



Delivering Valued Customer Experience

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NHS Shared Business Services

**NHS & Sopra Steria
Joint Venture.**

Operating for 20 years

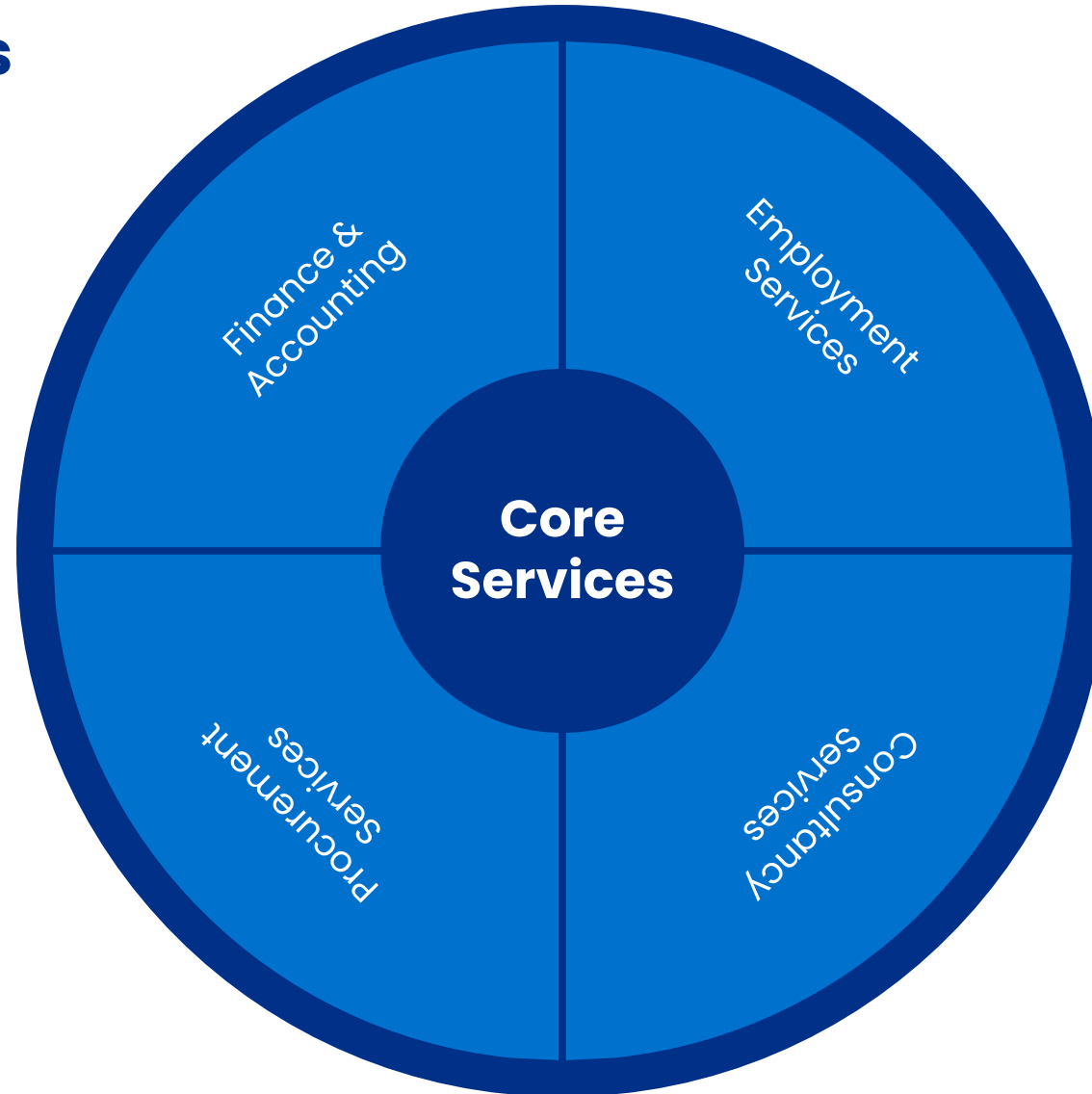
NHSE and 49 Providers

150 000 Suppliers

1000+ Colleagues

Top 50 GPTW

NPS +55



Customer Centric Experience Approach

Team input into screen design

Screen layout to align with workflow.

