

Reducing agency usage by  
co-designing an agency conversion  
framework with

## **London North West University Healthcare NHS Trust (LNW)**

### **The Challenge**

Temporary staffing management had become an ever-increasing challenge at LNW; spend was high due to a heavy reliance on agency workers and escalated rates, vacancies were being released late due to the burden of manual intervention and admin, and staff turnover was high. To manage the process of transferring workers and shifts from agency to bank, LNW implemented Patchwork's Agency-Bank Conversion service to streamline processes to achieve substantial financial and safe staffing levels.

### **The Solution**

Patchwork's Agency-Bank Conversion is comprised of two core concepts:

#### **1. Agency Shift Replacement Tool**

Converting agency shifts to bank shifts

#### **2. Agency Worker Conversion Service**

Converting agency workers to the LNW Staff Bank

### **Agency Shift Replacement Tool**

Using Patchwork's Agency Shift Replacement Tool, LNW is able to automatically recall agency shifts when a bank worker overrides the booking, saving LNW over £64,000 per annum.

#### **How does it work?**

1. LNW departments request a shift vacancy via Patchwork's Employer Hub, which broadcasts to the staff bank workers who can instantly book shifts.
2. If the vacancy is not filled by a bank worker, the shift can be assigned to an agency worker.
3. During the period from when the shift is assigned to an agency worker to when it is due to be worked, a bank worker can apply to work the shift directly via the Patchwork app.
4. If the department chooses to approve this application, the agency worker is automatically cancelled out of the shift and the relevant parties are notified via email.
5. The bank worker can apply up until a certain cut-off point (which is completely configurable by department).
6. If a bank worker does not apply for the shift before the cut-off point, then the shift is filled by the agency worker.

## **Key Highlights**



**Over £64,000 saved** per annum via Patchwork's automated agency replacement tool



**40% of shifts released 6 weeks in advance** up from 0% in line with NHSI targets



**500% staff bank growth** in the first 6 months



**Onboarding lead time reduced from 6 weeks to 1 week**



**Est. £250,000 saved on agency premiums** for every 10 agency locums converted to the staff bank



**81% average fill rate** with 500+ more shifts filled monthly

## Agency Worker Conversion Service

Patchwork provides LNW with a dedicated support service for the entire Agency Transfer process, with Patchwork's Customer Success team readily available to ensure that all the workers who are transferring from agency to bank experience a smooth onboarding.

The result was an est. £250,000 saved on agency premiums for every 10 agency locums converted to the staff bank, onboarding lead time was reduced from 6-weeks to 1, and the staff bank grew by 500% in the first 6-months.

### Step 1: Identifying agency workers

Patchwork worked with LNW to identify agency workers to onboard to the staff bank, including workers who account for the highest agency expenditure.

### Step 2: Contacting the worker

LNW would then email the worker explaining the process and benefits of joining Patchwork to obtain confirmation the worker was happy to give notice to the agency and join the bank. To support this process, Patchwork provided LNW with useful collateral, including bespoke email templates to use when contacting agency workers.

### Step 3: Informing the agency

The LNW Staff Bank informed the agency via email that the agency worker intended to join the bank and they officially served their notice.

### Step 4: Worker downloads the Patchwork app

Within minutes workers are able to register to the LNW Staff Bank via the Patchwork App.

### Step 5: LNW onboards the worker

The staff bank and/or recruitment team review the worker's application on the Patchwork Hub and begin the bank onboarding process.

## Contact



[hello@patchwork.health](mailto:hello@patchwork.health)



020 3983 1470



[Patchwork.health](https://Patchwork.health)



[@heypatchwork](https://twitter.com/heypatchwork)



## Testimonial

"I've found Patchwork to be very effective, in particular their expertise, knowledge of the market and opportunities for savings and especially, customer responsiveness. The support they offer to implement Patchwork in Trusts is clearly fundamental in success and sets them apart from other companies. The product overall is excellent and has clear results - it's very clear to link saving to the system. A massive added benefit is the access to information which really provides extra benefits above other systems."

**Andy Small North West London CCG**  
**Commissioner** (former)