

[Who is the NHS Business Services Authority?](#)

[Appendix 1 Who is processing your information](#)

[NHS Protect](#)

[NHS Dental Services](#)

[NHS Pension Scheme](#)

[NHS Injury Benefits Scheme](#)

[NHS Student Bursaries](#)

[Social Work Bursaries](#)

[NHS Help with Health Costs](#)

[NHS Supply Chain](#)

[Health Care Commission Files](#)

Who is the NHS Business Services Authority?

The [NHSBSA](#) has been established following the 2004 review of bodies operating at arm's length from the Department of Health (DH). The NHSBSA has brought together five of these "Arm's Length Bodies" into a single organisation from 1 April 2006.

In establishing the NHSBSA, the DH defined it as "The main processing facility and centre of excellence for payment, reimbursement, remuneration and reconciliation for NHS patients, employees, and other affiliated parties".

In that role, the NHSBSA must contribute to the overarching objectives of the Arm's Length Bodies Review, which are:

- To reduce expenditure across ALBs by £500 million by 2008,
- To reduce staffing by 25% over the same period.
- To achieve this, the NHSBSA will be a commissioning organisation rather than a service provider. Its mission is:

"To be the first choice for the Department of Health and the NHS in commissioning, procuring and performance managing all appropriate non-clinical NHS-related business and service contracts. These service contracts will ensure best value for money as set out in relevant international standards."

In delivering the mission, there are four strategic objectives:

1. Maintaining, throughout the change and after these changes, the primary accountability for ensuring excellent delivery of services, contracted out to parties and suppliers through effective performance management.
2. Maintaining an "intelligent customer" unit in the form of a business division that is able to understand, in detail, clients' needs and translate those needs into appropriate

- contract specifications.
3. Developing a commercial function capable of negotiating effective and efficient contracts with the independent sector and extracting synergies, or economies of scale, from the combined specifications across all business divisions.
 4. The ability to add new business divisions without massive restructuring of the model thus allowing new DH and NHS or other government requirements to be implemented easily and cost effectively.

By 2009, the NHSBSA will have achieved these strategic objectives and be in a position to absorb more business, if required or appropriate, securing more efficiencies and quality improvements for the NHS.

[Return to top](#)

Appendix 1 Who is processing your information

The NHSBSA combines services previously provided by the Dental Practice Board, NHS Counter Fraud and Security Management Service, NHS Logistics Authority NHS Pensions Agency and the Prescription Pricing Authority. Each is now an operating service of the NHSBSA.

NHS Dental Services:

The NHS Dental Services is responsible for providing PCTs in England and LHBs in Wales with modern on line payment systems that enable them to provide the data necessary to enable the NHS Dental Services to make accurate and timely payments to General Dental Services (GDS) and Personal Dental Services (PDS) providers of NHS dentistry. The dental health and financial information that is gathered from the various administrative systems in operation is provided as appropriate to a wide range of stakeholders of the NHS Dental Services. The DH and Welsh Assembly receive information to help them develop NHS dentistry policy and PCTs and SHAs in England and LHBs in Wales to assist with management of the GDS and PDS. Dental schools, research institutes, universities and the wider NHS family also use our information for planning and research.

NHS Dental Services also provides an integrated risk management service which through the use of information collected from dentists, health bodies and patients enables Dental Services to work closely with health bodies in identifying areas of potential risk and helping with the management of their dental contracts.

[Return to top](#)

NHS Pensions Service:

The NHSBSA Pensions Service administers:

- The NHS Pension Scheme in England and Wales;
- The NHS Injury Benefits Scheme in England and Wales;

[The NHS Pension Scheme](#)

NHSBSA Pensions Service administers the provision of pension benefits arising from the NHS Pension Scheme. The NHS Pension Scheme is an unfunded statutory scheme backed by the Exchequer, which is open to all NHS employees, General Practice contractors and their staff, General Dental Practitioners and employees of other approved organisations in England and Wales. It provides pensions for employees of over 11,000 participating employers. The Scheme receives contributions from employees and employers to defray the costs of pensions and other benefits and has a combined turnover of £9.5 billion.

The NHS Pension Scheme is the largest centrally administered public service pension scheme in Europe. It services more than 1.3 million active members, over 370,000 members with preserved rights and over 520,000 pensioners. The complexity of the Scheme is highlighted by the highly mobile and diverse NHS employee base, with ages from 16-70, weekly hours from 1-48 and jobs ranging from healthcare professionals and self-employed contractors, to paramedics, administrators and manual support staff.

