

# Transforming the staff bank and reducing Admin Burden at *York Teaching Hospital NHS Foundation Trust*

## The Challenge

York Teaching Hospital NHS Foundation Trust's (YTH) temporary staffing team previously managed hours worked using paper timesheets, creating an admin burden of 150 hours monthly for the team. In addition, each department managed their own bank bookings, which created a lack of centralised control over processes and data; making it difficult for the Trust to both manage rotas and provide accurate reporting.

## The Solution

YTH implemented Patchwork's staff tech-enabled bank service to create one centralised staff bank function that could be used seamlessly by everyone. Together, they streamlined processes and ensured the system was interoperable with the Trust's payroll systems.

## Results

### 100+ hours freed up every month

Numerous tasks were made digital and automatic, such as digitising timesheets, payroll processing & pension calculations. This hugely reduced headache for the team and allowed them to spend time on higher value tasks.

### More effective, data-driven decisions

Using data platform 'Patchwork Insights', the Trust now has access to a wealth of real-time data and insights including fill rates, unfilled shifts, actual and forecasted spend, and ensure targets are met. They can easily collate all temporary staffing data and make more effective, data-informed decisions.

### Staff Bank Growth, Increased Fill Rates & Cost Savings

- 90% of shifts now filled through the staff bank consistently
- Staff bank growth from 50 to 700 clinicians
- £177K saved from harmonising rates and avoiding agency

## Key Aims

- Reduce the huge admin burden on management staff
- Centralise & streamline the staff bank
- Ensure interoperability with all existing systems
- Achieve transparency and get control over data

## Highlights



**100 hours** of admin time freed up every month



**90%** of shifts filled through staff bank



Staff bank growth from **50 to 700 clinicians**



**£177k saved in the first 9 months** from harmonised rates & agency avoidance



**Interoperability** with all existing payroll systems



**Increased visibility**, governance & data-driven management decisions

