

Encouraging active usage of the internal staff bank and reducing agency reliance at **Northampton General Hospital NHS Trust**

The Challenge

Northampton General Hospital NHS Trust (NGH) relied heavily on agency locums for medical temporary staffing. Due to archaic methods of communication within the Trust, doctors were actually not aware of how to book bank shifts, resulting in a high number of shifts being filled by expensive agency workers at shifts rates, costing on average £243 (54%) more than bank workers per shift.

The Solution

Patchwork Health worked with the Trust to promote a full scale culture change within departments, to prioritise the use of bank clinicians rather than sending shifts straight to agency. Through the implementation of Patchwork's tech-enabled bank service, the Trust streamlined its temporary staffing process, enabling departments to advertise shifts instantly and trust-wide, and grow the staff bank both via internal and external recruitment.

Results

Staff Bank Growth

- 110% growth in staff bank - from 260 to 560 within 6 months

Increased Bank Fill Rate & Reduced Agency Usage

- Bank fill rate increased by 20%
- Agency shift fill and the number of unfilled shifts reduced by 20%

Cost Savings through Agency Avoidance

- £475,000 saved per annum due to increased bank usage and decreased agency usage - agency shifts were £243 (54%) more expensive than bank shifts per shift

"We are delighted to work with Patchwork! The project support provided by the Patchwork implementation team has been first class, as has their engagement with stakeholders throughout the Trust. Their comprehensive software and service has helped to reduce agency and administration costs, whilst at the same time making our systems much easier to use for our staff and doctors."

Adam Cragg, Head of Recruitment & Employment Services, Northampton General Hospital NHS Trust

Key Aims

- Encourage active usage of the staff bank and internal staff, instead of habitual agency reliance
- Increase cost savings and reduce agency reliance
- Grow the staff bank

Highlights



110% growth in staff bank
260 to 560 in 6 months



£475,000 savings per annum
due to reduced agency usage



20% increase in bank fill rate



Agency fill rate and unfilled shifts reduced by 20%



Agency locums converted to the internal staff bank

"Personally, it has saved me so much time and eliminated the confusion we often had with the WhatsApp group, regarding which shifts had been picked up and which were left. Myself and the Drs are very happy that Patchwork Health has been introduced."

Karen Ball, ED Rota Co-Ordinator, Northampton General Hospital NHS Trust