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NHS Trust achieves six figure saving with spend recovery audit

The requirement

The finance team at Nottingham University Hospitals NHS Trust wanted to undertake a spend recovery audit. As the trust uses specialist duplicate prevention software, the key objectives were to provide a more general 'health check' of processes and focus, in particular, on identifying any outstanding credit notes that had not yet been processed.

The finance team approached their procurement team to explore the options to appoint an external specialist consultancy.

The solution

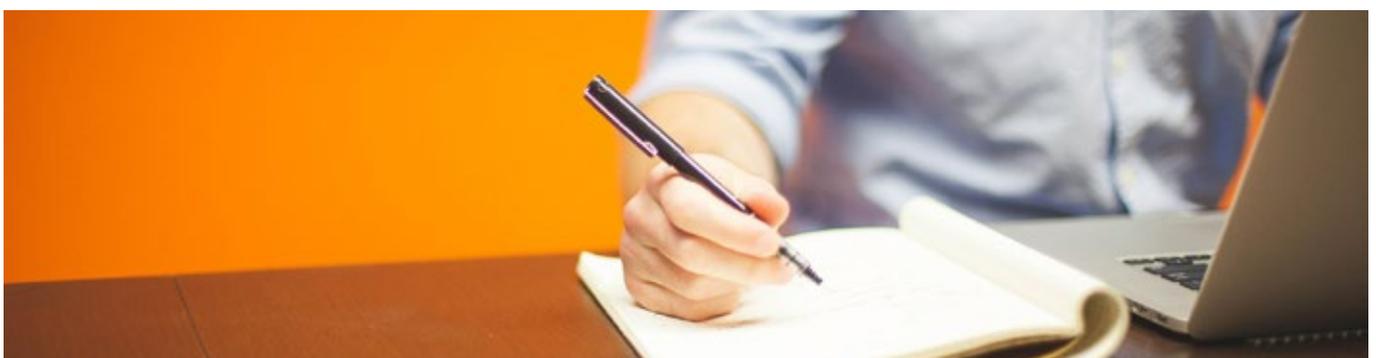
The trust carefully considered their key requirements: a project to focus on duplicated/over payments and credits not already processed and the need for minimal impact on internal staff. The trust sought a consultancy with a proven track record, demonstrating both breadth and success of service delivery.

Meeting Meridian, they set out a clear path for how the project would be delivered, the anticipated outcomes and project timeline. The trust exercised due diligence, by following up client references on Meridian's service and the decision was made to direct award using the Crown Commercial Service Spend Analysis and Recovery Services agreement (RM1037).

The results

Meridian provided all resource for the investigation and claims management work.

As expected the majority of spend recovery was achieved from unprocessed credit notes. Modest recoveries were made from duplicate payments, which reassured the trust that their processes were robust. 80% of the total value recovered was achieved within six weeks of the project starting and all recoveries were delivered in line with expectations set before the project started.



With a keen appetite from within the trust to undertake a purchase ledger audit, Meridian clearly met our requirements. Using RM1037, the direct award call-off process was straightforward and allowed us to get a project underway quickly.

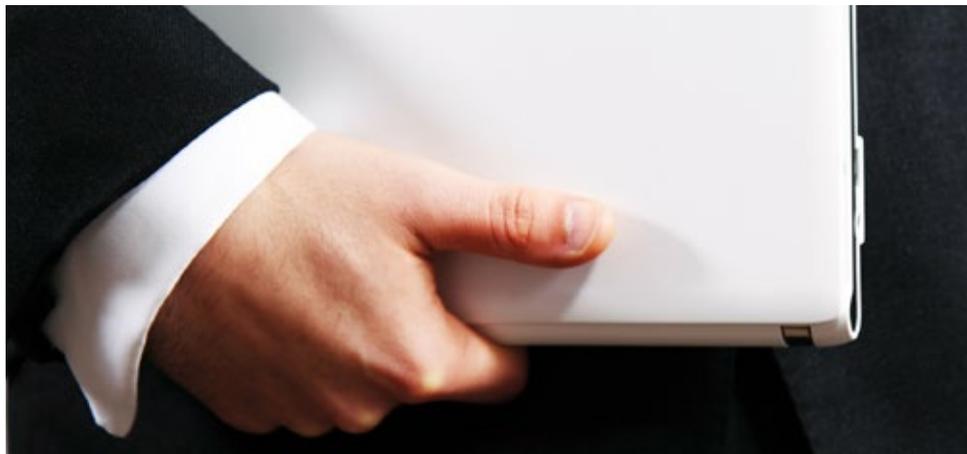
Prior to the project commencing, Meridian set a sensible expectation of likely recovery values and project timescales. Given that the trust uses specialist accounts payable forensic software for duplicate testing, the expectation was that the majority of recoveries would come out of Meridian's work around supplier statements and complex suppliers.

We were delighted that as the project progressed, it was managed in a clearly structured way and Meridian's account manager was professional, courteous and ever-mindful of having minimal draw on internal staff time.

Recoveries and timescales were exactly in line with expectations set; and duplicate recoveries were modest, confirming that internal processes and procedures in place are robust.

We would highly recommend Meridian to any other NHS body considering such a review”.

Neil Morton – Lead Accountant



For further information

Please see our webpage: <http://ccs.cabinetoffice.gov.uk/contracts/rm1037>

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