

CASE STUDY

Eliminating agency usage at Alder Hey Children's NHS Foundation Trust

KEY HIGHLIGHTS

- ✓ 0% agency usage in Oct 2019
- ✓ Nursing bank fill rate now at 86% and rising
- ✓ Improved partnership working helped to create significant savings

The Trust

Alder Hey Children's Hospital cares for over 330,000 children, young people and their families every year.

As one of Europe's biggest and busiest children's hospitals, they treat everything from common illnesses to highly complex and specialist conditions.

Working Together

Having worked with the Trust since 2014, NHS Professionals (NHSP) have been on a continuous mission to ensure safe, effective staffing, excellent patient care and exceptional value for the Trust.

By analysing staffing practices and creating new and efficient solutions, the NHSP team were able to introduce a workforce strategy which eliminated agency usage and grew a compliant bank of staff.



I am pleased to say that currently we don't use any agencies and that is absolutely down to the relationship between the Trust and the hard work of the local team. They are accessible, efficient effective, positive and really helpful with any issues that we have around the organisation. They've worked hard to get fill rates up, which are currently really high. I would definitely recommend NHS Professionals to other Trusts!



Phil O'Connor
Deputy Director of Nursing, Alder Hey Children's NHS Foundation Trust

The Solution

When the NHSP team first started working with the Trust, they also implemented an agency policy which meant substantive staff could no longer work back at the Trust through an agency. As a result of this, the Trust were able to remove their biggest nursing agency completely.

By working collaboratively with the Trust, the NHSP Team have also delivered the following results:

- Introduced a service delivery plan and workforce strategy which allowed effective and proactive recruitment to take place
- Worked in partnership with the Trust management to implement a new marketing and outreach strategy to boost attraction and reputation
- Established a new governance structure which allowed clearer communications and alignment of staffing objectives

The Future Partnership

The NHS Professionals team are continuing to work with Alder Hey to identify new and innovative workforce strategies, to help further support patient care and promote savings. This includes introducing international recruitment to support the Trust with specialist vacancies, an ongoing working group around the People Plan and exploring community-based healthcare solutions in the wider ICS.

