

Welcome to the Referral Programme



PARTNER HANDBOOK

This document provides a central reference point for partners, bringing together all key information about the referral programme in one place. Any further questions can be directed to Beth Woodhouse.

At Enhanced Technology, we know many practices are under constant pressure while trying to ensure every piece of income they're entitled to is recovered. Our **Referral Programme** exists to help more practices benefit from our services while rewarding those who introduce us to colleagues who may also be missing out on valuable income.

As Referral Lead, I coordinate the programme and support partners with any questions about how referrals work or how to introduce the service to other practices. The aim is simply to make it easy to connect practices who may benefit from the service while offering a **£250 Amazon voucher for each successful referral** as a thank you.



Beth Woodhouse
Senior Marketing Executive and Referral Programme Lead

Service Explanation and FAQ's

What is GP Profit Recovery?

GP Profit Recovery is a specialist reconciliation service that identifies and reclaims missed PPA income your practice is entitled to.

They conduct a **full 6-year reconciliation**, finding items that were used but never claimed.

Why this matters?

Even well-run practices miss claimable items due to:

- Time pressure
- Complex processes
- Items slipping through the net
- Backdated prescriptions not claimed

This can result in **thousands of pounds in lost income.**

How much work is required from the practice?

Minimal.

- Around **15 minutes to get started**
- Bulk print and sign prescriptions when ready
- Everything else is managed for you

How far back can they claim?

Up to **6 years**, which is the NHSBSA limit as dictated in the Statement of Financial entitlements.

Cost

Commission-only

- 30% + VAT of recovered income
- No setup fees
- No minimum fees

- If nothing is found, there is nothing to pay.

Payment timeline

Once submitted, NHSBSA pays within **60 days**.

Typical Results

Many practices recover between £5,000–£30,000+ from the reconciliation. Find an average of £16k per practice	£2,655,915 returned to practices in 2025 across PPA and Flu services	360 practices worked with in 2025 211,732 items reclaimed
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Simple explanation partners can use

“They do a full 6-year review of your PPA claims, find anything missed, and recover it for you. There’s no upfront cost, and if they don’t find anything, you don’t pay.”

Email templates for referrers

Here are some suggested templates you can copy and paste. Please feel free to adapt or edit them to suit your needs.

Hi [Name],

I wanted to share a service that has helped other practices recover significant missed income from PPA claims. They conduct a full 6-year review and recover anything missed, with no upfront cost and no fee if nothing is found.

Most practices are surprised by what is identified.

To find out more about the service – [unique ref link]

Best regards,

Hi [Name],

I wanted to make you aware of a service that has been really valuable for other GP practices locally. They specialise in reviewing PPA/FP34 submissions and identifying items that were dispensed correctly but never claimed or reimbursed.

They carry out a full retrospective review going back up to 6 years, manage the entire recovery process on your behalf, and there is no upfront cost. They only charge a percentage of what they successfully recover, so there is no financial risk to the practice.

Many practices assumed their claims were accurate, but still recovered substantial amounts they didn't realise had been missed.

You can find more information here: [unique ref link]

Best regards,

Hi [Name],

I thought this might be helpful to share, as it's something a number of practices have benefited from.

There's a specialist team who review historic PPA claims to identify missed prescription items and recover the income directly from NHSBSA. They complete a detailed 6-year analysis, with just 15 minutes of practice time to get started, and keep the practice informed throughout.

There's no cost to get started, and if nothing is found, there's nothing to pay. Because of the volume and complexity of claims, it's quite common for practices to have unintentionally missed items over time, and the recoveries can be significant.

If you'd like to take a look, here's the link: [unique ref link]

Best regards,

The Flu Service

We know of practices in your area/ icb with a claim over 3k from missed flu income. This can be a great way to get practices to sign up. Please email beth.woodhouse@enhancedtechnology.co.uk for you list of practices.

If you have had the service:

Hi [Name],

I wanted to share this as GPPR have identified that your practice has over £3,000 in unclaimed flu reimbursement that you may be entitled to recover.

They offer a flu recovery service where they review your historic flu activity, identify missed claims, and support practices through the recovery process. There's no upfront cost, and they only charge a percentage of what is successfully recovered, so there's no financial risk to the practice.

They recovered £_____ for our practice. It only took around 15 minutes of our time to get started. The process was straightforward and fully managed. The best part was _____. We would absolutely recommend the service to other practices.”

You can find more information here: [unique ref link]

Best regards,

If you have **not** had the service:

Hi [Name],

I wanted to share this as GPPR have identified that your practice has over £3,000 in unclaimed flu reimbursement that you may be entitled to recover.

They offer a flu recovery service where they review your historic flu activity, identify missed claims, and support practices through the recovery process. There's no upfront cost, and they only charge a percentage of what is successfully recovered, so there's no financial risk to the practice.

Practices who have already done this were surprised both by how much was identified and how straightforward the process was.

You can find more information here: [unique ref link]

Best regards,

Testimonials

If you want to share your experience here is an example template:

“GP Profit Recovery recovered £_____ for our practice. It only took around 15 minutes of our time to get started. The process was straightforward and fully managed. The best part was _____. We would absolutely recommend the service to other practices.”

See what other practices have said about the service - [Testimonial Page](#) | [Enhanced Technology](#)



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