

Update for Practice Finance Event

30 January 2018

NHS England Premises Team

London Premises Team

- A London wide team based at Skipton House
- Responsible for:
 - Receiving, checking and collating claims for reimbursement of rent, business rates and water rates.
 - Coordinating practice rent reviews.
- Consists of 7 staff:
 - 4 organising and clearing the outstanding files and documents passed over by the old PCSE teams.
 - 3 processing reimbursement claims and rent reviews.

Contacting the Premises Team

- Any issues relating to premises reimbursements or rent reviews should go in the first instance to the Premises Team.
- Contact is via the relevant generic inbox for your area:

England.gpreimbursementncl@nhs.net

England.gpreimbursementnwl@nhs.net

England.gpreimbursementswl@nhs.net

England.gpreimbursementsel@nhs.net

England.gpreimbursementnel@nhs.net

Rent Review Backlogs

- To date the team have processed premises files for four of the five London STP areas: NWL, NEL, NCL, SWL. They are in the process of retrieving the files for SEL
- The review process includes:
 - Reviewing and scanning documents
 - Compiling a database.
 - Contacting practices identified as due a review, requesting completion of a CMR form.
 - Instructing District Valuer to conduct outstanding valuations. (The DV usually responds to these instructions with 6 weeks.)
- The backlog team have also been clearing queries from practices relating to rent reviews and have successfully managed to respond to all outstanding queries.
- Rent reviews may not currently be necessary for practices in NHSPS, CHP and NHS Trust owned properties.

The Claim Process for Premises Reimbursements

- **Practice:**
 - Collates documentation and completes a claim form.
 - Emails claim form and backing documentation to the generic email address.
 - Rent claims should match agreed CMR and include VAT if this is payable to the landlord.
- **Premises team:**
 - Checks and records claims, up until 15th.
 - Passes validated list of claims to finance for inclusion in monthly payment schedule.
- **Finance team** pass payment details to PCSE (Capita) by end of month.
- **PCSE (Capita)** update Exeter and payment is generated in next contract payment run.

Premises Reimbursements

- Local London process
- Practices make claims for reimbursement of rent, business rates, water rates and clinical waste via the generic email addresses
- Monthly deadline – for payment in a particular month a claim must be received by 15th of the previous month. Eg a claim received by 15th February will be paid in practice's normal contract payment run in March.
- Reimbursements can be set up for automatic monthly payment based on one annual claim.
- If monthly is not appropriate then practices need to decide when to claim and take into account the 15th of the month deadline.
- Very high value rents can be claimed in advance of payment. Where this is agreed, practices are expected to ensure that the reimbursement is passed onto their landlord in an acceptably timely manner.

Backing Documents

- A manual process without automation.
- Good backing documents and well completed claim make the process more efficient.
- Business rates, water rates and clinical waste
 - Invoices
 - Payment evidence
- Rent
 - Invoice from Landlord, provides evidence of rent amount and VAT paid if relevant.
 - Copy of notification of CMR, if agreed reimbursement value is less than or greater than the rent charged by Landlord.
 - Payment evidence

NHS PS and CHP tenants

- Practices should follow the same premises reimbursement claim process.
- Claim forms must show separate figures for rent, business rates, water rates and clinical waste.
- Management fees - reimbursement is not handled by this local process.
- Backing documentation must include a copy of the annual tenant charging schedule as well as copies of invoices.
- For CHP tenants, the claim should include VAT.

NHS PS and CHP tenants

- GP practice lease incentive scheme:
 - reimbursement of Stamp Duty Land Tax for the initial term (up to 15 years)
 - contribution to legal fees related to the lease transaction
 - reimbursement of management fees for the financial year 2016-2017 and 2017-2018
- To claim, practices need to send their signed leases to england.gppremisesfund@nhs.net

Premises reimbursement process for 2018-19

- The current process is to be reviewed.
- The objective of review is to agree a process that is fit for purpose and reflects the needs of each STP area.
- A workshop will be held in February attended by members of the current premises team, primary care finance colleagues and also CCG and STP colleagues.
- New process needs to take account of changes being implemented by Capita.