Visually appealing

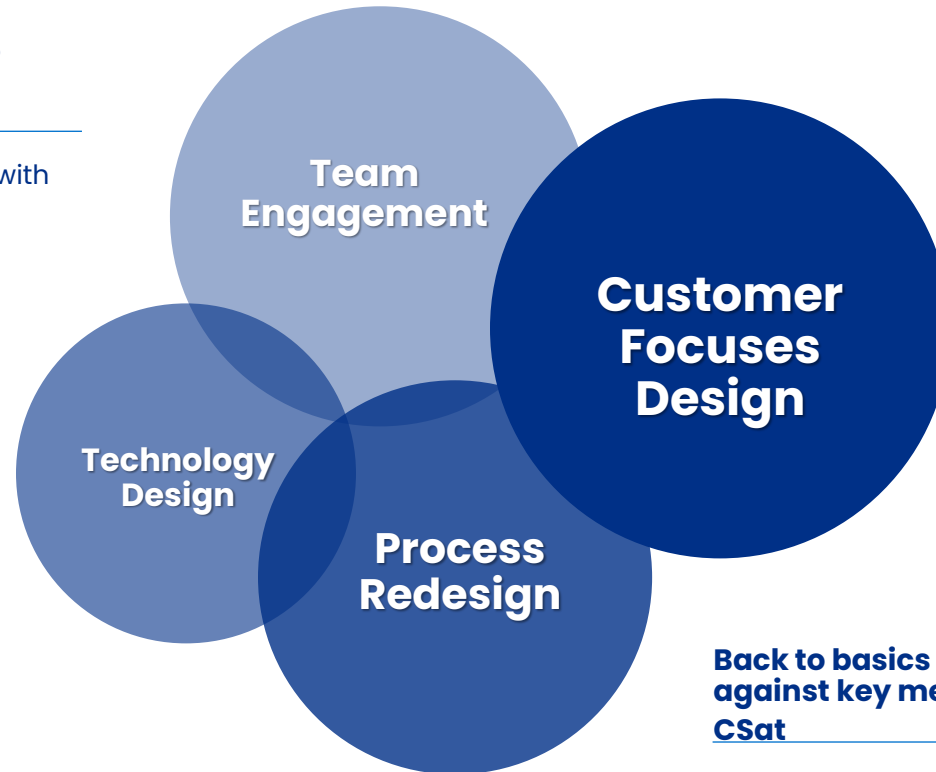
Leveraging Tech Partners

Extensive input from technology partners.

Best practice site visits

Automation 1st

Intuitive design requiring no training



Supplier and Client Workshops

Recognition that customers interface with consumer sites and that the service needs to meet their needs

Back to basics to deliver against key metrics and CSat

Process redesign radically improved KPI's

Case TAT 7+ days to 1 day

Abandoned Rate 25% to sub 5%

We set out with the concept that the service is provided for customers, and they should have significant input into the user interface design and that we should share progress and performance across the full process in real time.

NHS SBS Customer Experience Centre Transformation

500 00 Contacts Per Year via web, e-mail and Phone

18-month Transition from dysfunctional service to customer centric operation.

