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Procurement in Partnership

The Collaboration of NHS Procurement Hubs

RM6160

# Non Clinical Temporary and Fixed Term Staff

NHS Professionals



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## An Introduction to NHS Professionals

**One of the biggest challenges NHS Trusts face is ensuring the quality of patient care, whilst working within strict budgets. A lack of available staff means unfilled shifts, which in turn leads to unfilled commitments to patients and their families. What NHS Trusts need is a reliable supply of experienced staff, ready to step in and fill shifts when Trusts need them most.**

NHS Professionals (NHSP) works in partnership with over 55 NHS Trusts to help them to provide a service that combines an intimate understanding of each Trust's temporary workforce requirements with the reassurance of a safe, high quality and reliable supply of cost-effective temporary staff.

And because NHSP is wholly owned by the Department of Health and Social Care, all our profits are reinvested back into the NHS.

### We also supply non-clinical staff

Right now, we have over 130,000 registered flexible workers on our bank from various roles, grades and specialities.

For the RM6160 framework, we provide flexible workers in the following staff groups:

- Admin & Clerical
- Corporate Functions
- Ancillary Staff

Our flexible workers fill around 26 million hours for our client Trusts each year, working flexibly around their lifestyles by choosing temporary or fixed term placements that suit them.

### We take responsibility for all back-office administration

Behind the scenes, our specialist teams manage recruitment, HR, payroll, flexible worker benefits, education, complaints and performance management, and provide clients with complete oversight on spend and fill data.

We maintain the highest levels of clinical governance for the flexible workforce across all staff groups, ensuring that our client Trusts and their patients are always in safe hands.

## Our technology – nothing to install, update or maintain

Many of our clients have very diverse IT systems, so we like to keep it simple. We believe that a cloudbased service platform helps keep infrastructure costs down. It is accessed over the internet and therefore Trusts do not have the added cost of purchasing, developing or supporting any systems. Our service platform requires no capital investment from our clients – this means no licence fees, ongoing maintenance fees or upgrade costs.

Our unique booking management platform is designed and built to operate across all healthcare environment settings. It has been specifically designed to integrate with existing Workforce Management Solutions, such as Allocate HealthRoster, and we offer a sophisticated interface with these solutions, so Trusts avoid the problems associated with separated systems.

Our continuous investment programme ensures that our workforce management systems are robust to withstand both deliberate cyber-attacks and hardware failure. Our business continuity infrastructure ensures we are able to maintain our core service in the event that our primary facilities become inaccessible.

## Cost-effective flexible staffing

As the largest staffing business in Europe dedicated to the healthcare sector, NHSP is strategically aligned to workforce efficiencies in the NHS. We aim to deliver workforce solutions that add real value to the NHS and help Trusts provide first rate patient care through services that are intuitive and accessible.



## LOT 1 Admin and Clerical

NHS Professionals supply temporary and fixed-term staff for the following administration and clerical roles for the RM6160 Framework:

- Administration and Clerical Secretarial
- Finance, Accounts and Audit
- Human Resources
- IM&I Information and Communication Technology
- Medical Secretaries
- Procurement and Supplies
- Project Management



## LOT 2 Corporate Functions

We work in partnership with our customers to gain a greater understanding of their needs.

NHS Professionals cover the full range of skillsets and levels and can supply the following corporate function roles for the RM6160 Framework:

- Finance, Accounts and Audit
- Human Resources
- Procurement and Supplies
- Project Management
- Public Relations, Communications and Customer Services
- Senior Business/Administration Management
- Media Services



## LOT 6 Ancillary Staff

Covering the full range of skillsets and levels, NHS Professionals can supply successful appointments for the following ancillary staff categories against the RM6160 Framework:

- Catering
- Drivers (including ambulances)
- Estates and Maintenance Facilities
- Hotel Services (Hospitality)
- Security
- Sterile Services
- Stores and Logistics
- Environment and Scientific Services



# A history of SERVICE EXCELLENCE

1 April 2004



NHSP is established as a **SpHA\***

*\*Special Health Authority, a nationally branded managed service for temporary staff in the NHS*

2009 During 2009, we assisted in filling



**18m** hours

2010

NHSP becomes:

*A company wholly owned by the Secretary of State for Health*



2011




**FIRST EVER PROFITS** are announced

2012 During 2012, NHSP launches:






2013



NHSP launches: **nhsp:mobile**



**50,000** registered flexible workers

2014 During 2014, we assisted in filling



**30m** hours

2015






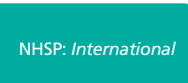
NHSP launches: **WORKFORCE INSIGHT**

and a



**24hr SERVICE CENTRE**

2016 During 2016, NHSP launches:

2017



NHSP launches: **Our:Bank**



**100,000** registered flexible workers

2017 NHSP launches its:



**first collaborative bank**

2018 During 2018 NHSP launches:



**The 5 Day way** for its flexible workers

2018 During 2018 NHSP launches:



**- the - Modular Services**

2018 During 2018, we assisted in filling



**36m** hours

2019



**130,000** registered flexible workers

including non-clinical staff



## Contact info

### Bids and Frameworks Team

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