

# The North West Collaborative Bank, the largest Collaborative Staff Bank in the country

## The Challenge

St Helens and Knowsley Teaching Hospitals NHS Trust (STHK), the Lead Employer in the North West of England had a vision for the region's temporary workforce – the ability to book shifts through systems that enable workers to pick up shifts quickly and easily, whilst ensuring the most efficient and effective system was in place to satisfy financial and governance requirements.

By facilitating increased collaboration between Trusts and transforming segmented staffing pools, the main objective was to provide clinicians with a choice in how they work shifts and are paid akin to the ambitions set out in the NHS People Plan. This objective needed to be met whilst also providing managerial control and relieving the pressure of admin intensive tasks with an intelligent digital staff bank service.

Following the proven success of STHK's internal staff bank across all staff groups, Patchwork was selected to provide a collaborative bank solution with full integration between suppliers giving complete visibility over all workers and robust financial and governance oversight.



**18 partner Trusts** across the North West

## Highlights



**Over 10,500 hours of shifts filled** within the first 6 months



**10% of shifts** at Warrington & Halton have been repeatedly filled by trainees via the NW Collaborative Bank



**Over 90% of trainees accepted** onto the NW Collaborative Bank within 48 hours



Within 6 months, **18 partner Trusts** across the North West joined the collaborative bank



**Greater insight** – new data and analytics on the working practices and trends of DiT Workforce across the region through Patchwork Insights

## The Solution

End-to-end workforce management solution, Patchwork Health has delivered a bespoke collaborative bank solution at STHK where everyone's objectives - from the individual through to the organisational - are achieved simultaneously.

The digital staff bank, enables over 5,500 clinicians to work shifts across 18 Trusts, promoting worker flexibility and acting as a secondary staffing pool for employers. Transforming workforce management across the region, within 6 months the shared safety net of workers had already filled over 10,500 hours of shifts, maintaining patient safety at a time of increased pressure on staffing resources.

From the initial project meetings, STHK and Patchwork involved a selection of clinicians to represent the region's doctors in training and ensure that flexible working and user requirements were met. Since the service launch, over 90% of doctors in training have been onboarded within 48 hours of signing up.

Doctors in training can sign up to their host Trust's local bank as well as the NWCB so that they benefit from access to shifts across the region, giving them exposure to experiences and opportunities in their working life that were not possible prior to the establishment of the collaborative.

Shifts are able to transfer seamlessly between each Trust's e-roster system, the Trust's local bank and the regional Doctors In Training bank. This highly resilient layer of integration not only drastically reduces administration by automating tasks, it also minimises errors and is backed by a single source for all data reporting to ensure robust governance and financial efficiency.

## Key Aims

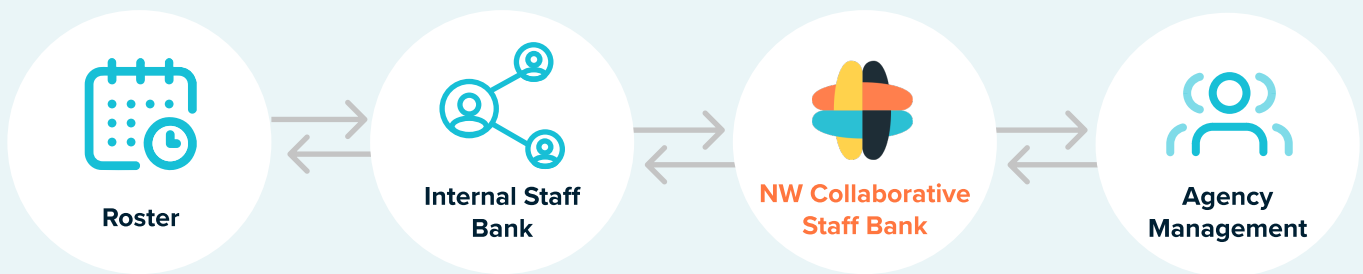
- **Establish a Collaborative Bank** to enable flexible working and improve trainees working lives
- **Increase shift fill rates and reduce agency spend** by providing shared access to a large pool of staff
- **Reduce the burden of admin on managerial staff** with a digital and fully interoperable solution

## Testimonial

"From a lead employer, the main thing that we were looking for was an improved trainee experience because that is our ethos, that's exactly what we're all about, it's all about improving trainees working lives, that's what we do - that's bread and butter. So for us our metrics were very much about quality metrics on trainee experience and early on we were able to achieve that."

**Malise Szpakowska, Assistant Director of Human Resources at St Helens & Knowsley Teaching Hospitals NHS Trust**

## Patchwork's System Agnostic Collaborative Bank Layer



### Grow your workforce pool

We are interoperable with all leading workforce systems to facilitate collaboration without data fragmentation or double data entry.

Please get in touch  
for more information



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