

Royal Brompton & Harefield streamline £300m invoicing process

Civica SLAM Invoicing saves the Trust over 23 hours processing time per month



Royal Brompton & Harefield NHS Foundation Trust is the largest specialist heart and lung centre in the UK with an income of almost £300 million a year managed and processed using Civica SLAM.

The Trust have been a Civica customer for over 10 years and although content with their income process using SLAM, they found they were spending a significant amount of time and effort on the processing of invoices outside of the system. With a significant portion of their income inextricably tied to how efficiently they were completing the invoicing process, the Trust needed a more streamlined and less risky approach.

Bringing the process in system – simple and effective

The Trust have always worked closely with Civica on their income process and became aware of the invoicing module after seeing an online demonstration. They very quickly came to the conclusion that by utilising the module they could vastly improve their invoicing process.

The current process for generating invoice backing data and emailing them to commissioners was laborious: It involved an export out of SLAM which then had to be manually manipulated to generate the backing information which was sent out to commissioners on an individual, ad-hoc basis. By bringing this process into SLAM and enabling the backing data to be generated in bulk, they were able to transform a task that took days into one that now takes a few hours.

Realising the benefits – saving days of time and adding more value

The Invoicing Module is fully integrated into the core SLAM product, only requiring a licence key to unlock. As a result, by working with a SLAM consultant, the Trust was able to start realising the benefits of the module in a very short time frame.

By utilising SLAM Invoicing, the Trust has saved 23 hours a month in the generation and emailing of backing data. It has also saved an additional 8 hours by using the module to generate the invoicing data in bulk, allowing their accounts team to load this into their ledger and generate all of their invoices at the same time.

Additionally, by moving their invoicing into SLAM and building it into their current income business process, they have reduced the risk of being reliant on an individual to manually complete this process which is worth millions of pounds to the Trust.

The benefits

- Significantly reduces time spent generating backing data
- Automatic batch emailing reduces admin overhead
- Ledger export functionality reduces processing burden on accounting colleagues
- Allows a proactive approach to invoicing
- Getting data to commissioners quicker for faster payment
- More time to spend on resolving challenges resulting in improved cash-flow

“The Invoicing Module has enabled our Trust to spend more time analysing data to support decision making instead of processing endless Invoice requests and reconciliations. In addition, implementing the module has meant that Invoices are now sent electronically to SBS and all corresponding backing data whether patient or non-patient identifiable, is now sent immediately to reduce the queries and non-payment of NCA activity”

Helen Maguire,
Head of Commercial Commissioning
Royal Brompton & Harefield NHS Foundation Trust