NPS from -45 to 0 in 12 months

Voluntary Turnover 5%

Sickness 2%

GPTW 70%



63 Team Members

Finalist CCMA (2)

Finalist GENCFO

Salesforce CRM

Calabrio Work Force Optimisation

Trickle Employee Engagement

Amazon Connect Telephone

Client Team, Supplier Team, Transactional Procurement Team, Complaints Team (IT & ES in transition)

Participant Information	What's good with our customer service?	What's not so good ?	what are the pain points or issues in our current customer journey?	What makes a great customer experience? (timely response, personal touch etc) How do you measure it?	Who do you consider gives great customer service and why ?	Mobile or Desktop?	Overall Observations
P1 Anthea Wright Role Details about their role	<div>Staying on top of things</div> <div>Customer support</div>	<div>Not being able to get things done</div>	<div>Not being able to get things done</div>	<div>Timely response</div> <div>Clear and understandable</div> <div>Personal touch</div>	<div>Not being able to get things done</div>	<div>Not being able to get things done</div>	<div>Not being able to get things done</div> <div>Not being able to get things done</div>
P2 Peter Sewell Role Details about their role	<div>Named Contacts & response</div>	<div>Scanning errors</div> <div>Call wait times</div> <div>Supplier interactions & responsiveness</div>	<div>Not knowing status of query</div> <div>Understanding progression with support within the system</div>	<div>Timely informative response</div> <div>Skilled operators answering queries</div> <div>Transparency in query advice</div>	<div>Not being able to get things done</div>	<div>Both</div>	
P3 Matt Lyons Role Details about their role	<div>Not being able to get things done</div>	<div>Invoice Scan errors</div> <div>Invoices matched incorrectly</div> <div>Lack of visibility when considering Notifications</div>	<div>Not being able to get things done</div>	<div>Getting things right first time</div> <div>Detailed, clear responses</div> <div>Ownership</div> <div>Tracability</div>	<div>Not being able to get things done</div>	<div>Both options - dependent on individual performance</div>	
P4 Jane Bennett Role Details about their role		<div>Web form wait times</div> <div>Scanning errors, notes being scanned on as photos</div> <div>Freight change being added to POs</div>	<div>Call ref's not being recognised on me notes</div> <div>Not being able to get things done</div> <div>Not being able to get things done</div>	<div>Timely Response</div> <div>Clear and understanding</div> <div>Trying your best to sort it first time</div>	<div>Clicktravel, always help straight away</div>	<div>Both the different levels of queries, to get things done</div>	
Key Themes informed a Feature	<div>Dashboard - Real time performance and interaction with SSO</div> <div>Report and Analytics</div> <div>Personalised Dashboard - SSO</div> <div>Case Priority & Escalation System</div>	<div>Circle Fusion will reduce which is then invoice processing</div> <div>Integration capabilities</div> <div>Notification or Alert updates</div>	<div>Case Notes Annotation system</div> <div>Quick link redirection</div> <div>Case Tracking</div>	<div>Webchat or Chatbot integration</div>	<div>Webchat or Chatbot integration</div>	<div>Mobile friendly Access</div>	<div>Documentation Management</div> <div>Workflow Integration</div> <div>Calendar Reminder System</div>

Market Research



Shared Business Services

Some Comments and Notes captured

- Easy to read
- Dynamic Form
- Clear information layout
- Multiple contact options
- Suggested keywords based on search
- Return response option
- Query Status
- Categories and Sub-categories
- FAQs strategy to reduce Webforms

The image displays three screenshots of the Waitrose website, each with handwritten callout notes in yellow boxes:

- CONTACT US:** Notes include "Easy to read", "Dynamic Form", "Clear information layout", "Multiple contact options", "Suggested keywords based on search", "Return response option", "Query Status", "Categories and Sub-categories", and "FAQs strategy to reduce Webforms".
- ONLINE ISSUE:** Notes include "Easy to read", "Dynamic Form", "Clear information layout", "Multiple contact options", "Suggested keywords based on search", "Return response option", "Query Status", "Categories and Sub-categories", and "FAQs strategy to reduce Webforms".
- CUSTOMER SERVICE:** Notes include "Easy to read", "Dynamic Form", "Clear information layout", "Multiple contact options", "Suggested keywords based on search", "Return response option", "Query Status", "Categories and Sub-categories", and "FAQs strategy to reduce Webforms".

