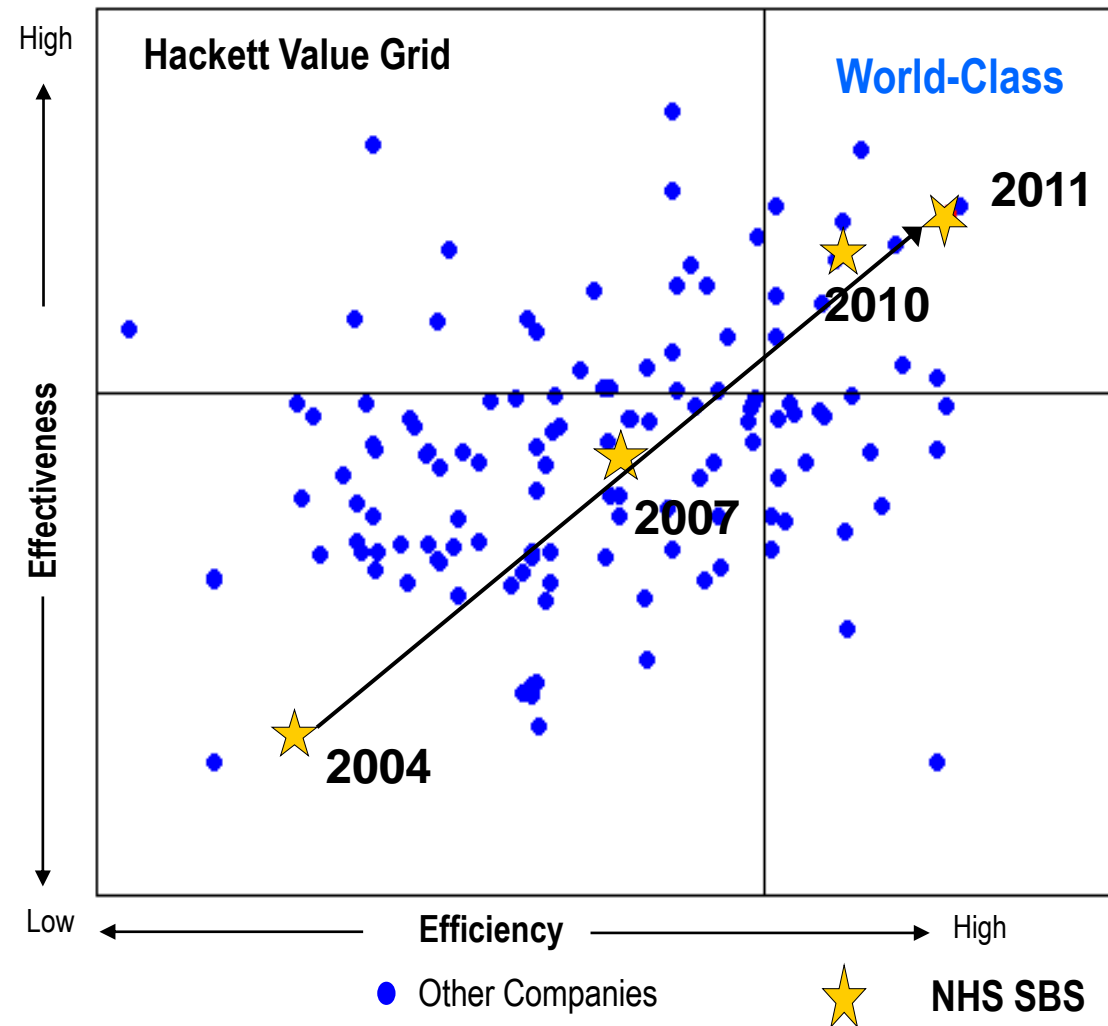
Change Agent to support Trusts

Supporting clients through changes NHS Health & Social Care Bill:

- NHS Commissioning Board
- Family Health Services
- Arms Length Bodies
- Clinical Commissioning Groups
- Commissioning Support Organisations

Hackett Global Benchmark

NHS SBS position - effectiveness & efficiency



Summary assessment			
	Value Delivered		Enabling Technology
	Governance & Organization		Process Design
	Service Placement		Information
	Skills & Talent		

- Equal or better than world-class GBS
- Below world-class GBS but not 4th quartile
- 4th quartile or no adoption of best-practice
- Not answered

- “I was struck by the commitment, enthusiasm and professionalism of all the staff I met within the different functions. They are clearly committed to continuous improvements in their systems and delivery recognising that the end result of their efforts is an improvement for the NHS”

Director of Finance & Deputy Chief Executive, North Cumbria University Hospitals NHS Trust

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"The levels of physical and data security are really impressive. The focus on Information Governance and data security is a real advantage and means that I am reassured that our business is being properly safeguarded"

Director of Finance & Strategy, NHS South West

Any Questions?