

Transforming the staff bank at **West London NHS Trust**, one of the UK's largest **mental health** services.

The Challenge

West London NHS Trust (WLT) is one of the most diverse UK mental health care providers, treating 100,000+ people annually. Previously, due to the use of paper timesheets, and geographical spread of sites - the shift & authorisation sign-off process was lengthy. This resulted in shifts often being filled by agency last minute or at escalated rates.

The Solution

WLT and Patchwork worked collaboratively to identify key pain points in each department, streamline all processes and workflows, and implement Patchwork's tech-enabled staff bank service to create one centralised, digital staff bank function; which could be seamlessly managed by all.

Results

One Centralised, Digitally Transformed Staff Bank

- Full visibility of shifts, including agency bookings and spend
- Streamlined processes between different departments
- Reduced admin burden with electronic timesheets & payments.

Staff Bank Growth and Increased Shift Lead Time

- 60% staff bank growth
- Shifts booked up to 8 weeks in advance

Increased Staff Bank Fill Rate

- 90% average staff bank fill rate consistently
- In the first 3 months alone, 20% increase in average fill rate
- In the first 3 months alone, 15% reduction in agency usage

Bespoke New Product Features

- 1. Mandatory Profile Photos** - As the Trust's clinicians often work at high-security hospitals that demand this additional security check, Patchwork created this bespoke new app feature for WLT.
- 2. Additional Documentation Checks** - To sign up to the staff bank, clinicians must provide qualification certification (in 1983's Mental Health Act Section 12). Patchwork configured systems to grant WLT's staff bank team instant access to this information.

Key Aims

- Reduce agency reliance & rate escalations
- Grow the staff bank of specialist, qualified mental health clinicians
- Introduce bespoke new product features

Highlights



60% staff bank growth



> 90% average staff bank fill rate consistently since Sept 2019



Fewer than **3%** of shifts paid at escalated rates



Shifts booked by bank doctors up to **8 weeks in advance**



Reduced admin burden through digitised and automated processes



Efficient 4-week implementation including **bespoke product changes**.