



Background

Nottingham University Hospitals (NUH) NHS Trust are based in the heart of Nottingham, providing services to over 2.5 million residents of Nottingham and its surrounding communities. They also provide specialist services for a further 3-4 million people from across the region.

NUH are one of the largest employers in this region, employing around 16,700 people at QMC, Nottingham City Hospital and Ropewalk House; they have 90 wards and around 1,700 beds.

NUH's Private Patient (PP) and Overseas Visitors (OSV) teams primarily liaise with patients and third-party companies to invoice and arrange payment for treatments which aren't by the NHS. Their work also involves liaising with various clinical and administrative contacts in the clinical divisions to establish the services given to patients, finance teams to update the Trust ledger, and with other agencies such as the Home Office to register outstanding debts.

Purpose

With an intention to grow private patient activity, NUH were in need a robust system to support the administrative process associated with service provision. After a competitive process, Tisski won the opportunity to introduce Dynamics 365 Sales and a Private Patient Unit Accelerator – now known as Refer – to NUH.

With the OSV team responsible for supporting the Trust's adherence to legislation on identification and payment for healthcare provided to those ineligible for NHS-funded care, this implementation will fast-track NUH's ability to manage payment processes and debt with ease and report on activity within the Trust promptly and effectively.

Key benefits

By introducing the Refer accelerator, NUH will benefit from:

- Improved efficiency and quality of customer interactions; reduced time per case
- Reduced OSV debt through improved financial management processes
- Reduced number of patient contacts through improved service
- Improved customer satisfaction for private/overseas patients
- Complete and accurate reporting and monitoring of KPIs, particularly for OSV
- Ability to use data to inform PP performance and targeted business planning

