

# Patient and Client Council

**Your voice in health and social care**

## Goods and Services Procurement and Payments Process

September 2013

## **Overview**

The Patient and Client Council (PCC) seeks to manage its payments processes in line with best practice public sector guidance.

## **Business Services Organisation**

The PCC financial services are provided by the Business Services Organisation (BSO) under a Service Level Agreement which is formally renewed by the Chief Executive on an annual basis.

The agreement outlines services for

- Account payments
- Travel payments
- Financial Monitoring
- Final Accounts
- Banking Services
- Management Accounts

Public Sector Bodies in Northern Ireland should manage their purchasing through a Centre of Procurement Excellence. The BSO provides this facility through their Procurement and Logistics Service (PaLS). The Service Level Agreement with the BSO sets out the following PaLS facilities.

- Purchasing services
- Logistic Services

The requirements under the Service Level Agreement can be found in Appendix 1.

The BSO provides its finance services through an online ordering and authorization system called the Finance Process Manger (FPM). Training on all aspects on the use of the system can be found at <http://www.hscelearning.com/bstp/>

### **Authorisation Framework**

The PCC has an authorization framework in place for ordering and payment of goods. The framework sets out the limits delegated to PCC staff to order and pay for goods. This framework is mirrored on the FPM system and includes a division of duty i.e. goods and services cannot be ordered and authorized by the same person.

### **Ordering Goods and Services**

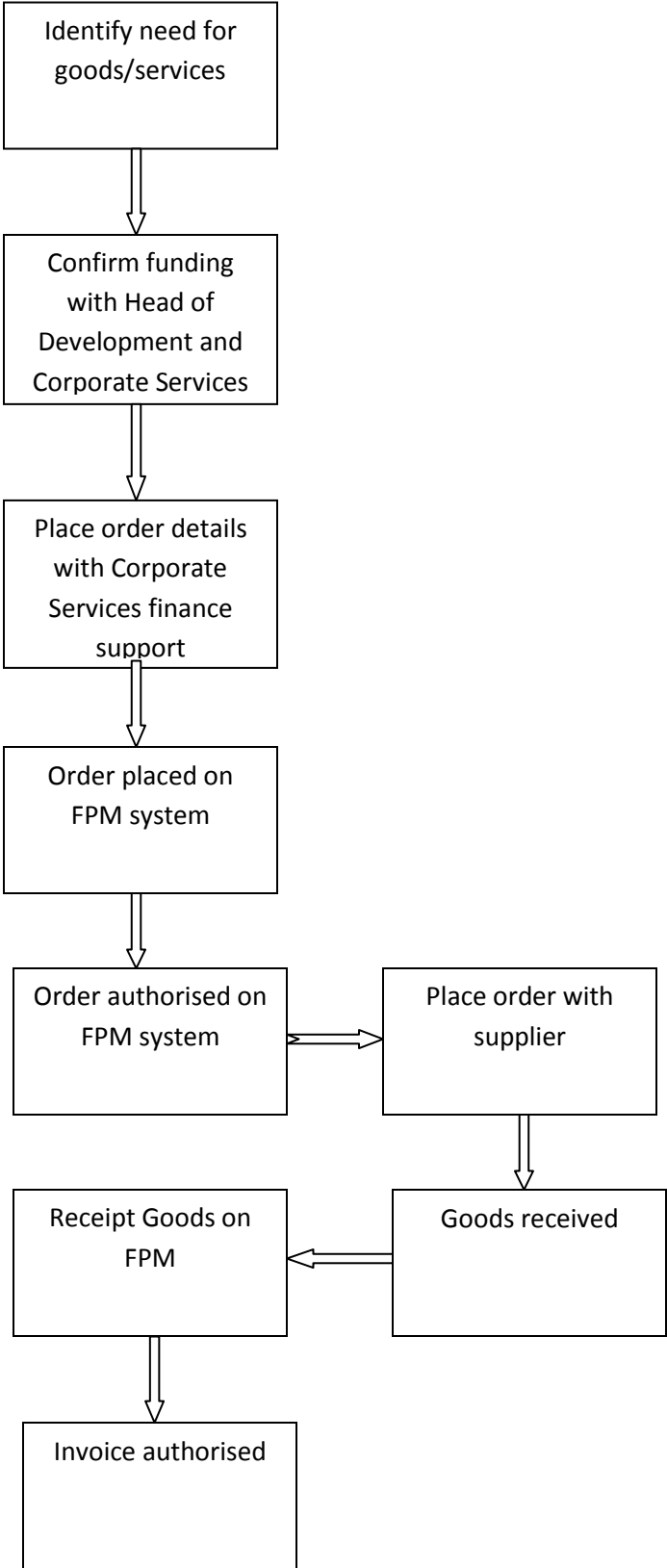
When a need for goods/services has been identified there are a number of steps to follow. These are:

