

Transforming the staff bank through Process Redesign at **London North West University Healthcare NHS Trust**

The Challenge

Previously, the medical staff bank team at London North West University Healthcare NHS Trust (LNW) were experiencing operational challenges due to convoluted processes. Vacancies were released at the last minute, often resulting in high agency spend and escalated shift rates. Additionally, vital data was fragmented or simply not recorded, meaning accurate temporary staffing reports could not be produced.

The Solution

LNW worked collaboratively with Patchwork to implement their tech-enabled staff bank service. Together, they identified key goals, streamlined processes and workflows, and created a clearly defined operational structure, roles and responsibilities within the bank staff team.

Results

Staff bank growth & Increased fill rate

- 500% staff bank growth in the first 6 months
- 81% average fill rate with 500+ more shifts filled monthly

Increased Rate Control

- £500,000 saved annually through harmonised bank rates
- Decrease in shifts paid at escalated rates, from 72% shifts to only 12% within five months.

Agency Replacement

- 594 agency shifts replaced, saving £64,000 via Patchwork's automated agency replacement tool (which allows staff bank workers to replace existing agency shifts)
- Est. £250,000 saved on agency premiums by actively converting 10 agency locums to the staff bank

Efficient shift lead times

- 40% of shifts released 6 weeks in advance (in line with NHSI targets), up from 0%.
- Onboarding lead time reduced from 6 weeks to 1 week

Key Aims

- Reduce rate escalations & agency reliance
- Increase staff bank fill rate
- Improve rate control
- Reduce onboarding lead time & fill shifts quicker

Highlights



£500,000 cost savings annually from rate harmonisation



81% staff bank fill rate, filling an additional 500+ shifts monthly



450% staff bank growth in the first 6 months



Est. £250,000 saved from converting agency locums to staff bank



Escalated shifts reduced, **from 72% to only 12%**



40% of shifts released 6 weeks in advance, up from 0%