The NHS Injury Benefits Scheme

NHSBSA Pensions Service administers the NHS Injury Benefits Scheme, which is open to all NHS staff. Under the NHS (Injury Benefits) Regulations 1995, as amended, the Scheme provides income replacement for those staff who have suffered a permanent loss of earning ability as the result of an illness or injury which is wholly or mainly attributable to their NHS employment.

[Return to top](#)

NHS Student Bursaries

The NHS Bursary Scheme administration involves the prompt and accurate assessment, review and payment of NHS funded bursaries and practice placement costs applied for by NHS funded students attending pre-registration courses at English Higher Education Institutions. There is a range of bursaries and other allowances for eligible NHS students covering everyday living costs, including childcare.

The NHS Bursary Scheme sets out the type and level of financial support available to the 92,000 health professional students undertaking one of 1,400 NHS commissioned pre-registration training courses at any of the 170 approved Universities. The Bursary Scheme has a turnover of £519 million and an additional which includes £32 million for childcare allowances.

The occupational groups covered by the Scheme are: Doctor, Dentist, Chiropodist, Dietician, Occupational Therapist, Orthoptist, Physiotherapist, Radiographer, Speech & Language Therapist, Prosthetist and Orthotist, Dental Hygienist, Dental Therapist, Nurse, Midwife, Operating Department Practitioner and Audiologist.

[Return to top](#)

Social Work Bursary

Since 1st April 2007, the NHS Business Services Authority (NHSBSA) administers the social work bursary and postgraduate bursary on behalf of the Department of

Health (DH). The bursary scheme was previously administered by the General Social Care Council (GSCC).

The DH undertook a review of its Arms Length Bodies in 2004, of which the GSCC is one, and decided that all health and social care student bursaries should be administered by one single body. The Social Worker Bursary provides financial incentive to over 14,000 students training to be social workers and has a turnover of over £74 million per year.

[Return to top](#)

NHS Protect:

NHS Protect has responsibility for all policy and operational matters relating to the prevention, detection and investigation of fraud and corruption in the Department of Health and the NHS and to the management of security in the NHS.

NHS Protect was established in September 1998 and the NHS Security Management Service was added in 2003 to form the NHS Counter Fraud and Security Management Service. The strategic document Countering Fraud in the NHS, published in December 1998, sets out the comprehensive, integrated and professional approach to tackling all fraud and corruption in the NHS. The Security Management Service strategy document A Professional Approach to Managing Security in the NHS was launched in December 2003.

The high level aims of NHS Protect are:

- to reduce fraud to an absolute minimum and hold it permanently at that level, releasing resources for better patient care and services
- the delivery of an environment for those who use or work in the NHS which is properly secure so that the highest possible standard of clinical care can be made available to patients.

[Return to top](#)

NHS Prescription Services:

NHS Prescription Services are responsible for:

- Remuneration & Reimbursement of Dispensing Contractor in England
- Provision of Financial, Prescribing and Drug information

Remuneration & Reimbursement of Dispensing Contractor in England

The NHSBSA Prescription Service processes over two million prescription items per working day, determining the reimbursement and remuneration payment to the dispenser. Annual payments to contractors made on behalf of the NHS now total around £8.5 billion.

These payment services centre on the direct reimbursement and remuneration of pharmacy and appliance contractors in England, the provision of authorised payment schedules covering dispensing doctors and personal administration by GPs in England and schedules for Jersey, Guernsey and the Isle of Man.

Processing relies on a cycle of activities. Monthly paper prescription batches are submitted by 10,000 community pharmacy contractors. Contractor reimbursement and remuneration is calculated and payments are made through linked computer systems. This process is based on optical scanning, intelligent character recognition and automatic rules processing with residual exception handling by manual intervention. Electronic Transmission of Prescriptions (ETP) is being implemented so that over time a higher proportion of prescriptions will be handled electronically, thus reducing paper handling, scanning, ICR and storage requirements.

Provision of Financial, Prescribing and Drug information

The NHSBSA Prescription Service provides information services to 25,000 prescribers and to managing organisations within the NHS in England. Five years prescribing, financial and drug information, for all prescribers in England, is made available to the NHS and the DH to assist in determining the most cost effective use of drugs in treating patients within primary care. The data arise from transactions used to calculate the reimbursement and remuneration of contractors dispensing drugs and medical devices in a community setting. These information services represent electronic, web-based and distributed systems that enable these data sources to be analysed by clinicians, financial managers and others through data analysis and manipulation. Information is available from the level of an individual drug presentation at prescriber level to its total use in Primary Care in England.

