



**THERE IS CURRENTLY AN
£8 BILLION SAVINGS GAP**
ARE YOU IGNORING THE
FOURTH LARGEST AREA
OF SPEND?

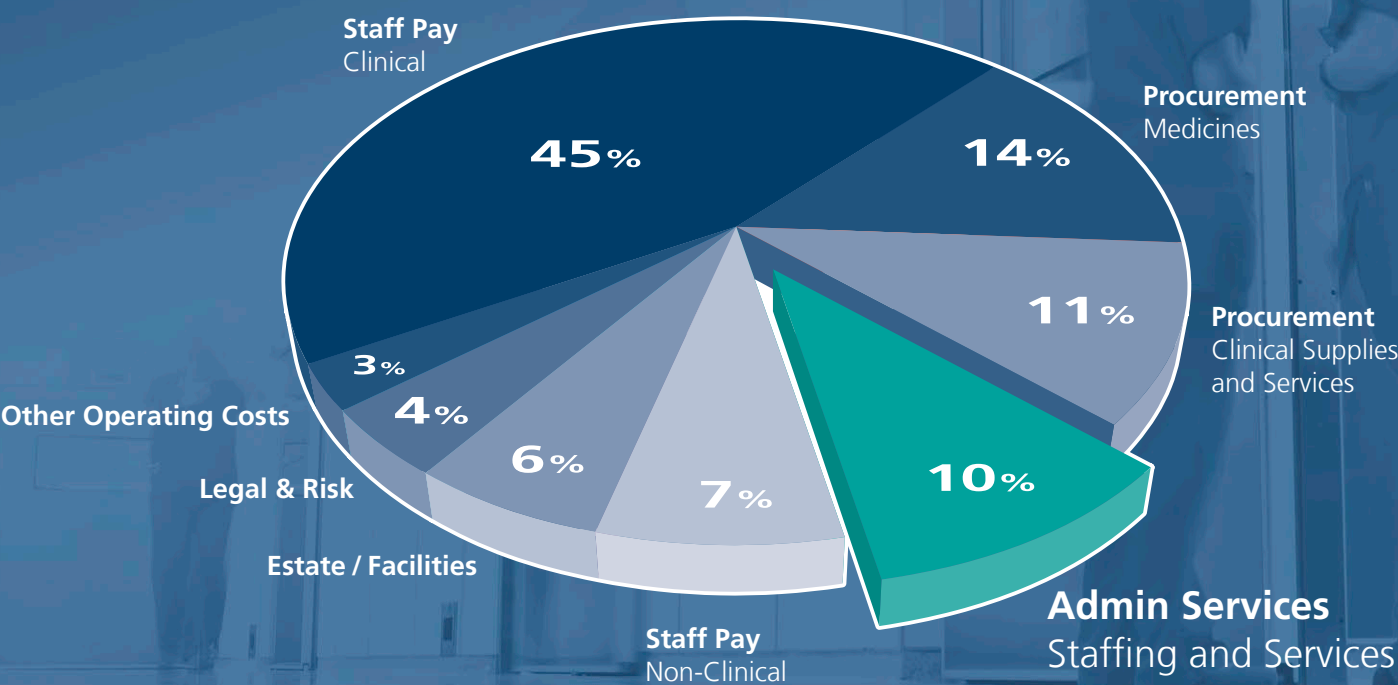


The Power of Possibility

The fourth largest category of spend at an Acute Trust is typically Administration Services

In a larger Trust this equates to £50–60m per annum and several hundred staff

A huge and untapped savings opportunity



THE NHS NEEDS £20 BILLION IN EFFICIENCY SAVINGS
WHERE IS IT COMING FROM?

Underlying financial deficits in the NHS are growing as we enter a period where funding growth slows and costs, particularly on staffing, continue to increase with rapid inflation.

There are only so many levers that can be used to balance Trust finances. Many of the efficiency improvements capable of generating the largest impacts with lowest impact on service delivery have been made.

Many Trusts have delivered financial balance through non-recurrent savings taking the form of delayed maintenance work, staff vacancy freezes, or delayed investment in service transformation, but it is not realistic that this can sustainably continue. These actions cannot improve patient services and effectively add to the pressure on Trust budgets.

The key levers to impact Financial Sustainability

Many of the available levers have limited potential impact.

	Generate more income	Limited opportunity to generate new funding due to block contracts
	Managing clinical pay	Significant pressure to increase spend due to inflationary pressures on staff and threats of industrial action. Accompanied increases in income is not forthcoming.
	Optimising procurement medicine and clinical supplies	Medicine and clinical supplies where possible are procured through national frameworks but many savings have already been realised and will not result in real term savings against an inflationary and currency backdrop of rising costs.
	Estate / facilities cost management	Rising real estate costs (utilities, maintenance, etc.) make it difficult to realise revenue savings without significant capital investment.
	Addressing admin spend	The 4 th biggest area of spend has, to date, not been tackled at scale — a big potential lever to pull for recurring savings.
Booking-related administration services present the largest unexploited opportunity for efficiency savings, performance improvements and cost reductions.		
In a typical Trust this will equate to a £5–20m per annum savings opportunity.		

