NHS Professionals

Client Relations

The Client Relations Team

The Client Relations team is focused on managing the relationship between you and NHS Professionals (NHSP). They support the partnership between your Trust and NHSP to help deliver a high quality service.
Your main point of contact is a Trust Liaison Coordinator (TLC). They are available daily (Monday to Friday) to help solve service issues and support the recruitment process of temporary staff. The TLC reports into a Client Relations Manager who manages the overall account.

What does the local team do?

- Support with the use of the Our:*Bank* booking platform
- Analysis of the Trust's demand and fill patterns
- Help to reduce the use of expensive and/or off-framework agency staff
- Identify bank productivity, recruitment or retention requirements
- Support the Trust with its strategic workforce goals
- Support the Trust's use of NHSP Management Information to forecast demand and plan its temporary workforce utilisation
- Work with teams at head office to implement tactical initiatives to influence flexible worker behaviour to increase shift fill

Tools the team can use:

Reduce temporary workforce spend by:

- Implementing an agency ban by working with the Trust
- Implementing an agency migration plan
- Introducing pay rate optimisation

Improve bank productivity by:

- Working with the Trust to flex pay rates to tackle localised issues
- Working with the NHSP Marketing &Communications team on communications activity

Increase the workforce available to the local bank by:

- Working with the Recruitment team to prioritise recruitment of bank only workers to match forecasted demand patterns and to help bring in trained bank only staff from your Trust
- Offering staff employed by the Trust a shortened recruitment process to join the bank. This is possible due to the clinical governance for these workers being underwritten by the Trust where they are employed
- Supporting the integration of the EU nursing and Springboard – Healthcare assistant development programme at your Trust where applicable

Client Relations Team Structure:

NHSP's Client Relations teams are spread geographically across the country to support your Trust at a local level. The typical structure for your local Client Relations team is as follows but can vary depending on your Trust's requirements.

Director of Client Relations
Responsible for the Client Relations team

Head of Client Relations
Senior engagement and escalation point

Regional Lead
Senior engagement and escalation point for a particular region of England
(Only at selected regions)

Client Relations Manager
Oversees the overall performance of the account and works with the trust to develop key relationships with senior staff

Trust Liaison Coordinator (Your main point of contact)
On-site account management service and initial point of contact for Trust staff and bank workers

CRT Admin
Supports the CRT team with administration tasks

Nurse Lead
Helps facilitate recruitment and assists with complaints and incidents whilst undertaking tasks relevant to the Clinical Governance agenda