

Annual Public Meeting

6 July 2016

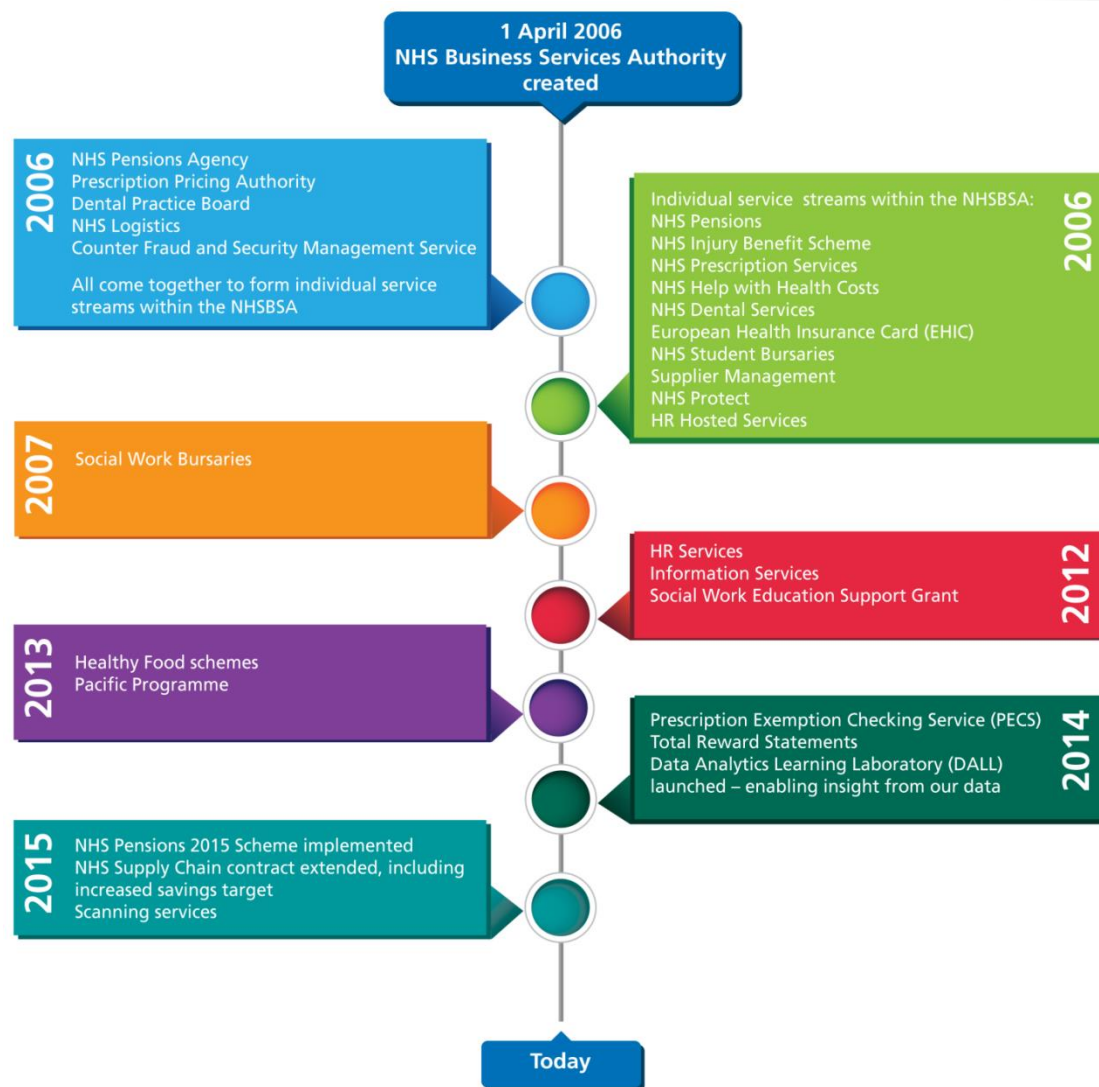
Welcome and introduction

Silla Maizey
Chair



Our organisation

- An Arm's Length Body of the Department of Health



Our key achievements

2.8 million
prescription prepayment certificates distributed in 2015/16

77%
proportion of colleagues who completed the staff survey this year

30% reduction
in carbon emissions from our business travel since 2009/10

£150 million
saved so far through the new NHS Supply Chain contract

3.6 million
EHIC applications processed each year

1,077,678,779
prescription items processed in 2015/16



43,528,383
FP17 dental claim forms processed in 2015/16

449,113
the number of cases completed in NHS Pensions in 2015/16

£33 billion
the amount of money that flows through our books every year

our contact centre handled **3,509,394** calls in 2015/16



1,485,339
Total Reward Statements made available to active NHS employees this year

37%
the reduction in unit cost for administering the NHS Tax Credit Exemption Certificate

Over **158,000** monthly hits on our 'Ask Us' online knowledge base

Our new **Ask Us** service for HR received over **27,000** hits in its first month



£186 million
the amount of potential NHS savings identified by the Data Analytics Learning Lab this year

we've moved up **42** in Stonewall's Workplace Equality index in 2015

the engagement level of our staff was **80%** in 2015/16

