

Saving £64,307
in 12 months
by removing
agency spend
on unregistered
nurses



THE BENEFITS

- Reduced agency usage and expenditure
- Bank fill increased across bank and substantive workers
- Qualified/unqualified nurse balance achieved
- Care Support workers trained and brought into bank
- Substantial savings
- Compliance guaranteed
- Quality and safety of patient care maintained

THE CLIENT

Alder Hey Children's NHS Foundation Trust provides care for over 270,000 children and young people in and around the North West region. Their main site is in Liverpool and they also provide clinics throughout the North West. Alder Hey treat and research complex special conditions, and the Trust is recognised as a Centre for Excellence for cancer, spinal, heart and brain conditions as well as muscular dystrophy and childhood lupus. It is also a designated major trauma centre for children.

THE PROJECT

"Before NHS Professionals our Bank was very functional but we didn't have sight of the full picture. NHSP were also able to guarantee compliance for our Bank Only workers"

**Phil O'Connor, Trust Lead,
Alder Hey Children's Hospital**

In 2014 NHS Professionals were brought in, as the Trust wanted to run their bank more effectively and get assistance in managing rising agency costs. With agencies able to pay workers more for a shift than the bank, a domino effect had taken hold as more staff worked back at the Trust via agencies. The Trust also had a history of choosing registered nurses, and had low engagement with unregistered nurses.

HOW NHS PROFESSIONALS HELPED

"NHS Professionals were able to provide me with detailed management information and clear costs across bank and agencies. The Local Client Relations team work closely with us and really help drive change."

**Phil O'Connor, Trust Lead,
Alder Hey Children's Hospital**

The local NHS Professionals local client relations team worked in partnership with the Trust to implement a ban on permanent staff working extra hours for the Trust via an agency. Agency costs were capped, with agencies not agreeing to agreed rates being removed from the cascade.

An essential element in reducing agency use was developing a clear action plan and helping the local team put those plans in place - with an agreement with the Trust that 'Golden Keys' would be adhered to. The Trust worked closely with NHS Professionals to ensure that bank recruitment and shift fill met the risk posed by lowering agency bookings.

Increasing staff supply

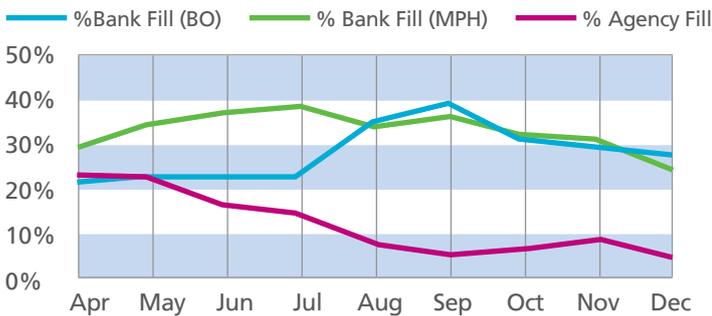
"NHSP: Springboard has been really successful in the Trust and we would like to do it again. Many of the recruits have fantastic life experience elsewhere and bring more into care work. This is of great value to us and many have been offered permanent roles in the Trust".

**Phil O'Connor, Trust Lead,
Alder Hey Children's Hospital**

NHS Professionals also worked on a pay strategy to encourage nurses to join the bank. The Trust had a history of preferring to employ registered nurses, with an 80/20 split of qualified to unqualified. NHS Professionals worked with the Trust to implement the NHSP: Springboard Care Support Worker Development Programme to address this imbalance and move towards employing more unregistered nurses.

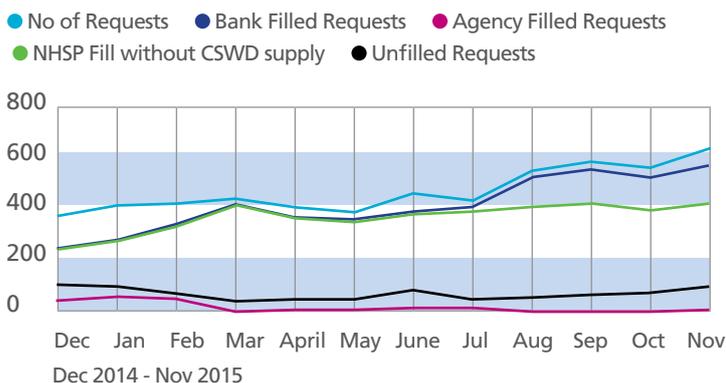
NHSP: Springboard helps Trusts whose local supply of trained and experienced care workers has been exhausted - with NHS Professionals recruiting, screening and placing candidates in tailored development programmes within Trusts.

The Outcome



In the six months June – November 2015, agency fill reduced to an average of 10% while bank fill increased - averaging 69% across bank only and substantive workers. Non-framework agencies were removed from the cascade, as they would not fall under the Agency Cap.

This helped the Trust save £xx,xxx whilst also ensuring that patient care and safety was kept the top priority.



In July 2015 Alder Hey started to welcome CSW's from the NHSP:Springboard programme. They were introduced gradually from July till September, resulting in an extra 25% of additional shifts being filled by the bank.

NHSP:Springboard has helped the Trust totally eradicate agency use for Care Support Workers.

"NHS Professionals are good collaborative partners. They think about the bigger picture and create solutions for arising issues. I am assured about their processes and the clear oversight they give me of our temporary workforce."

**Phil O'Connor, Trust Lead,
Alder Hey Children's Hospital**

If you would like to see how NHS Professionals can help you reduce agency usage and spend, and increase your staff supply call 0000 000000 or email <address>

