

NHS Wales Shared Services Partnership

About us

NHS Wales Shared Services Partnership (NWSSP) is an independent organisation, owned and directed by NHS Wales.

NWSSP is hosted by Velindre NHS Trust. NWSSP supports NHS Wales through the provision of a comprehensive range of high quality, customer focused support functions and services.

Our aim is to support NHS Wales by operating a dedicated shared services organisation with a distinct identity, which:

- Shares common operating standards in line with best practice
- Has sufficient scale to optimise economies of scale and purchasing power and improving quality
- Has an excellent customer care ethos and focus on service quality.

We have over 4000 staff across Wales with 5 regional offices and around 27 satellite locations across Wales.



Vision & Mission



Our Vision

To be recognised as a world class shared service through the excellence of our people, services and processes



Our Mission

To enable the delivery of world class Public Services in Wales through customer-focus, collaboration and innovation

NWSSP Core Values

1 Listening and Learning



2 Working Together



3 Taking Responsibility



4 Innovating



S H I P

NWSSP Services

Our Services

Our services are provided through Divisions. An overview of each Division is given overleaf.

Providing excellent customer service is at the heart of service delivery to individuals and communities. NWSSP is committed to creating and developing a positive approach to customer service in which we strive to consistently exceed the expectations of our customers and create an environment within which customer service is a core component of the management and delivery of services.

To help us in ensuring continuous development of our services to meet user needs, we review performance with our customers through ongoing dialogue and individual performance reports with each Health Board and Trust.

We are a dedicated organisation that supports the statutory bodies of NHS Wales through the provision of a comprehensive range of high quality, customer focused support functions and services.



NWSSP Services



Audit and Assurance Services – provide audit and assurance services to all health organisations in Wales



Central Team e-Business Services – centrally manage and support the All- Wales Financial Ledger systems



Counter Fraud Services - lead on work to identify and tackle Economic Crime including Fraud, Bribery and Corruption in NHS Wales



Digital Workforce Solutions – manage the strategic electronic staff record (ESR) and workforce system programme



Employment Services – pay salaries and expenses and support the safe and timely recruitment of new staff.

NWSSP Services



Health Courier Services – provide a wide range of courier services to hospitals, community services, health alliances, local health groups and General Practitioners



Legal and Risk Services – provide legal advice for all of the health bodies in Wales



Primary Care Services - provide a wide range of services to GPs, community pharmacies, dentists, opticians and appliance contractors



Procurement Services – we source, contract, order and pay for the goods and services which the NHS needs everyday



Single lead employer – provide a workforce service to GP Specialty Registrars and Medical & Dental training groups as they undertake their training across NHS Wales.

NWSSP Services



Student Awards Services - manage the NHS Wales Bursary Schemes, which provide funding for healthcare students on NHS funded courses in Wales



Surgical Medical Testing Laboratory - test medical devices to make sure they are safe and develop standards for manufacturers to comply with



Specialist Estates Services - we provide advice and support to help NHS Wales provide modern, safe and efficient buildings and facilities



Welsh Risk Pool - manage financial risk arising from negligence claims or other losses through a pooled fund arrangement





Highlights of 2020-2021

Delivered **£134 million** worth of **professional influence savings**

652,000 orders processed totalling **£932 million**



574,000 ophthalmic claims forms scanned and processed



Supported the Covid-19 response through set up and running of Field hospitals and vaccination centres



Developed and implemented the Locum Hub Wales and the All Wales Locum register

Achieved a statutory and mandatory training compliance of above **85%** for our staff



£1.23 billion of payments to NHS Wales Contractors by Primary Care Services



99.60% payroll accuracy rate



Over 800 laptops and secure tokens deployed

Implemented an All Wales Jobs Board to highlight Covid-19 posts



39 million prescription forms scanned and processed

Number of staff set up to use soft phones increased by 350%



100% student bursary applications processed in less than 20 days



NWSSP & the Environment



NHS Wales Shared Service Partnership is committed to managing its environmental impact, the organisation's carbon footprint and increasing its sustainability.

As part of this wider organisational commitment, NWSSP is required by Welsh Government, along with other NHS Wales organisations, to achieve and maintain the ISO 14001 certification across sites.

The ISO14001 Standard sets a basis for how to manage the environmental aspects (positive and negative) of business activities more effectively, while taking into consideration environmental protection and pollution prevention.