64k followers on social media sites

£216 million total amount of savings our Pacific Programme has realised so far for the NHS and its patients



57,373 satisfaction survey responses from customers and stakeholders in 2015/16



55% reduction in carbon emissions from our buildings since 2009/10



Awarded to:
NHS Business Services Authority

Our vision

Our strategic goals are ambitious but they underpin our activities and drive greater efficiency and improvements for the user experience.

Our purpose:

We are a business services organisation. We use insight to deliver improvements that matter

Our goals:

- 1 We will collaborate to create £1 billion for patients
- 2 We will reduce our unit costs by 50%
- 3 We will always improve service and deliver great results for customers
- 4 We will digitise 80% of customer and supplier interactions
- 5 We will derive insight from data to drive change
- 6 We will invest time in our people, and we will recognise them for their commitment, contribution and passion

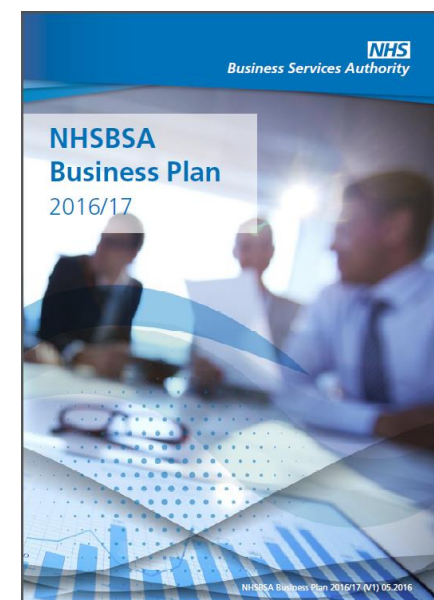
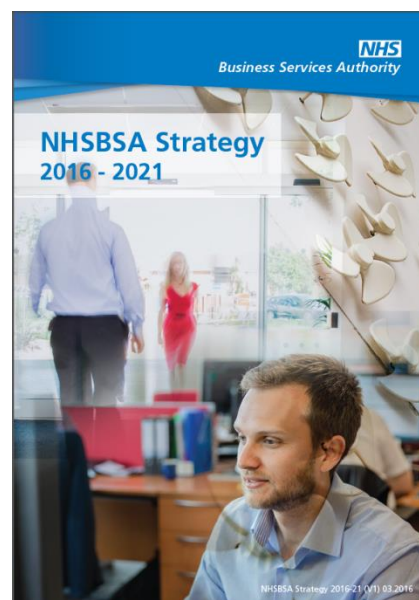
Our values:

Ambition | Integrity | Innovation | Respect | Teamwork | Quality | Accountability

Strategy and Business Plan

- Available on our website:

<http://www.nhsbsa.nhs.uk/3381.aspx>



Our performance 2015-16

Nick Scholte
Chief Executive



Our strategic goals – Our progress so far...

