

FOI REF: 24/003

Eastbourne District General Hospital

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30<sup>th</sup> January 2024

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## FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

**I am writing to make a request for information relating to the Accounts Payable team capabilities and protections against fraud, errors, duplicates and compliance.**

- 1) **Does the authority share accounts payable or procurement functions with another authority or shared service function? If yes, who?**

No.

- 2) **Which ERP system is used by the authority (e.g. Oracle, SAP, Advanced, Civica)?**

Capita Integra/Centros.

- 3) **Please state the total number and value of supplier transactions (invoices and credit notes) processed by Accounts Payable in the last financial year?**

111,161 invoices value £273,117,614.78.

- 4) **Does the authority utilise any 3rd party software to identify or protect against supplier payment errors (including duplicate, erroneous payments or potential fraud) before payment is made?**

We do not use any software prior to payment, but we use Liaison Financial to carry out duplicate payment reviews periodically.

- 4a) **If yes, please state the name of the software, the engagement date, the current contract end date and the annual value of the contract awarded to the external organisation (or total value and contract length).**

Not applicable.

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- 5) **Does the authority utilise any 3rd party or 3rd party software to identify historical payment errors (including duplicate, erroneous payments or potential fraud)?**

The Trust engages an external counter fraud provider (RSMUK) who may conduct proactive reviews to identify any historical payment errors as part of their annual work plan, however this has not been conducted in the financial year 2022/2023 (since taking responsibility for the contract).

Liaison Financial carry out duplicate payment reviews periodically (every two to three years).

- 5a) **If yes, please state the name of the software or partner, the engagement date and the current contract end date and frequency of engagement (if not continuous.) Please also provide the contract value or terms of engagement (if not a fixed fee).**

Liaison Financial were commissioned 17/11/23 to carry out a review for the period M4 20/21 to M4 23/24 on a no win no fee basis.

- 5b) **Please provide the value of monies recovered by the software or partner for the most recent financial year.**

Potential recovery of £108,826.93 claims still being worked on.

- 6) **Does the authority utilise any 3rd party or 3rd party software to reconcile supplier statements and identify overpayments or unclaimed credits on a regular basis?**

A third party is not utilized for these areas, they are completed in-house by the accounts payable team.

- 6a) **If yes, please provide the name of the provider/software and a brief description of frequency/level of support.**

Not applicable.

- 6b) **Please provide the current contract end date and the annual value of the contract awarded to the external organisation (or total value and contract length).**

Not applicable.

- 7) **Does the authority make any checks, either directly or via any 3rd party or 3rd party software to identify sanctioned suppliers, both directly and indirectly owned, within the supplier master file?**

No checks done in Finance Accounts Payable as suppliers have already been set up for creation of the order.

**7a) If yes, please provide the name of the provider/software and confirm the frequency of checking.**

Not applicable.

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, you have the right to request an internal review. Please write to the Freedom of Information Department ([esh-tr.foi@nhs.net](mailto:esh-tr.foi@nhs.net)), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF

Telephone: 0303 123 1113

Yours sincerely

Linda Thornhill (Mrs)  
Corporate Governance Manager  
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