POOR PATIENT EXPERIENCE IS COSTING THE NHS £904 MILLION PER YEAR

Better Patient Experience is the key to sustainable costs

Trusts are experiencing decreasing patient experience ratings and financial performance. Services currently provide multiple points of contact and conflicting communications (often not in a patient's native language) as well as being delivered with low levels of automation and digital engagement resulting in patient expectations not being met.

As much as 68% of booking-related administrative activity is wasted effort and doesn't result in patient attendance. Much of this cost and inefficiency is because the process and services have remained unchanged for over 40 years. 80–90% of administration spend is hidden in various divisions, specialties and cost centres, and because no one owns the problem, there is no one to fix the problem.

As volume and complexity of care increases, these support functions become increasingly expensive to deliver.

Patients

↓ Service not fit for today's patients

Administration services are not fit for today's patients. A lack of choice, conflicting messages, wasted journeys, and long waiting times that are not communicated all contribute to a poor patient experience. This all increases the operational delivery cost and impacts staff experience for hospitals.

Inequalities

↓ Increasing inequalities

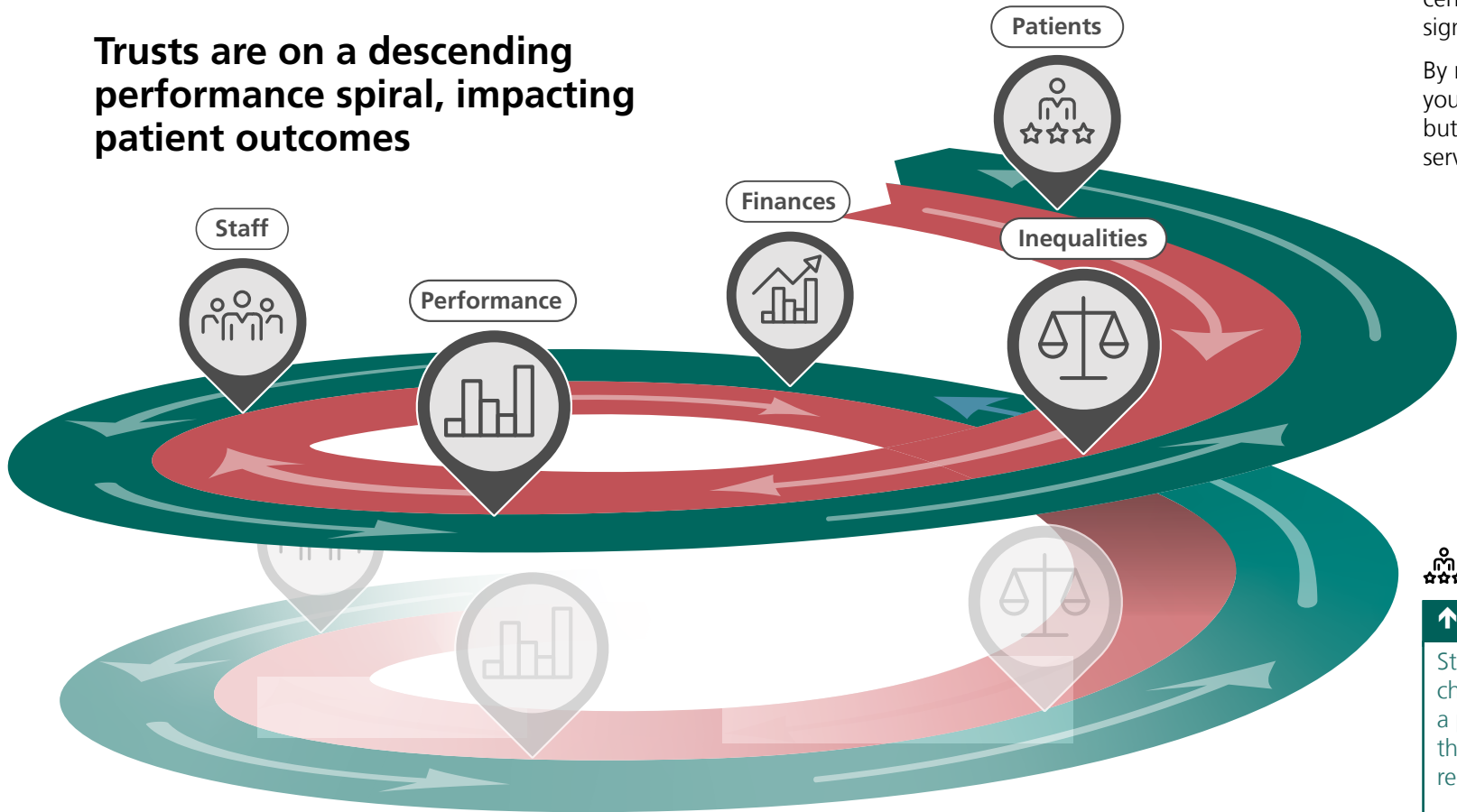
Increasing inequalities are seen across all the NHS: Digital access, language skills and socio-economic gaps all contribute to inequality across the community. New technologies may be better for most but can provide a worse experience for those most in need.