We will collaborate to create £1 billion for patients

- By the end of 2015/16 - over £300m of recurring savings for the wider NHS.
- Includes £150m from NHS Supply Chain savings.
- Continued to work closely with partner organisations such as DH, NHS England, Health Education England (HEE) and Clinical Commissioning Groups (CCGs).

We will reduce our unit costs by 50%

- Pensions processes streamlined - 20% reduction in the unit cost for the service.
- Dental Services, Compass - contributed towards a 40% reduction in unit costs for the service.
- Student Services - less manual intervention and reduced IT network costs, reducing unit costs by 17%.
- Electronic Prescription Service (EPS) - by end of 2015/16, over 39% of the prescription items we processed were sent using EPS, compared to less than 3% two years ago.

Our strategic goals – Our progress so far...

We will always improve service and deliver great results for customers

- Introduced a single measure, the net promoter score, for each of our services.
- Tax Credit Exemption Certificates – improved process.
- Electronic Prescription Service (EPS) roadshows.
- Twitter accounts for NHS Pensions, NHS Help with Health Costs, Student Services and EHIC.
- Direct Debit system for prescription prepayment certificate customers -can now choose preferred payment date.
- Student Services - Special Interest Groups.
- NHS Pensions - Stakeholder Engagement Team.
- Dental Services – Compass system.

Our strategic goals – Our progress so far...

We will digitise 80% of customer and supplier interactions

- Pension scheme digital platform.
- Dental Service – Compass.
- Digitisation projects – Maternity Exemption and Low Income Scheme.
- Information Services Portal – enhanced for pharmacy customers.
- Digital Delivery Hub.

Our strategic goals – Our progress so far...

We will derive insight from data to drive change

- Success of current cancer treatments.
- Dental - 28 day re-attendance programme.
- Antibiotic resistance.
- Supplier Management - price analysis tool, Scorpio.

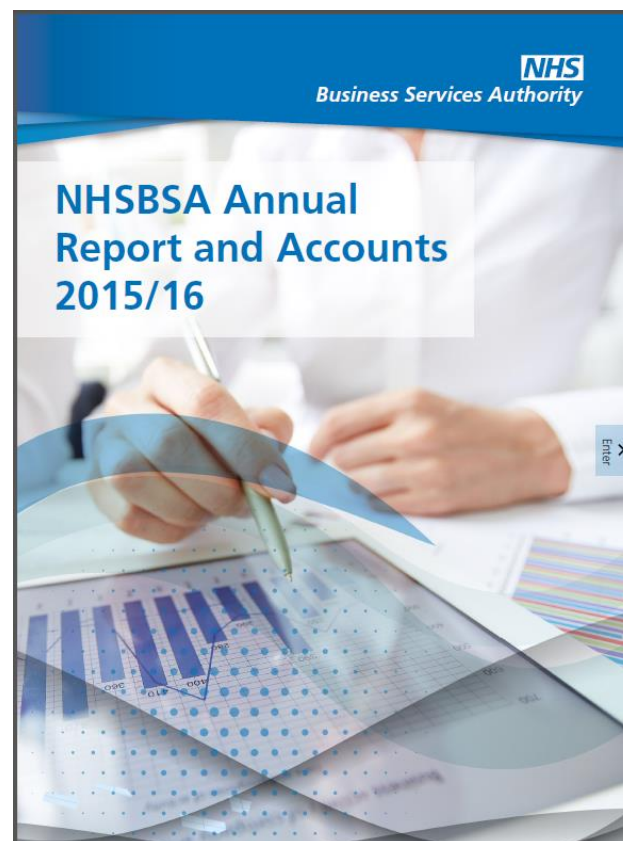
We will invest time in our people, and we will recognise them for their commitment, contribution and passion

- Staff engagement score of 80%, and 76% response rate.
- Cross-functional digital delivery teams.
- Core Capability Framework.
- Improved online appraisal and 1-2-1 documents.
- Bronze award – best 'Learning Management Implementation' category - International e-learning Awards

NHSBSA Annual Report and Accounts 2015/16

- Available on our website
http://www.nhsbsa.nhs.uk/annual_report.aspx

Read much more about our achievements.