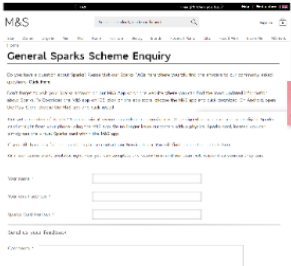
Call out (features, layout , copy, navigation)

Some Comments and Notes captured

- Clean and clear layouts
- More FAQ articles
- Multiple contact options
- Too wordy



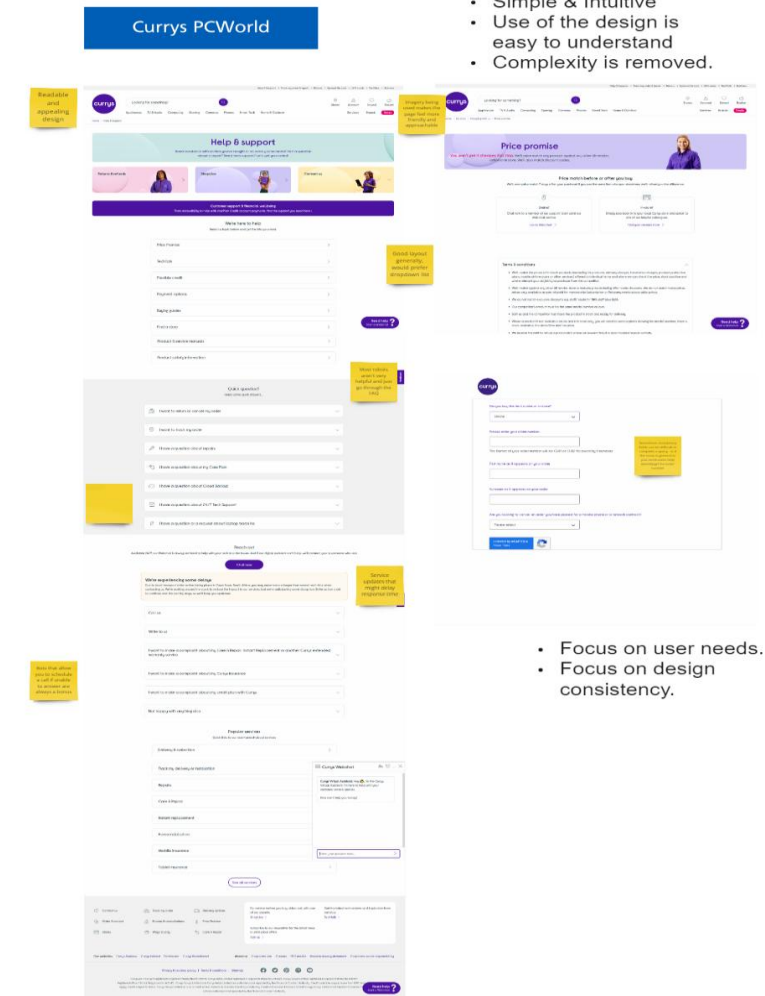
- Designs are easy to learn, make users do their tasks efficiently and effectively.



Call out (features, layout , copy, navigation)