Performance

↓ Clinical / Operational challenges

Missed targets, high wait times and a high number of patient complaints are key metrics all Trusts report on. But are administration services measuring and reporting the correct performance metrics? For example, patient experience of the process not the outcome.

Trusts are on a descending performance spiral, impacting patient outcomes



Staff

↓ Lacking tools to perform

Staff lack tools to perform effectively and there are too many systems, fractured processes, unclear training and undefined career paths that all contribute to high staff turnover and poor wellbeing.

Finances

↓ Large amounts of re-work

Large numbers of unnecessary queries (66%) could be dealt with first time. Inefficiencies across the system and unnecessary waste all contribute to increasingly higher costs.

Staff

↑ Administration Careers

Trusts need to professionalise administration roles similar to medical careers. Re-designed job roles will create high performance jobs for high performance employees. Flexible working and reward for hard work provides opportunities and recognition, leading to better retention and recruitment.

Finances

↑ Sustainable Finances and Re-Investment

Fixing administration processes upstream will reduce waste and costs, freeing up funds to drive a culture of continuous improvement to reinvest in the people, services and patients rather than just delivering short term non-recurring CIPS savings.

Reversing the spiral

The NHS needs a reset and taking a patient (customer) centric view of the administration journey can release significant amounts of money to frontline care.

By redesigning the service around the patient, not only will you transform the patient experience and wellbeing of staff, but you also remove the significant waste that is making the service financially unsustainable in the long-term.

Patients

↑ Patient centric service re-design

Starting with the patient in mind, it's important to change administration from an operational speciality to a patient first approach. Coordination of care around the person, not just issues, and symptoms is the key to remove duplication and waste for all parties.

Inequalities

↑ Personalised care to remove inequalities

By re-investing savings generated from digitised administration, services can be improved for those who can't or won't engage digitally. The benefits of digital can then further personalise care to individual patients, language, disabilities, background, and ethnicity.

Performance

↑ Clinical / Operational Excellence



Moving to a 'right first time' reporting culture can create certainty for clinical professionals ensuring patients receive an efficient experience.

AN OPPORTUNITY FOR SIGNIFICANT EFFICIENCY SAVINGS EXISTS

High quality administration has the potential to improve patient experience, reduce inequalities, reduce DNAs and promote better care — all delivering better staff wellbeing and financial sustainability.

There is a significant opportunity to reimagine Administration Services for a modern NHS.



	Financial Sustainability	Patient Experience
 End-to-end patient administration journey	Get it right first time with less time wasted on rework.	Single administration view for patients of all appointments and interactions.
 One high performing administration team	Delivering cost-efficient operations which guarantee cost savings.	Responsive and proactive service; one number, one team, and one point of contact.
 Technology and automation enabling team to do their job	Transactional costs that vary with activity.	Personalised patient experience and choice with joined up journeys and equity of access.

Booking-related administration services present the largest unexploited opportunity for efficiency savings, performance improvements and cost reductions.

Across the UK there is a c.£904m per annum savings opportunity which equates to £5–20m for your Trust.

With a strong track record of delivering services and cost saving within the NHS, we are working with Trusts to build managed services guaranteeing even bigger cost savings.



Barts Health
NHS Trust



North Middlesex University Hospital
NHS Trust



Nottingham University Hospitals
NHS Trust



University College London Hospitals
NHS Foundation Trust



Kingston Hospital
NHS Foundation Trust



Norfolk and Norwich University Hospitals
NHS Trust



Kettering General Hospital
NHS Foundation Trust



Alder Hey Children's
NHS Foundation Trust



Lewisham and Greenwich
NHS Trust



Mid and South Essex
NHS Foundation Trust



Guy's and St Thomas'
NHS Foundation Trust



Liverpool Women's
NHS Foundation Trust

Over the last 18 months we have worked in collaboration with NHS Trusts to accurately baseline and define the future state for back-office administration services that deliver world class patient experience with guaranteed recurrent savings. Based on our analysis, cost reduction is the result of improving patient experience.

To find out more about our approach to world class administration services and understand the level of guaranteed savings we can deliver for your Trust, please reach out to one of our NHS team.

Or contact our NHS team



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The Power of Possibility