Annual accounts overview 2015-16

Patrick McGahon

Director of Finance and Corporate Services



Introduction

- The annual report and accounts contain the Authority's administration accounts.
- These accounts consolidate the results of the NHSBSA's various business streams.
- The Authority achieved its financial targets by recording an underspend against both Revenue and Capital Resource Limits.
- The Master Services Agreement covering Supply Chain services was renegotiated during the year. Under the revised agreement, from 1st October 2015, control over the consumables trading element of the service passed from the Service Provider back to NHSBSA. All related working capital balances were included in the NHSBSA's Statement of Financial Position from this date, and all related trading from this date is included in the NHSBSA's Statement of Comprehensive Net Expenditure.
- The accounts were presented for audit in accordance with DH deadlines, and have been laid before Parliament.

The two key financial statements are set out in the following slides:

- Statement of Comprehensive Net Expenditure
- Statement of Financial Position

A further slide summarises capital expenditure during the year.

Statement of Comprehensive Net Expenditure for the year ended 31 March 2016

	2015-16 £000	2014-15 £000
Income from sale of goods and services	805,340	0
Other operating income	101,655	106,366
Total operating income	906,995	106,366
Staff Costs	80,937	78,785
Purchase of goods and services	712,113	0
Other operating expenditure	232,666	134,029
Total operating expenditure	1,025,716	212,814
Net operating expenditure	118,721	106,448
Total net expenditure	118,721	106,448
Other Comprehensive Net Expenditure		
Net (gain) on revaluation of property, plant & equipment	0	(1,595)
Adjustment for notional costs	(90)	(90)
Total comprehensive net expenditure for the year	118,631	104,763

- Significant movements from 2014-15 reflect NHS Supply Chain transactions as referred to in the Introduction slide.
- The increase in net expenditure over last year relates primarily to the change in carrying value of Financial Assets.
- The total net expenditure resulted in an underspend against the Authority's revenue resource limits.

Statement of Financial Position at 31 March 2016

	31 March 2016 £000	31 March 2015 £000
Non Current Assets		
Property, Plant & Equipment	35,419	32,913
Intangible Assets	40,952	45,442
Other Financial Assets	<u>89,970</u>	<u>172,581</u>
Total non-current assets	<u>166,341</u>	<u>250,936</u>
Current Assets		
Inventories	76,790	0
Trade and other receivables	164,483	14,936
Cash and cash equivalents	<u>31,860</u>	<u>26,835</u>
Total current assets	<u>273,133</u>	<u>41,771</u>
Total Assets	<u>439,474</u>	<u>292,707</u>
Current Liabilities		
Trade and other payables	133,310	37,882
Borrowings	0	7
Provisions for liabilities and charges	<u>2,232</u>	<u>176</u>
Total current liabilities	<u>135,542</u>	<u>38,065</u>
Net current assets/liabilities	137,591	3,706
Total assets less current liabilities	<u>303,932</u>	<u>254,642</u>
Non-current liabilities		
Provisions for liabilities and charges	<u>605</u>	<u>609</u>
Total non-current liabilities	<u>605</u>	<u>609</u>
Total Assets Less Liabilities:	<u>303,327</u>	<u>254,033</u>
Taxpayers' Equity		
General Fund	298,471	249,177
Revaluation Reserve	4,856	4,856
Total Taxpayers' Equity:	<u>303,327</u>	<u>254,033</u>

The significant decrease in Other Financial Assets, and significant increases in Inventories, Trade and other receivables, Cash and cash equivalents and Trade and other payables relate primarily to NHS Supply Chain as referred to in the Introduction slide.

Capital expenditure

- The Authority's net capital expenditure for the year totalled £14.2m, which was within the Capital Resource Limit for the year.

The major areas of expenditure were:

- Pension Scheme systems developments - £4.1m
- Building works and Fixtures & Fittings - £3.8m
- IT Infrastructure equipment - £4.1m.
- The remaining £2.2m expenditure covered other IT system developments and licences.

Any Questions?