Locum's Nest best practice guidebook

A helpful summary of meaningful advice and tips to maximize your usage of the Locum's Nest platform
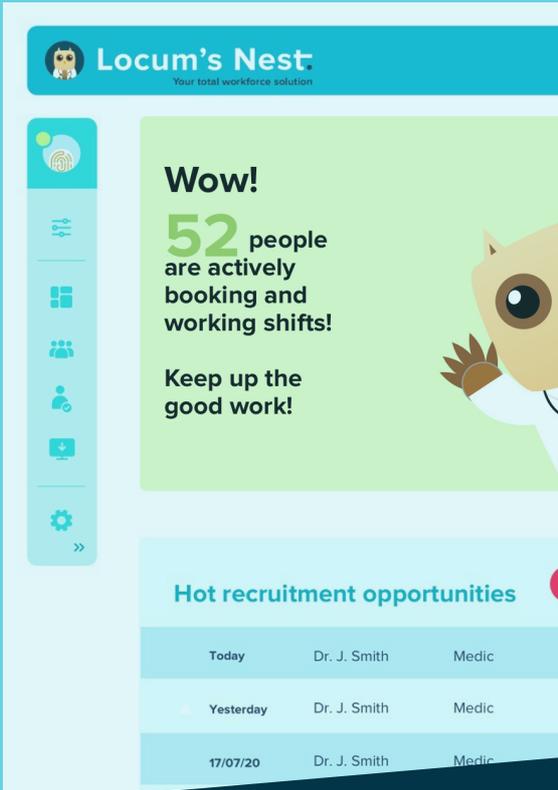
Locum's Nest.
Your total workforce solution

Contents

Although this guidebook aims to provide best practices for using Locum's Nest, we've future-proofed our platform by welcoming and nurturing a feedback culture. From making it easy for our users to give feedback, to accessing helpful FAQs and built-in algorithms to help in case of a specific query, our agile suite of products is never closed off and is continuously and regularly improved to ensure Locum's Nest remains the first workforce solution choice for NHS teams.

For these reasons, some of the information provided here might evolve rapidly in the near future. If you have any questions about any of the guidance provided here, please do not hesitate to reach out to our team on support@locumsnest.co.uk.

About Locum's Nest

Locum's Nest, the workforce technology company listed in The Telegraph's "Top 5 ideas to save the NHS" is on a mission to solve the NHS staffing puzzle. Our flagship product Locum's Nest Match, connects 50,000+ healthcare professionals to vacant work in 50 NHS Trusts and hundreds of GP practices. Our software is used by NHS Trusts to electronically advertise and fill bank shifts and submit timesheets digitally. The Trust remains the employer and is responsible for the payment of timesheets submitted via the app.

This guidebook aims to provide guidance on best practices using Locum's Nest. From posting vacant shifts to managing staff banks, we've curated a useful summary of noteworthy information to help you get the best out of the Locum's Nest platform and set up for success in your role.

50,000+
healthcare
professionals

200+
hospital
sites

250
GP practices

£750+
million
saved

800,000+
shifts
matched

9.2
million
hours of patient
care delivered

General tips and guidance

Ensure you have a Locum's Nest dedicated Trust Lead or Ambassador. The Trust Lead will be the point of contact from the Trust who will liaise regularly with the dedicated Clinical/ Operations Lead from Locum's Nest ensuring cohesiveness.

**Review your users regularly** to ensure that everyone has access to the platform when they need to.

Ensure the shifts on Locum's Nest are an accurate reflection of all your vacancies (even the ones traditionally filled by agencies). This will allow you to have full visibility of all your temporary staffing needs in one system and enable you to fill at least some of your agency shifts by bank staff, resulting in cost savings.

Ensure you implement a bank-first policy within your organisation and support it with the relevant system set-up.
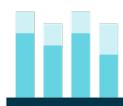
Review Locum's Nest data regularly either by running export data reports or using Locum's Nest Intelligence. Key data includes your fill rate, staff bank size, and financial spend. Use the data to facilitate actions to improve these metrics.

Locum's Nest Match

1/ Shift publishing

▶ **Create templates:** saves time and improves accuracy.

▶ **Post shifts as soon as the gaps are known and as far in advance as possible:** Shifts posted at a minimum of 30 days in advance have a higher fill rate.

▶ **Ensure the shift title is clear and concise:** Consider candidates who may not yet know your Trust.