[Return to top](#)

[NHS Help with Health Costs:](#)

Help With Health Costs

The NHSBSA Help with Health Costs provides a service across varying parts of the UK. We have responsibility for:

- Administering the NHS Low Income Scheme for England, Scotland and Wales on behalf of the Department of Health, the Scottish Government and the National Assembly for Wales. This scheme enables people with limited resources, who are not otherwise exempt to receive either full help with all NHS charges or partial help with charges other than those for prescriptions;
- Processing applications for Prescriptions Prepayment Certificates (PPC) for people living in England. PPCs help people who normally require large quantities of prescriptions to reduce the cost where they are not entitled to free prescriptions on other grounds;
- Processing applications for Medical Exemption Certificates, from people with certain medical conditions living in England, Maternity Exemption Certificates from pregnant women and nursing mothers living in England. These certificates entitle the holder to free NHS prescriptions;
- Issuing NHS Tax Credit Exemption Certificates, based on information received from the HMRC, which provide holders exemption from NHS charges.

NHS entitlement certificates for the above are issued to applicants upon the receipt and processing of application forms, and, in the case of PPCs, receipt of payment. Applications may be received in paper format, by telephone and via the internet. These services are provided to over 5 million patients annually.

European Health Insurance Card

In addition, the NHSBSA Help with Health Costs administers the application process and distribution of European Health Insurance Cards (EHIC) from people normally resident in the UK. An EHIC entitles the holder to free or reduced cost healthcare where treatment becomes necessary during a temporary visit to other European Economic Area (EEA) countries and Switzerland.

The certificates are issued to applicants upon the receipt and processing of applications received via post, by telephone and via the internet. We process in excess of 10 million transactions per annum.

[Return to top](#)

[NHS Supply Chain:](#)

NHS Supply Chain (SCMD) is the Retained Organisation within the NHS Business Services Authority (NHSBSA), established when the NHS Logistics operation was outsourced to DHL by the Department of Health on 1 October 2006.

DHL acting as agent of the NHSBSA, will deliver procurement and logistics services to the NHS in line with a ten year agreement.

Formation of the NHS Supply Chain is consistent with NHSBSA strategy to:

- Maintain primary accountability for ensuring excellent delivery of services through effective performance management of outsourced contracts
- Maintain an intelligent client unit in the form of a business division that is able to understand NHS customer needs, and translate those into appropriate service specifications.

The NHS Supply Chain has five key objectives:

1. To support DHL as required, to ensure that the outsource succeeds.
2. To measure the service performance of DHL ensuring minimum target levels to customers are achieved.
3. To measure financial benefits to the NHS, accruing out of NHS Supply Chain's activity.
4. To provide advice and an SLA management service to DH on supply chain projects and initiatives.
5. To maintain supply chain knowledge and capability within the division and to enable contractual 'step-in' if required.

The NHS Supply Chain will agree any adjustments to the contract with DHL as may be necessary to reflect changing Department of Health (DH) policy requirements, changing legislation and changing customer needs as may be expected during the term of a ten year contract.

Additionally, the NHS Supply Chain will undertake any special DH supply chain work and service level management e.g. national emergency preparedness.

As a new body, the NHS Supply Chain has the opportunity to set its own culture, values and behaviours; these will be modern in their outlook and approach, whilst recognizing the requirements of the sector in which it operates and the culture, values and behaviours of the NHSBSA.

We expect everyone to:

- Be professional in our stakeholder relationships and actions.
- Be considerate to each other, demonstrating integrity and respect.
- Exhibit tenacity, self discipline and motivation.
- Treat everyone equally and fairly.
- Consider environmental impacts and support sustainability.

[Return to top](#)

Health Care Commission Files

As of 31 March 2009 the Health Care Commission (HCC) merged with two other authorities to form the Care Quality Commission. At the same time the complaints process was changed within the NHS to become a two tier complaints system (i.e. complain to the trust/provider first and then if still dissatisfied then to the Parliamentary Health and Standards Ombudsman).

The complaint files that the HCC previously held are now held on behalf of the Department of Health by the NHSBSA so that previous complainants can get access to the information via the provisions of the Data Protection Act 1998.

[Return to top](#)