

Freedom of Information Request

Ref: UHB 18-336

Date 14 June 2018

By Email

Dear Sir,

Thank you for your request for information under the Freedom of Information Act 2000. The Trusts response is as follows:

- 1. What is the percentage of University Hospitals Bristol NHS Foundation Trust suppliers paid within 5 days? (Please provide the numbers for 2015, 2016 and 2017)**

2015	2016	2017
23%	20%	14%

- 2. What is the percentage of University Hospitals Bristol NHS Foundation Trust suppliers paid within 30 days? (Please provide the numbers for 2015, 2016 and 2017)**

2015	2016	2017
82%	76%	76%

- 3. Thinking about prompt payment of suppliers in general, what have been the biggest challenges for University Hospitals Bristol NHS Foundation Trust in meeting the 5 working days goal for all government bodies?**

Due to the complexity of the services we provide and the values of invoices it is imperative that the invoices are received centrally and then either matched to receipted orders or sent electronically to the manager to verify that the goods and services have been received. These managers are often clinical and ensuring goods are receipted or invoices authorised has to be managed within their overall workload. Many suppliers invoice before the goods or services have been received/delivered. The 5 working days target in reality means three given that 2 days are required for BACs payments to clear. There are often queries relating to invoices which then take time to resolve.

- 4. Thinking about prompt payment of suppliers in general, what resources or structural changes does University Hospitals Bristol NHS Foundation Trust**

needs the most to ensure higher rate of compliance with the 5 working days goal for all government bodies?

Additional staffing resources to verify invoices and process them for payment. Investment in technology. Both require funding which is not possible. Therefore the Trust continues to focus on payment within 30 days.

5. To the best of your knowledge, are there any specific services or products that can help with the prompt payment of suppliers and increase the overall percentage of invoices paid within the 5 working days goal?

Yes but the answer to question 4 applies.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Trust Secretary
University Hospitals Bristol NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely,

FOI Administrator