Some Comments and Notes captured

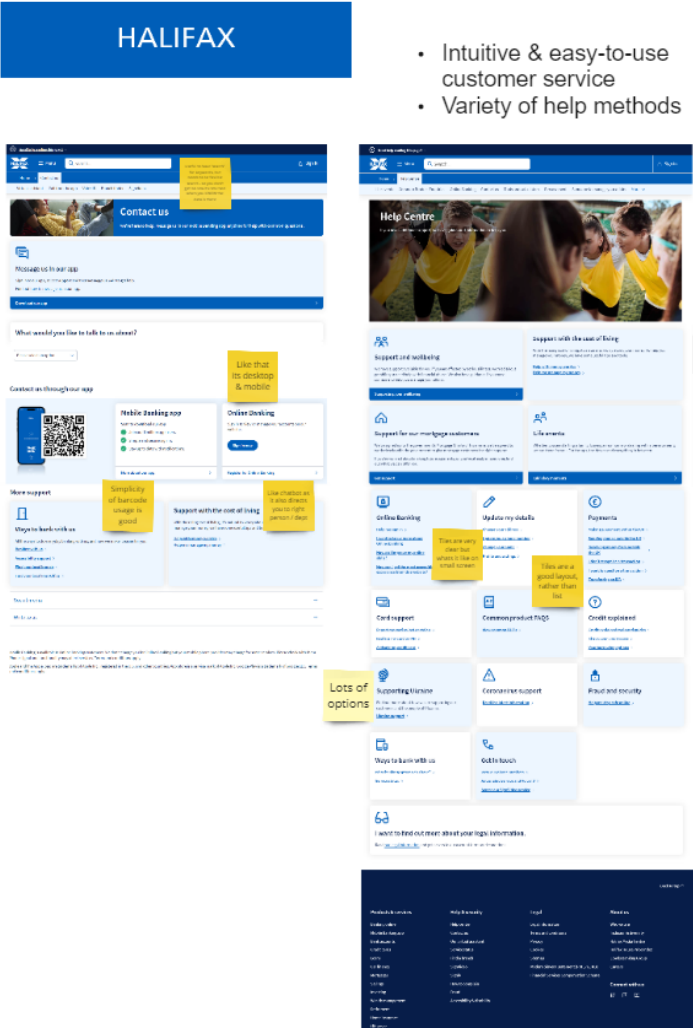
- Easy to read
- Appealing and friendly design
- Imagery and colour used sets a warm tone
- Good use of a dropdown list
- Superficial response with Chat bot
- Dynamic Webform
- Mandatory fields sometimes hinders speed of form sent
- Bots allow to schedule call back
- Alert messages for user awareness



Call out (features, layout , copy, navigation)

Comments and Note Summary

- Search suggestion based on keywords
- Desktop and mobile app options
- QR code instant access to mobile
- Chatbot directs users to the right contact
- Tiles are laid out well



- Intuitive & easy-to-use customer service
- Variety of help methods

Call out (features, layout , copy, navigation)

Service Request

How can we help ?

Please select from one of the following.

On behalf of which Organisation

Test Account



Accounts Payable



Feedback/Suggestions



Account to Reporting



Order to Cash

Frequently Asked Questions

How do we get a refund of an outstanding credit if no further invoices are due?


What do I do, if I have a duplicate invoice in my workflow?


Can I send a purchase order invoice down to NON purchase order route?


Service Request


How can we help ?


Please select from one of the following.


Purchase Invoice



Payment


Supplier Maintenance



eProc System Support




Re-route PO Invoice to NON PO >




Dummy Supplier Match >




Invoice Scan Error >




Manage Interface Rejections >




Onboard Supplier to e-Invoicing >




Invoice or Credit Note Cancellation >



Duplicate Invoice >



NON PO Query >



Re-match Invoice to PO >

Frequently Asked Questions

How do we get a refund of an outstanding credit if no further invoices are due?

What do I do, if I have a duplicate invoice in my workflow?

Can I send a purchase order invoice down to NON purchase order route?

Service Request

[Go back](#) [Clear Form](#)

Can you give us some more information?

Subject *

Supplier Name *

Invoice Number *

Invoice Amount *

£

Description *

Disclaimer

No personally identifiable data relating to patients should be entered.

