

 **NHS NATIONAL SERVICES SCOTLAND**

# JOB DESCRIPTION

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| **1. JOB DETAILS** |
| Job Title | **Payment Officer** |
| Immediate Senior Officer/ Line Manager | Payment/PV Coordinator |
| Department | Contractor Finance |
| SBU | Finance, Corporate Governance and Central Legal Services |
| Location |  |
| CAJE Reference | NPPCFSG552 |
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| **2. JOB PURPOSE** |
| To deliver an accurate and comprehensive payments service to all Primary Care contractors and all other parties in line with financial regulations and legislation, providing assurance around probity and quality and that activity is properly monitored. |
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| **3. DIMENSIONS** |
| Practitioner & Counter Fraud Services provides services to more than 10,000 primary care contractors and their staff working from 4000 practices across Scotland and to all territorial NHS Boards within Scotland. We manage the registration and primary care medical records for 5.5 million patients and make payments in excess of £2.5bn each year, more than 20% of the Scottish Government’s budget for Health.Our offices are located in four offices across Scotland: Glasgow, Edinburgh, Livingston and Aberdeen and manage a total budget of £800 million per annum to General Medical Practitioners for Primary Care services provided to the patients of Scotland, approximately £1.3 billion payments to Primary Care dispensing contractors, £400m for General Dental Services and £100m for Optometry.The patient population served is the whole of Scotland, some 5.5 million patients as registered on the national patient registration and identification databases. Approximately 440,000 medical record transfers are carried out annually with approximately 1.8 million updates and changes to the national CHI patient database. We process and validate more than 100 million clinical and financial transaction items a year from across primary care settings to strict data quality, accuracy and timeliness performance targets. We approve complex dental treatment and provide quality reports of treatment outcomes. Queries/issues/complaints can come from patients and other customers receiving these services which in many cases will escalate to this post for investigation and resolution. We deliver our services in a highly audited system with external audit and ISO accreditation. |

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| **4. ORGANISATION CHART** |
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| **5. ROLE OF THE DEPARTMENT** |
| The Practitioner and Counter Fraud (P&CFS) Strategic Business Unit (SBU) validates, authorises and makes accurate payments and patient registration for NHS Services to Scotland’s GPs, dentists, community pharmacists, dispensing doctors, appliance suppliers, stoma providers and optometrists, processing and checking millions of claims every month. The SBU works to deter and detect fraud both inside the NHS and beyond, coordinating awareness campaigns and leading investigations. The SBU also provides a full range of conference, events and committee services.Within the SBU, the Contractor Finance function is responsible for providing accurate and timely payments to GP practices, dentists, community pharmacies, dispensing doctors, appliance suppliers, stoma providers and opticians.Contractor Finance validates, calculates, processes, reviews and verifies payments from 100s of millions of transactions and is responsible for the checking, validation and approval of Global Sum calculations for all Scottish GP practices.Contractor finance is also responsible for checking, validating/forecasting and approving CNORIS Claims and validation/payment of Scottish Infected Blood Support Scheme (SIBSS) Claims. In addition Practitioner Services provide advice to practitioners, their staff and financial advisors, financial and statistical information to NHS Boards and for information and returns required by the Scottish Public Pensions Agency of the Scottish Government.The four regional offices, based in Edinburgh, Livingston, Glasgow and Aberdeen, provide a full range of support activities in relation to General Medical Services, Community Pharmacies, dispensing doctors, appliance suppliers, stoma providers, high street Opticians and dentists providing General Dental Services in Scotland and to all NHS Boards. |
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| **6. KEY RESULT AREAS** |
| 1. Calculate process and reconcile the payment requests in an accurate and timely manner for NHS Boards and contractors. Update the appropriate system and provide payment verification assurance in line with financial procedures/regulations and legislation.