▶ **Ensure the job description is detailed:** Giving the candidate as much information as possible assists them in deciding to apply for the job. Note: This is visible to all healthcare professionals so try to not include any sensitive data.

▶ **If you are using the cascade feature to agency:** shifts should be cascaded 1-2 weeks before the start date of shift. This ensures your internal bank staff have the best opportunity to apply for shifts, thus saving money.
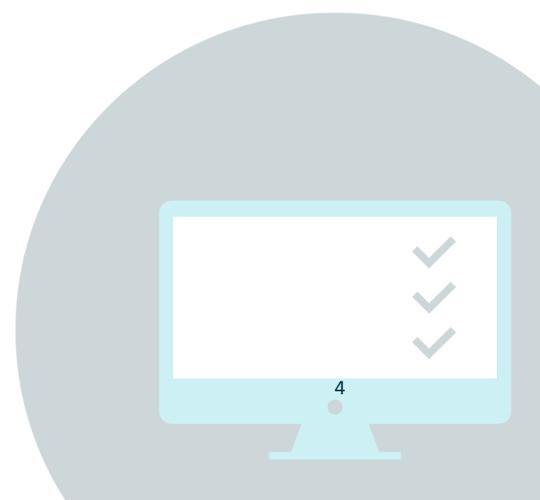
Locum's Nest Match

2/ Applications

▶ **Review pending applications daily.** This will assist the candidates in planning.

▶ **Approve or decline applications as soon as is practical.** This will help with candidate engagement.

▶ **Before approving an application, check any other pending applications** a candidate might have to maximise chances of filling the shift and minimise cancellations.

▶ **If the candidate is not a member of your staff bank, liaise with HR/recruitment to onboard the candidate** before the start of the shift (if time permits). Otherwise, the candidate will be onboarded as per the usual Trust process.

▶ **If a candidate was approved for a shift but ended up not working the shift, go back and decline their application.** This enables an accurate record for you and allows better accruals by your finance department.

▶ **If you need to cancel a candidate's application, do so as soon as you are aware**, by going back and declining their application and giving a clear explanation when doing so.

Locum's Nest Match

3/ Timesheet Authorisation

▶ **Timesheets should be signed off by two different people with the right level of authority.** As a minimum, the Budget-holder should be the approver for at least 1 level of sign off.

▶ **Review timesheets and action, at a minimum, weekly,** on or before Thursday 17:00 (or pay cut off) so candidates are paid in a timely manner.

▶ **Any timesheets marked as 'requiring attention' need extra vigilance.**

▶ **Check the timesheet details are correct.** If amendments are required or the timesheet has been incorrectly submitted, reject the timesheet with a detailed explanation of what is required from the candidate. This improves accuracy.

Locum's Nest PassportPlus

To support you in growing your bank and ensure compliance of all your staff bank members.

Daily:

▶ Review new requests to join the bank.

▶ Prioritise review of candidates who are not part of the bank but have applied to work shifts.

▶ Review new uploaded documents.

▶ Engage with the candidate via Locum's Nest messenger.

▶ When there is a new request to join the bank, check their digital passport to avoid asking for information they have already provided.

▶ Action any alerts received to ensure compliance.

Regularly:

▶ Ensure all new starters and leavers information (including new assignment numbers) is accurately transferred on Locum's Nest.

▶ Before removing, check if a leaver has any upcoming shifts booked, including via a collaborative (if appropriate for your organisation).

If you are part of a Collaborative...

If a new candidate from a collaborative applies for your shift and they are suitable, give them an opportunity even if you have another candidate from your Trust available. This will increase your pool of available candidates and encourage more applications from the collaborative.

Remember to consistently check in on requests to join your staff bank so you can keep processing applications, maintain a robust workforce and keep expanding your staff pool.

Only approve staff bank requests from candidates your organisation has vetted.

Make sure collaborative doctors are aware of any Trust requirements such as smart card/IT access before a shift is worked.

Best-in-class support and true partnership

"What is an excellent product without excellent support to accompany it? We don't just implement a product and run away. We build long term partnerships with our customers. Our users get to know us as people, and we get to know them. Our team has a ton of NHS experience with many of us having previously held the same positions as our customers."

— *Maria Elisseou, Chief Operating Officer*

We're here to help! Get in touch on **support@locumsnest.co.uk**

Locum's Nest.

Your total workforce solution

contact@locumsnest.co.uk

www.locumsnest.co.uk

@LocumsNest

Locum's Nest

@locumsnest