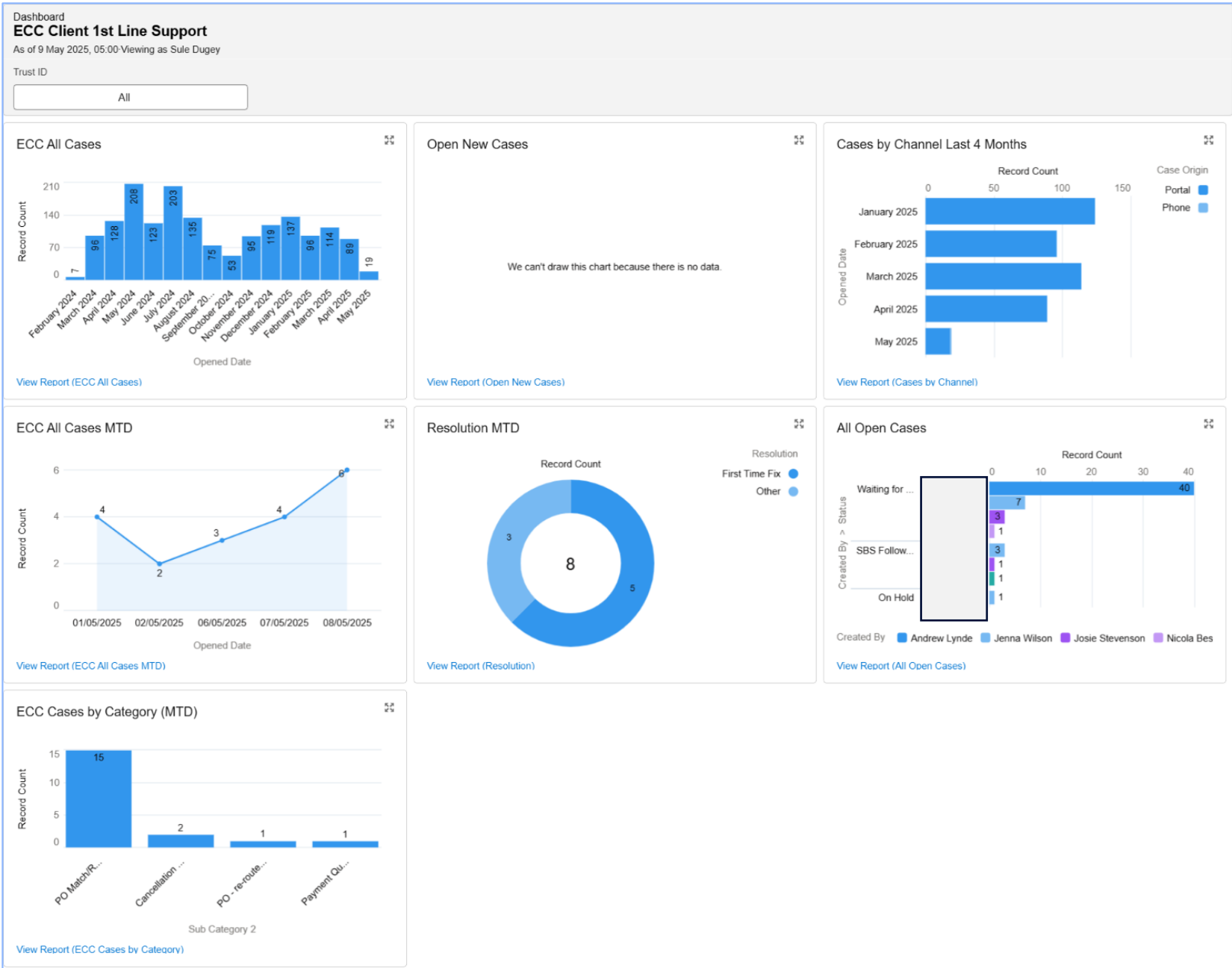
Submit

Discard

Client Dashboard



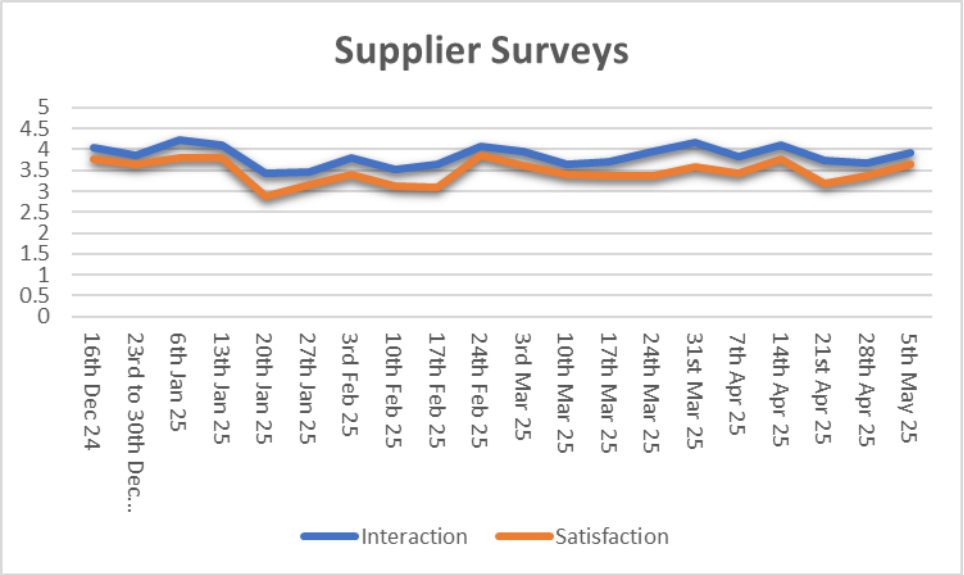
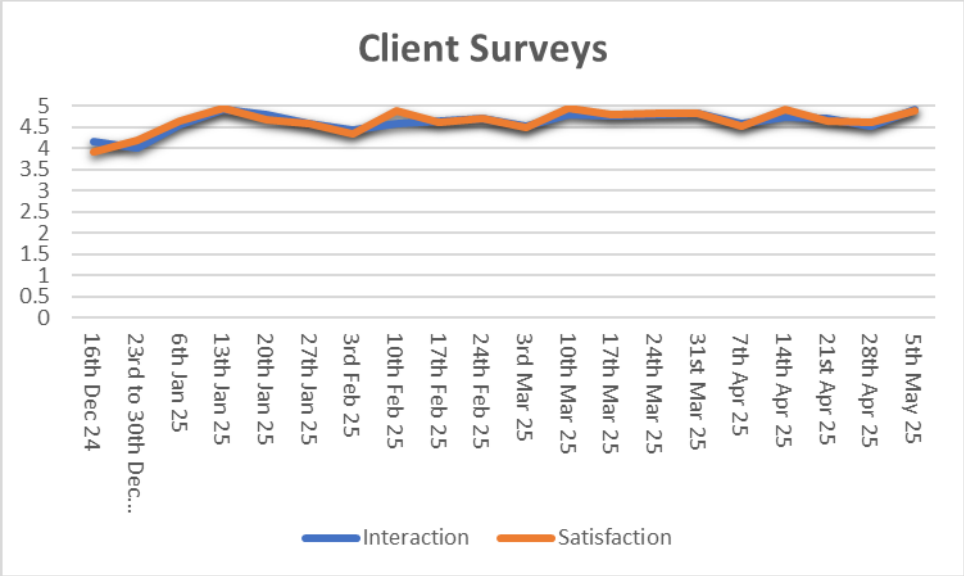
Shared Business Services



Customer Surveys



Shared Business Services



Josie Stevenson, purchasing helpdesk manager at University Hospitals Plymouth said:

“The new SBS One portal is great. It’s already saved my team a lot of time – around 15 hours a week – which we can spend making sure we provide the best possible service to our 11,000 trust colleagues.

“The portal is very user-friendly and intuitive, and we can use it to quickly and easily send requests like PO matching or bulk validations through to agents at NHS SBS. The turn-around time is excellent, and all our requests are responded to within a day. The real-time dashboards are very useful, too – I can get a clear overview of the status of all our requests, and quickly see if anything requires attention.

“I know that more functionality will be coming, including the ability to upload attachments, and for suppliers to be able to access their own version of the portal. I’m pleased that my team have been early adopters of this new technology, and I’m looking forward to seeing it continue to develop.”

[SBS One – captions on Vimeo](#)