2. Completes complex ad hoc calculations and analysis throughout the month for all payments to contractors, NHS Boards, members of the public and to be processed, e.g. maternity payment calculation / locum contractors
3. Deal with payment and financial enquiries and deal sensitively and confidentially. This is with contractors, patients and colleagues; this includes communicating with contractors, members of the public and NHS Boards providing appropriate feedback and solutions and advice on a daily basis over the telephone or email.
4. Investigate and analyse payment trends. This involves the analysis of data and the preparation of documentation for payment verification purposes and taking necessary follow up action eg obtain explanations on prescribing pattern or where necessary participate in a practice visit as directed and recover overpayments.
5. Setting up new contractors/customers details and verify all inputs for accuracy within the finance system and ensuring all records are maintained and stored in line with data protection standards and information governance on a daily basis
6. Assist in the planning of the Annual payment verification programme according to the schedules set out by the Scottish Government in line with regulations to provide assurance to NHS Boards. This involves planning of what will be looked at during random and non random sampling which may include a visit, and provide all necessary support to the clinician responsible for accessing patient records. The post holder is also required to provide face to face verbal feedback to the practice in relation to any corrective action deemed necessary, and to prepare a written report for both practice and NHS Board detailing the findings of the visit.
7. Ensures procedures for security and confidentiality of data are maintained and that all regulations and NSS policies are adhered to, e.g. data protection. The post holder will review current operating procedures/ quality process documentation suggesting improvements to working practices for more effective delivery of the service.
8. Produce routine and ad-hoc reports from excel and system reporting tools and prepare the production of quarterly management reports for NHS Boards, which covers all aspects of payments/payment verification work undertaken, including annual risk assessment.
9. Provide constructive feedback and guidance to new staff, and advise the Payments / PV Coordinator of any resultant outcomes with regards to training and development.
10. Carry out training with less experienced team members on a regular basis including some delegation of work and monitoring of staff as required.
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| **7. ASSIGNMENT AND REVIEW OF WORK** |
| The post holder is required to work independently, prioritising their own workload, delegating tasks to staff, making judgements in relation to the daily workload. They will also make decisions on validity of payment claims and analyse financial data on a daily basis. The post holder will demonstrate their ability to work autonomously using their own initiative without supervision and only ask line manager for response to more unusual queries. Performance is reviewed in accordance with NSS policies.  |
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| **8. COMMUNICATIONS AND WORKING RELATIONSHIPS**The post-holder will work and be in contact with members of staff across the various groups within NSS / P&CFS, and as such comprehensive verbal communication and excellent interpersonal skills are essential.Face-to-face communication with staff on a daily basis for work related tasks, delegating work and monitoring of staff as required and any other aspect of staff management.Indirect communication via, email, and telephone with all levels of staff within P&CFS, NHS Boards, Contractors and members of the public. This will involve providing verbal and written information to staff, Contractors, Practice Staff, patients and accountants and auditors on payment/payment verification queries and procedures.**Internal**Regular contact with all levels of P&CFS and NSS staff.**External**Contractors NHS BoardsPractice StaffAccountantsExternal Third Party Bodies eg SPPA, AuditorsGeneral Public and scheme Members of Scottish Infected Blood Support Scheme (SIBSS) |
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| **9. MOST CHALLENGING PART OF THE JOB**  |
| Ensuring that all claims and payments are processed in accordance with complex payment regulations in an accurate and timely way, and that audit safeguards are met. Ensure that a strong focus on quality and probity is applied to all work, whilst adhering to the reporting schedule.Ensuring that all contractor payments are finalised and payment statements are issued within the very tight timescales set out by legislation. This involves very close attention to detail and high level of concentration.Remaining as flexible as possible in relation to ever changing legislation, payment systems and procedures.Remaining Professional at all times, for example when dealing with difficult/emotional or abusive patients who have controversial medical issues in relation to SIBSS (Scottish Infected Blood Support Scheme).Where practice visits are carried out, they are undertaken in a strict/consistent manner to the highest professional standards, as representing NSS, within an environment that can, at times, prove to be challenging. |
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| **10. Systems** |
| * Knowledge of Microsoft Excel/Word/ PowerPoint and Visio for the production of correspondence, reports, analysis and manipulation of data.
