



Birmingham Quality services for April 2017 to March 2018

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February 2017

This is only a simple overview. Please see our full terms and conditions which are an integral part of the pricelists. (birminghamquality.org.uk/prices)

We have attached a simple flow diagram to show the projected time-line for invoice production and the like. For 2017 – 2018 we are offering a range of new services and are expecting a good take-up of these services, so please bear with us if it takes several working days to provide you with a revised Quotation.

- The vast majority of our services are UK NEQAS services. Non UK NEQAS schemes are clearly marked.
- The vast majority of our services are UKAS ISO 17043 accredited. Non UKAS ISO 17043 accredited schemes are clearly marked.
- Any scheme that is, at the time of printing, not accredited will likely already be working towards accreditation and so it is important to check our website for the most up to date status of our Schemes. The UKAS website is also updated periodically.
- The vast majority of our services are full schemes, but we also run Pilot Schemes. Pilot Schemes are clearly marked.
- Pilot schemes are not necessarily 'free'. We may offer some free until the beginning of the next financial year. We may charge from the outset. The price may increase in subsequent years once the Pilot becomes a full scheme and has UKAS ISO 17043 accreditation.
- Not all Pilot schemes are listed; we will be launching more throughout 2017. Our website will contain more details when they become available and we will announce details through our regular reports and email service.
- We currently reward a discounted price to participants who are in the majority of our signature schemes. We additionally offer a discounted price to participants that have a number of sites/instruments registered (and we offer summary 'network' reports to assist the Quality Control Office/Quality Manager in keeping tracks of all their sites/instruments). The full pricelist is on our website and will be attached to your Quotation.
- You should be able to compare your current participation for 2016-2017 with what you require for 2017-2018, but Birmingham Quality will be able to calculate your projected costs and do this for you if you have complex requirements. We will also be able to discuss your needs to allow you to make the best choices.
- We can offer Courier delivery of our specimens. This can use either your account or our account, but there are associated costs and there is a minimum duration. This may involve us invoicing you again later in the year for the courier elements of your order.
- All prices are quoted ex VAT; the VAT status can be different across the countries of the UK. Your finance department will be aware of your VAT status.
- There are different prices for 'UK', 'Europe' and 'Overseas'. Distributors are dealt with separately.
- We are an NHS department situated in an NHS hospital and we understand the financial pressures that everyone who works for the NHS is under. Our sole income is through our subscription fees and we get no financial support from our Trust, the DoH or anyone else. We are a not-for-profit service and any surpluses are ploughed back into the service to keep costs down or to expand and enhance our services.
- We rely on the goodwill of our participants, which I hope we reciprocate, to keep our costs down and to offer value for money services which help you offer the best in patient care to your own patients.

Flow diagram

what *we do* ↓ then what *you do* ↓ then *we do* etc. etc for renewing your participation with us and paying your bill.

What we do 'Birmingham Quality'

BQ sends you a link to our pricelists and list of services - which can be found on the Birmingham Quality website birminghamquality.org.uk/prices



BQ sends you a formal Quotation based on your current participation in March 2017



BQ sends you a Final Quotation based on your 2017 – 2018 projected service by end of March 2017



BQ produces a formal invoice during April 2017, containing your PO reference, and sends the original to your Finance Department, as per standing financial rules, and we also send a copy to you



We are happy

If you don't pay, we send you a reminder. We know that NHS finance systems have their quirks, but we are both subject to a similar set of rules.



If you still don't pay, we suspend your service. Sorry.

This is a very rare event. Most Trusts are now very good at bill paying as there are financial penalties if they are not. It is best if you chase up your own Finance Department, because once it becomes our Finance Department talking to your Finance Department it is all very formal and expensive for both sides.

We reserve the right to surcharge late payers.

What you do 'Participant'



You have a think about what you require for the new financial year (*hopefully joining our new services!*) and get back to BQ with any questions you have. You can simply wait for the formal Quotation if you have minimal changes, but if you have wholesale changes it would probably be best to talk to us.

Please do not send us an Order Number at this stage, please wait until you have checked the amount on the formal quotation.



You make any amendments (*hopefully joining our new services!*) and send this back to BQ by end of March 2017. If everything was OK and no amendments were necessary, go straight to your next step.



You raise a Purchase Order (PO) number (*if you need one to allow you to pay*) and notify BQ of this PO number by end March 2017 if possible



You pay and we provide you with a value for money, professional, service which helps you with your analytical and quality systems and so our shared aim of improved patient care is met.



You pay and we provide you with a value for money professional service which helps you with your analytical and quality systems and so our shared aim of improved patient care is met.



We would be happy if you re-join at any time, because we would be sorry to lose your custom