

Increasing Bank Fill Rates and Reducing Agency Spend at *Chelsea & Westminster Hospital NHS Foundation Trust*

The Challenge

Previously, Chelsea and Westminster Hospital's (ChelWest) temporary staffing team relied on outdated methods of communication with locum clinicians, to fill vacant shifts - such as cold calling and mass emails. This resulted in shifts being filled at the last minute, at highly escalated rates or outsourced to agency. Additionally, paper timesheets, payments and data sourcing were managed manually, creating a huge admin burden.

The Solution

Patchwork first implemented its tech-enabled staff bank service at West Middlesex University Hospital's Emergency Department, one of the hospitals within the Trust. Within months, it had completely revolutionised the temporary staffing function and due to its success was implemented across the entire Trust.

Results

Staff Bank Growth & Increased Bank Fill Rate

With the Patchwork app, clinicians book shifts on-demand:

- 96% average staff bank fill rate, up from 35%
- 380,000 hours worked by internal bank staff
- 43,000 shifts filled by staff bank

Reduced Agency Reliance

- £144,000 saved annually on agency at West Middlesex
- £1.2 million saved annually on agency spend Trust-wide
- 62% decrease in agency spend in just the first 6 months

Improved Shift Lead Times

- 85% of ED shifts booked 4 weeks in advance

Reduced Admin Burden & Efficient communications

Patchwork's digitised staff bank has enabled ChelWest to instantly broadcast shifts to all clinicians efficiently, filling more shifts, sooner. Numerous tasks such as electronic payments are now automated and digitised, removing headache and the significant admin burden.

Key Aims

- Grow the staff bank
- Increase fill rates
- Reduce agency spend
- Reduce the heavy admin burden on staff

Highlights



£1.2 million saved annually from reduced agency spend



>90% shifts filled through staff bank



Staff bank increase from **250 to 2000 clinicians**



85% of shifts booked 4 weeks in advance



43,000+ shifts filled by staff bank



380,000+ hours worked by internal bank staff



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