* Work with, store and transmit data in accordance with data protection, freedom of information and principles of confidentiality.
* Knowledge of Business Objects and Discoverer database reporting tools to create and run reports for analysis and data manipulation.
* The post holder will be required to develop a detailed knowledge of bespoke P&CFS payment systems
* E-mail for every day internal and external communication
* Intranet/Intranet to research and locate information
* Working knowledge of remote access systems to maximise productivity when working flexibly in other locations
* Working knowledge of payment systems, Cedar eFinancials, SSTS, eExpenses and PECOS to ensure effective revenue budget management and payment are made
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| **11. WORKING ENVIRONMENT AND EFFORT** |
| **Physical Effort** |
| Daily requirement for sitting at workstation and inputting financial data for substantial periods of time, with appropriate breaks. |
| Mental Effort |
| Frequent concentration required when inputting and checking financial data and audit trails to ensure correct payments and ledger codes are produced.The inputting of financial information using precise keyboard skills to produce accurate outputs.The post holder’s day may be varied as they may need to change from one activity to another to respond to enquiries from contractors, members of the public and NHS Boards. |
| **Emotional Effort** |
| The post holder may occasionally take and have to deal with abusive/sensitive in nature calls. Patience is required when dealing with these situations coming from members of the public/patients, contractors and NHS Boards. i.e. when dealing with members of the public in relation to the Scottish Infected Blood Support Scheme the callers will be distressed after only recently finding out they have been infected by contaminated blood from the times before strict criteria of blood for transfusion was set out. |
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| **12. ENVIRONMENTAL / WORKING CONDITIONS & MACHINERY AND EQUIPMENT** |
| Office environment – generally modern open-plan.Office conditions, exposure to unpleasant conditions is rare, works with VDU for significant proportion of working day and also frequent use of telephones, laser printers, photocopier. Work from home and off site on a regular basis with use of laptop computer.Machinery & Equipment* Personal Computer/Laptop
* Mobile phone
* Printer
* Photocopier
* Presentation projectors
* Video conferencing and voice conferencing systems
* Document Shredder
* Document Scanner
* Telephone
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| **13. QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE POST** |
| **Qualifications**The post holder will be educated to HND level, preferably in a finance/computer related discipline or have experience in a related environment.**Experience, Knowledge and Skills*** Good communication skills with the ability to present information logically in both written and oral forms and deal with people at all levels with tact and diplomacy in a professional manner.
* Good working knowledge of Microsoft Office suite of IT packages.
* Organise, plan and participate in the Annual practice visits programme according to the schedules set out by the Scottish Government in line with Payment Verification Protocol Regulations to provide assurance to NHS Boards and Scottish Government.
* Planning and organisational skills including managing their own time, planning of work in line with tight and continually changing deadlines set down by legislation and financial instructions.
* Ability to train staff and delegate tasks when required
* The post holder will demonstrate their ability to work autonomously using their own initiative without supervision.
* Deal confidently with data in line with data protection, operating procedures and information governance.
* Knowledge of Microsoft Office applications (See systems) for analysing financial data, inputting financial information accurately, preparing reports and for retrieval and storage of data.
* Knowledge of Reporting tools for financial data analysis
* Experience and knowledge of the NHS Finance process and related systems
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| **14. JOB DESCRIPTION AGREEMENT** |
| A separate job description will need to be signed off by each postholder to whom the job description applies. |
| Postholder Signature: |  | Date: |  |  |
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| Postholder Print: |  |  |  |  |
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| Manager Signature: |  | Date: |  |  |
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| Manager Print: |  |  |
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| Manager Title: |  |  |
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| HR Stamp: |  |  |
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