

Case Study

Gloucestershire Hospitals
NHS Foundation Trust (GHFT)

**Sustainable
staff bank growth
through digital
passport and
electronic timesheet
technologies**



Locum's Nest.
Your total workforce solution



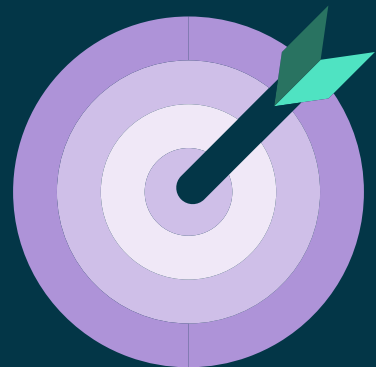
Gloucestershire Hospitals
NHS Foundation Trust

The challenge

Gloucestershire Hospitals NHS Foundation Trust is a large acute hospital with locations in Gloucester and Cheltenham along with a dedicated maternity service in Stroud. With a large workforce of over 8,000 staff, recruitment and retention proved challenging and they were looking for a digital partner to resolve these issues.

The Trust faced regular challenges with low fill rates across many departments and were seeking innovative ways to improve these. The Trust also wanted to offer a modern technology-based solution to their doctors to improve the inefficient timesheet submission and payment processes which were frustrating for staff and contributed to poor workforce engagement.

After our initial conversations and understanding their requirements, we proposed a solution that would significantly simplify the timesheet submission and payment processes for their temporary workers and would, at the same time, significantly reduce their large medical agency spend. This was particularly key as the emergency department had large numbers of doctors who were agency staff.



Why Locum's Nest?

The Trust looked at various applications across the marketplace when deciding on a supplier and wanted to work with a provider that could foster collaboration. Their existing access to a large pool of HR-compliant doctors was a positive way to increase fill rates and reduce agency expense.



Our **intuitive digital timesheet function** was particularly **valuable** as the Trust had to eliminate the considerable lag in timesheet submission and enable their payroll to quickly process and pay submissions. These improvements meant that the Trust finance teams could accurately forecast future temporary staffing spend and budget accordingly.



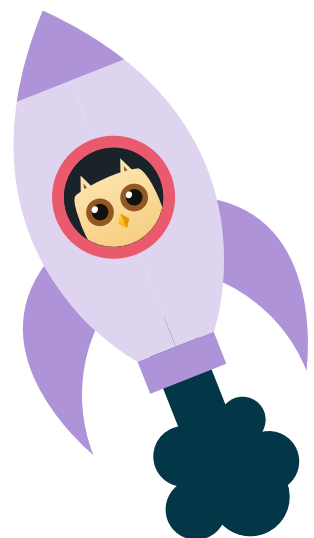
It was crucial for the Trust to partner with **a supplier with a proven delivery record** and one that understood the root causes of the issues. They did this by seeking examples and assurances from existing clients who testified that Locum's Nest would provide them with access to resources needed, a simple-to-use digital platform to transform their payment process, along with critical client and technical support.



Our **simple and structured deployment plan** meant that the Trust did not need to provide a team of already stretched staff to implement and manage their solution.

Implementing Locum's Nest

- ▶ The Trust was clear around the specific departments they knew Locum's Nest could make the quickest positive impact, and initial rollout began in ED, GI Surgery and Acute Medicine.
- ▶ All these areas struggled to fill shift gaps and relied heavily on agency doctors. We worked closely with each rota coordinator, staff bank team and payroll to understand where the problems were and ways that these could be streamlined to free up valuable time and make reductions in agency usage.
- ▶ Our on-site team embarked on a targeted campaign through several engagement sessions to increase the uptake of the app amongst the doctors for them to instantly search and apply for shifts.
- ▶ As a result, the Trust quickly moved into a position where they could stop using agency doctors within the Emergency Department followed by a reduction of usage across the board. The digital passport within the application and our unique verification link to the GMC meant that HR compliance checks were completed instantly and allowed doctors to join the staff bank quickly, which led to a stronger engaged workforce.
- ▶ Another key selection reason was our existing Digital Collaborative Bank with several Trusts that they were keen to become a part of. After four months from commencing work with us, they joined the ever-expanding collaborative giving them free access to over 5,000 HR-cleared doctors who could willingly cover vacancies, allowing the Trust to reduce their agency spend even further.



The results



Increased fill rates

The Trust has seen some excellent results from early on as a result of the partnership with Locum's Nest. One of their areas of high agency spend was within their Emergency Department, which now enjoys a fill rate of over 90% while many other departments have excelled and experience a consistent 100% fill rate.



Boost in engagement

The Trust is benefitting from excellent engagement from their doctors and have grown their medical staff bank from just over 100 doctors to a current figure of almost 900 HR-compliant doctors, ready to cover their shift gaps.

Each shift published now receives an average of 1.4 applications which not only shows the willingness of their doctors in this whole process but also puts the rota teams in the enviable position of being able to match the right doctor to the right shift.

Conclusions

Since using Locum's Nest, Gloucestershire Hospitals NHS Foundation Trust has realised significant benefits with high fill rates, reductions in agency spend, a large engaged temporary medical workforce who are keen to work, as well as the many benefits that joining the Digital Collaborative Bank has brought.

Key statistics



Fill rates consistently over 90% with some areas at 100%



Engaged medical workforce, with almost 900 doctors currently on their staff bank



Access to over 5,000 additional medics from their Digital Collaborative Bank membership



On track to save over £600k in their first year of partnership



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Your total workforce solution



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