

Prompt payment code

NHS Gloucestershire recognises the role it plays within the local economy and is committed to paying its suppliers correctly and promptly – either within 30 days or payment terms.

In support of this NHS Gloucestershire is a signatory of the Prompt Payment Code (<http://www.promptpaymentcode.org.uk/>) which has been devised by the government with the Institute of Credit Management (ICM).

As a member of this scheme NHS Gloucestershire undertakes to:

- pay suppliers on time;
 - o within the terms agreed at the outset of the contract;
 - o without attempting to change payment terms retrospectively;
 - o without changing practice on the length of payment for smaller companies without reasonable grounds;

- give clear guidance to suppliers;
 - o providing suppliers with clear and easily accessible guidance on payment procedures;
 - o ensuring there is a system for dealing with complaints and disputes which is communicated to suppliers;
 - o advising them promptly if there is any reason why an invoice will not be paid to the agreed times;

- encouraging good practice;
 - o by requesting that lead suppliers encourage adoption of the Code throughout their own supply chain.

If you have a question or concern regarding the status of your payment please contact the creditors department via:

*Creditors Manager
Creditor Payments Department
2nd Floor
Victoria Warehouse
Gloucester Docks
Gloucestershire
GL1 2EL*

01452 300222

If this does not resolve your question or concern please contact our finance department via:

*Financial accountant
NHS Gloucestershire
Finance Department
Sanger House
Unit 5250
Valiant Court
Gloucester Business Park
Brockworth
Gloucestershire
GL3 4FE*

08454 221500