

The first fully interoperable solution across all staff groups, delivered at **St Helens & Knowsley Teaching Hospitals NHS Trust (STHK)**

The Challenge

STHK had a vision for their temporary workforce – the ability to engage with, and book shifts within, their organisation through systems that enabled 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.

As a Trust that has its own internal bank, the challenges were around running this alongside the frameworks of Agenda for Change agencies and a Direct Engagement provider. This meant that the Trust utilised multiple systems which required manual intervention in order to source workers from various supply streams to fill gaps in rosters. The transfer of data between systems also required manual intervention at a number of stages, resulting in large periods of time being spent on complex administrative tasks, and a reliance on the availability of HR staff to proactively keep systems running.

STHK identified that in order to improve the Trust's Temporary Workforce fill rates and source workforce in an effective and timely manner, there was a need for an end-to-end workforce management system, with full integration between suppliers giving complete visibility over all workers and robust financial and governance oversight.

Key Aims

- **Establish a fully integrated digital staffing solution** to automate processes and drastically reduce admin burden from manual double data entry
- **Streamline shift booking processes at pace** to effectively respond to surges in demand and maintain safe staffing levels
- **Provide greater visibility of workforce data** across systems with a single source of data reporting to improve workforce planning

Highlights



Patchwork has enabled downstream integration between the bank platform and +Us Contingent Workforce Management platform - the first interoperable solution of its kind nationally



Implementation within 4 weeks - Within four weeks of initial consultation, Patchwork successfully implemented a complete end-to-end bank solution for medics



1200+ Agenda for Change workers across all staff groups were on boarded to the bank in just four weeks



85% average shift fill rate across STHK's medical workforce within the first 3-months of launching



System automation provides 24/7 assurance of bank medics service regardless of when a bank shift is approved

The Solution



Working in partnership with Patchwork, a project plan was put in place that would initially see the roll out for Medics closely followed by development work to open the system up to all staff groups across the Trust. This would incorporate digital sign off for escalated rates, alongside end-to-end digital technology driven processes. The system was implemented and operational within 4 weeks, enabling bank workers to flexibly self-book onto vacant shifts in line with their personal schedules, resulting in 85% shift fill rates within the first 3 months.

Following the successful implementation for medical staff, the Patchwork team worked with STHK to adapt the system for the Agenda for Change staff groups. In February 2021, the Patchwork system went live across the entire Trust enabling all temporary workers to instantly book shifts and cover staffing gaps across all departments.

Critically, Patchwork's end-to-end workforce management system is fully interoperable across all staff groups, the first of its kind nationally. Ensuring compliant and safe staffing with no duplicate data entry, shifts transfer seamlessly between STHK's e-roster system, the Trust's local bank, the regional Doctors In Training bank and +Us Contingent Workforce Management platform. 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.

Patchwork's ongoing collaboration with STHK strives to continue the optimisation of integrated systems and processes which enables teams to focus on maximising the delivery of high quality, safe and effective patient care.

Contact

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Testimonial

“From the very beginning both Patchwork and +Us have been highly receptive to the idea of a complete end-to-end interoperable system and all the teams have worked incredibly hard to deliver the vision that we set out. This is paying dividends with the removal of double data entry and we aren't stopping there! Both Patchwork and +Us are committed to refining the system to deliver efficiencies at every stage and it is exciting to see the outcomes of the ongoing work which is fully aligned to the NHS's interoperability goals.”

Laura Codling, Head of Strategic Resourcing