

GP RESILIENCE GUIDE: PRACTICE FINANCE 2 - TRACKING PAYMENTS

TAKE CONTROL

Practice payments can be made in a number of ways, often resulting in confusion for the practice. Here is a selection of specific actions and tips to help practices to claim, track and reconcile received payments more effectively.

Across London all payments to practices are made by Shared Business Services (SBS), prior to which the payments have been processed by a number of organisations depending on your area, (see useful contacts - [Family Health Services \(FHS\)](#), [Shared Business Services \(SBS\)](#) and [Primary Care Support Services \(PCSS\)](#) and [NHS England London Finance](#)).



Contact the SBS helpdesk on 0303 123 1177 if you have any queries on payments to the practice. Avoid the busiest times of 09:30 – 11:30 and 14:00 – 15:30 and your query may be handled that much quicker!

Shared Business Services

Shared Business Services (SBS) can provide emailed remittances. In order to receive emailed remittances contact SBS on practice letter headed paper with your preferred email address (email SBS-W.Supplier@nhs.net).

SBS have multiple email addresses for some practice managers. If you would prefer them to use one email address then inform them on letter headed paper (email SBS-W.Supplier@nhs.net).

SBS also offer electronic invoicing called 'Tradeshift' - [sign up to an account online here](#). This can be utilised for any payments that sit outside the Open Exeter/NHAIS payment process.



Visit the [SBS website](#) for more information and save time and money by eliminating postal invoices.



Check the [SBS website](#) for information on [working with suppliers](#) and frequently asked questions - [clients](#); [supplier](#); [invoicing](#). Save these links as internet favourites as they are not easy to find.

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NHS England

NHS England London region finance payments including GMS, PMS, QOF and DES payments are usually processed through Open Exeter. CCG payments including locally commissioned services, meeting attendance payments, service level agreements etc. may also go through Open Exeter.

Legacy payments such as those outstanding from pre-April 2013 have been passed to the Department of Health in Leeds.

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If you have any queries in relation to legacy payments you should contact e.legacybalances@nhs.net.

Understanding Payments

In November 2013 an additional field was added to Open Exeter which provides more details showing the breakdown of payment to GP practices by organisation, i.e. CCG or NHS England. For more information about understanding payments on Open Exeter [click here](#).

Occasionally there can be a delay between the date the payment is made and the information appearing on Open Exeter due to payment controls required by PCSS (Primary Care Support Services). This can cause delays between the payment date on the Open Exeter statement and the payment paid into your account and showing on your bank statement. You will need to wait for a few days before checking Open Exeter for a breakdown of payments received into practice bank accounts or shown on remittance advices.

The HSCIC guidance includes an identifier code for payments relating to NHS England (X24). Other codes will vary for CCG payments. Having a [comprehensive guide to the codes](#) can help to understand what payments relate to:

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Where payments received are not obvious check the [Health and Social Care Information Centre \(HSCIC\) guidance](#).

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Always check Open Exeter first in the event of any payment queries.