

# Transforming the Staff Bank and Reducing Rate Escalations at *Aintree University Hospital NHS Foundation Trust*

## The Challenge

Aintree University Hospital's (AUH) staff bank was previously managed by 34 departments within the Trust, each with its own different processes and rates. This not only created internal competition leading to unwarranted rate escalations, but locums also had poor visibility of shifts in all departments; meaning shifts were filled at the last minute - often outsourced to agency. Additionally, temporary staffing data recording, such as total spend and number of vacant shifts, was disjointed or missing vital information.

## The Solution

AUH worked collaboratively with Patchwork to implement their tech-enabled staff bank service; creating a streamlined, centralised staff bank function used seamlessly by all.

## Results

### Staff Bank Growth and Agency Savings

With the *Patchwork app*, clinicians now have visibility of shifts in all departments and can book them immediately:

- Staff bank growth from 220 to 700 clinicians.
- Staff bank fill rates above 80%

### Harmonised Rates & Reduced Rate Escalations

- 40% reduction in rate escalations, saving £55,000 through the introduction of one standard policy and rate card.

### Increased Staff Bank Fill Rate

- 90% average staff bank fill rate consistently since Sept 2019
- 20% increase in average fill rate in the first 3 months alone
- 15% reduction in agency usage in the first 3 months alone

### Effective Data-Driven Decision Making

With data platform 'Patchwork Insights'; AUH now access a wealth of real-time data and insights including fill rates, unfilled shifts, and actual & forecasted spend to meet targets.

### Reduced Admin Burden and Happier Staff

With the Patchwork *Employer Hub*, AUH manage the entire staffing process end-to-end, giving them:

- Greater control, efficiency and transparency
- Reduced admin burden with tasks digitised and automated
- Increased management satisfaction, at 94% compared to 40% in previous surveys.

## Key Aims

- **Staff bank growth and reduced agency spend**
- **Harmonised rates and reduced rate escalations**
- **Visibility, grip and control over data**

## Highlights



Fewer than **3% of shifts** paid at escalated rates



**> 90% average staff bank fill rate** consistently since September 2019



**60%** staff bank growth



Shifts booked by bank doctors up to **8 weeks in advance**



**Reduced admin burden** through digitised and automated processes



**2 x Winners**

