

Our Services

Personally Administered Items Reimbursements Review

We will undertake a comprehensive review that will identify how much the surgery is under-claiming for Personally Administered Items (PAI), enable a retrospective claim to be made for missed income, and recommend the steps needed to maximise the future realisable reimbursement income.

Approach

Step 1: Data Collection

We will discuss with the Practice Manager their concerns and then make sure we fully understand how the surgery currently operates. We will take copies of the last 12 months:

- Purchase invoices
- F34PD and FP10 returns
- Open Exeter statements
- Information on clinical system searches

Step 2: Analysis of Personally Administered Items

We will reconcile every personally administered item that is purchased with payments received to ascertain which items are being missed and the resultant lost income.

We will analyse the practice processes and prepare recommendations on how to streamline to maximise efficiency and income.

Step 3: Recommendations and implementation

We will spend a day in the practice to present our report and then work with your team on the implementation of our recommendations. This will include:

- The list of claimable items
- The shortfall in income, and the items missed

" It is refreshing to work so closely with such skilled, motivated and professional people"
- Christina Cleworth, Portsdown Medical Group

- Changes needed to clinical systems to ensure all items claimed
- How to complete the FP34 and FP10 returns
- How to interpret and use the NHS Information Service Portal and Open Exeter report
- How to reclaim retrospectively

Benefits

- Income will be immediately increased
- Missed income can be claimed retrospectively
- Improve processes will result in smoother operations and less stressed staff
- Greater control will ensure any future issues are spotted before income is impacted

The financial benefits vary greatly between practices, but all have been able to increase income well in excess of the cost of the review, usually many-fold.

Additionally, practice staff have expressed their relief at understanding the process and being in control.

Cost of Review

Our fee is based on the list size of the surgery and scope of the review. Prices below are indicative and will be confirmed before we commence.

Patients	Prices from (+VAT)
5,000	£1,400
7,000	£1,600
10,000	£2,000
15,000	£2,500
20,000	£3,000
> 25,000	POA

Prices as at Nov-18

About Ash Lane Consulting

We deliver systems, advice and training to dramatically improve the business performance of GP surgeries. We are the leading experts in the recovery of unclaimed income for Personally Administered Items. We are licensed Associates of The Surgery Network and utilise their unique business platform to streamline processes and reduce costs. To find out more contact us on 01749 841430 or email info@ashlane.co.uk

The Surgery Network

Examples of our work

34,000 patient practice

The Practice Manager attended Ash Lane's PAI workshop, at which he realised it was highly likely the practice was missing out on PAI income. We undertook a review and identified **over £5,000pa was unclaimed**. We worked with the practice team to immediately start to claim for over 500 items that resulted in a **retrospective claim of over £15k**.

"Without Ash Lane's help we would never have achieved the end results, which have far outweighed the costs"

32,000 patient practice

This multi-site practice was a result of a recent merger so PAI processes varied between sites and were not well understood. We identified items that had been missed and the patients so a retrospective claim could be made. We **implemented streamlined processes to ensure that items were claimed** in the future. The resulting **PAI income was increased by over £3k per annum**, and a significant back-claim was also submitted.

14,600 patient practice

A PAI review was conducted in late 2015. Items and processes were improved and as a result the most recent financial results showed an **increase in PAI income of £22,100**. This increase in income was as a result of:

- Retrospective claims
- Changing the processes within the surgery to ensure all items were claimed
- Purchasing items which were profitable to the surgery

5,300 patient practice

We worked with the Practice Manager to **provide greater control over PAI processes and ensure everything was being claimed**. We introduced checks to enable the PM to know that the monthly claims are correct.

"Ash Lane undertook an extensive review of our PPA work and gave very helpful feedback and advice. They have a great depth of knowledge and communicated this very well. "

43,000 patient practice

As the practice were members of The Surgery Network, we were able to conduct a simplified PAI review and then worked in practice to ensure that the staff had an understanding of the systems and processes. **As well as delivering efficiency improvements we were also able to retrospectively claim £20k**.

"Ash Lane analysed our PAI income and implemented PAI processes to ensure items were not missed. The financial impacts (from both increased income and reduced costs) have been substantial"

28,000 patient practice

The practice used a medical accountant who was aware that the PAI income was very low and recommended Ash Lane. We identified that the practice were:

- paying too much for items
- not claiming for all items

This resulted in a significant loss being made each year. Ash Lane implemented changes, including training practice staff. **To date, over £60k of missed income has been recovered, plus £30k per year increase in future income**.

20,000 patients practice

The surgery was doing well financially with a PAI income of over £7/patient but didn't feel they understood the process and wanted to be in control. The PAI review found a further £2k of income per annum that had been missed. **The workshop, process improvements and implementation of The Surgery Network have ensured controls are in place** and annual reports will ensure that the surgery are able to track their PAI income and profit.

"With Ash Lane's help, we have for the first time been able to fully reconcile payments received from the PPA with px claims submitted. Ash Lane have an in depth knowledge of general practice and I would highly recommend their services."
- Andrew Ball, Practice Manager, Glastonbury Surgery