NHS Trust Healthcare Provider

Profile

This major University Hospitals NHS Trust is an acute teaching hospital serving a large community in Southern England. Working across two sites, the Trust handles more than 750,000 patient visits with a budget of approximately £535m per year.

Summary

Despite robust controls, the Trust was aware that their AP systems and processes were allowing some incorrect invoices to slip through undetected. Since selecting AP Forensics®, the Trust has saved several times the cost of the software and put the AP team in direct control of payment issues and processes.

Situation

The Trust were aware that the manual processing of some elements of the AP function, coupled with inconsistent invoice presentation by certain suppliers, was allowing errors to creep into the system. Although most of the errors were eventually discovered and payments retrieved, the whole process was protracted and very time consuming. To address this, they wanted to increase their control by integrating the accounts payable audit into their internal procedures.

Solution

Within the first month of use, AP Forensics saved the Trust several times the cost of the software through an historical audit. Over the subsequent five months, the software prevented a further £50,000 from being paid twice. The solution has allowed the Trust to strengthen internal controls without additional resources and has been especially helpful in avoiding payment issues associated with the implementation of their OCR system.

"On the very first run, we found duplicates and errors that would never have been highlighted by our current system of checks."

"AP Forensics is now strictly embedded into the team's routines and procedures, and all suspect payments are addressed or deleted prior to the payment run."