

**Payment process for the provision of GUM services to residents of Tower Hamlets**



**Period covered:**

1st April 2014 to 31st March 2015  
 1st April 2015 to 31st March 2016  
 1<sup>st</sup> April 2016 to 31<sup>st</sup> March 2017

**Classification:**

Unrestricted

<b>Officer contact</b>	<a href="mailto:Chris.lovitt@towerhamlet.gov.uk">Chris.lovitt@towerhamlet.gov.uk</a>
<b>CSU Office contact</b>	<a href="mailto:Pat.howley@nelcsu.nhs.uk">Pat.howley@nelcsu.nhs.uk</a>
<b>Backing data contact</b>	<a href="mailto:NELCSU.ASH-SH@nhs.net">NELCSU.ASH-SH@nhs.net</a>
<b>Wards affected</b>	All wards

1) You **must** already be registered with the councils R2P system- no other payment mechanism is available. More details of the R2P system is available here

[http://www.towerhamlets.gov.uk/ignl/business/tenders\\_and\\_contracts/requisition\\_to\\_pay\\_r2p.aspx](http://www.towerhamlets.gov.uk/ignl/business/tenders_and_contracts/requisition_to_pay_r2p.aspx)

2) Providers must submit backing data–within 1 month of the end of the reporting period. This is essential to enable services provided to be validated and invoices processed promptly.

3) The backing data report must contain the following:-

- a) Provider Code
- b) Local Authority name
- c) LSOA11 code - using the LSOA coding method. LSOA will determine which locally authority should bear the costs when partial postcode is a fringe (sharing more than one LA)  
 (Lower Layer Super Output Area (LSOA) information can be found on [http://www.datadictionary.nhs.uk/data\\_dictionary/nhs\\_business\\_definitions/lower\\_layer\\_super\\_output\\_area\\_de.asp](http://www.datadictionary.nhs.uk/data_dictionary/nhs_business_definitions/lower_layer_super_output_area_de.asp) )
- d) Partial Postcodes - This needs to be the first part of the postcode and the first digit after the space ( E1 8AB = E1 8, IG11 7ND = IG11 7)
- e) POD (Point of delivery) -Type of activity (e.g. First, Follow up, etc.....)
- f) Activity.
- g) Total charge in accordance with the financial terms issued by LBTH for prevailing year- **please note the terms for 2016/17 have changed**

- h) HRG4 - Where applicable
- i) Speciality code – This will be the actual treatment code - please note that LBTH will pay for First and Follow Up attendances only. Any other treatments would not normally be paid
- j) Appointment date.

An example of the backing data report is:-

Provider Name	Provider code	Local Authority Name	LSOA11 (Postcode)	Partial Postcodes	POD	Activity	Total Charge £	HRG4	SPECIALTY CODE	Appointment Date
NHS XY	R123	Timbuktu	E01033482	E10 9	OPFA	1	125	FZ27B	360	DD/MM/YYYY
NHS XY	N123	Timbuktu	E01034802	IG11 7	OPFU	1	113.05		360	DD/MM/YYYY

- 4) The backing data report in this format must be sent to [NELCSU.ASH-SH@nhs.net](mailto:NELCSU.ASH-SH@nhs.net)  
This is the accredited safe haven email address set up to ensure the secure transfer of data for all GUM activity data for Tower Hamlets.
- 5) Please note the LSOA11 data can be downloaded from <https://geoportal.statistics.gov.uk/geoportal/catalog/main/home.page> search for ONSPD. This will take you into the LSOA results then select the latest postcode directory
- 6) In the event of any discrepancy the CSU will contact you to highlight where the backing data has not passed validation.
- 7) Once the CSU have validated your backing data please contact [diane.harvey@towerhamlets.gov.uk](mailto:diane.harvey@towerhamlets.gov.uk) who will issue you with a purchase order number.
- 8) Invoices should contain the following information:-
  - Date of invoice, tax point.
  - Supplier company name and contact details in case of a query.
  - The valid purchase order number provided by the Council taken from the order we have emailed or otherwise sent to you. Please note that if a valid purchase order is not quoted, the invoice may be returned unpaid and payment will
  - The agreed charges
  - Any applicable tax element, e.g. VAT, separately identified.
  - Confirmation that the services detailed have been fully performed
- 9) It is Council policy not to part pay invoices. If you “over” invoice, the invoice will not be paid and you will be asked to issue a credit note. When we have processed the credit note the invoice will be paid.

10) Requests for payment **must** follow payment mechanism and fully supply requested backing data- failure to do so will lead to a rejection of invoices.

11) Any correspondence in relation to an outstanding invoice **must** confirm the following:-

i) provider is registered on R2P system

ii) supporting backing data has been sent to [NELCSU.ASH-SH@nhs.net](mailto:NELCSU.ASH-SH@nhs.net)

iii) prices are in accordance with LBTH prevailing terms for the relevant year ie 2014/15 or 2015/16

iv) PO number was quoted on the invoice

v) Invoice was sent to London Borough of Tower Hamlets, PO Box 4486, 345 Edinburgh Avenue, SLOUGH, SL1 0UD

Failure to confirm i-v) will result in a standard response requesting necessary steps are taken in relation to published terms.