1. Identify the cost of the goods/service and confirm business need with line manager\*. Where possible all suppliers should be part of the PaLS approved suppliers list.
2. Funding for the goods/service should be confirmed with the Head of Development and Corporate Services. In some instances business cases for expenditure may be requested by the Head of Development and Corporate Services in support of the funding allocation.
3. If approved the order details should be provided to corporate service finance support for placement on the FPM system and approval within the Authorisation Framework. Goods and services can then be ordered from the supplier.
4. Once received the goods and services must be receipted on the system.
5. Suppliers are asked to send invoices directly to the BSO for scanning onto the system. Once scanned they are forwarded for payment approval within the Authorisation Framework.

\*There are a number of goods and services which are ongoing operating expenses for the organization, such as utility costs. These do not require individual orders on the FPM system. Wherever possible, goods and services should be placed as an order on the FPM system.

If there are any queries on ordering of goods and services they should be addressed to corporate services finance support or the Head of Development and Corporate Services.

# Procurement flowchart



## Appendix 1:

### **Service Level Agreement requirements for the Patient and Client Council from Procurement and Logistics**

- Provision of a comprehensive, professional purchasing service for non-stock goods and services.
- Purchase an agreed range of goods/services against requisitions authorised by approved signatories in respect of non-stock goods.
- Optimise value for money on goods and services by using available contracts and/or a selection of efficient sources.
- Provide a cost effective and efficient service to the Patient and Client Council.
- Provide advice to the Patient and Client Council on product choice.
- Capture all relative data in respect of purchasing activity – accurate and timely input of information. Records to be retained for audit purposes and Consumer Protection Act Data.
- Provide Patient and Client Council staff with appropriate supplies procedure training.
- Reporting accidents and serious defects in medical products and other supplies in compliance with HN (88) 52 and the Consumer Protection Act 1987 (Product Liability).
- Provide a supplier/product catalogue library and information to the Patient and Client Council.
- Make the appropriate arrangements for the loan of all equipment. In such circumstances suppliers will be required to complete and return a standard form indemnity before the goods are delivered to the facility. This ensures that responsibility for equipment on loan rests with the supplier of the goods and as such the supplier is liable for Product Liability under the Consumer Protection Act. Failure to notify the Regional Supplies Service of proposed requirements before the goods are delivered to the facility will result in the Customer being held responsible and hence liable under Consumer Protection Act (1987).
- Provide a day to day support and assistance to Patient and Client Council.
- Invite and evaluate tenders and quotations in co-operation with Patient and Client Council. Negotiate as appropriate ensuring that all the necessary control arrangements are implemented.
- Liaise with the Finance Payments section of the Business Services Organisation to ensure that arrangements are made for the prompt payment of Suppliers in order that maximum advantage is taken of discounts and special terms.
- Resolve problems associated with the receipt of faulty, incorrect, unsatisfactory equipment or goods and will arrange return/replacement as appropriate.
- Prepare contracts with suppliers for the continuing supply of regularly used goods or services on a call off basis for Customers where Regional/National Contracts are not available.
- Maintain a record of supplier performance on all aspects of service and ensure feedback to customers.
- Provide a comprehensive stores/distribution service for stock commodities in accordance with the distribution arrangement as agreed.
- Pick, issue and deliver stock goods in accordance with process cycles procedure to meet customer requirements against authorised requisitions raised by the Patient and Client Council and input by customer staff.

- Supply stock items to cover emergency requirements within 1 working day of receipt by Customer Helpline of a written or faxed authorised request. (PALS reserve the right to levy a fee of £25 for each emergency issue.)
- Promote the regional rationalisation and standardisation of products held in stock to achieve optimum stockholdings and competitive prices.
- Maintain fixed prices for stock items in accordance with PALS policy.
- Provide to a customer nominated officer on request all relevant C.O.S.H.H. Data Sheets for stock products.
- Packed goods for delivery effectively to ensure good condition during transit and deliver in a timely manner in accordance with agreed delivery cycles.
- Provide customer help line to facilitate the return of goods and handling of queries.
- Supply stock items to cover emergency requirements – timescales/parameters to be agreed with the Customer and PALS Customer Helpline.
- Emergency cover outside normal working hours and at weekends in accordance with PALS procedures