

CASE STUDY

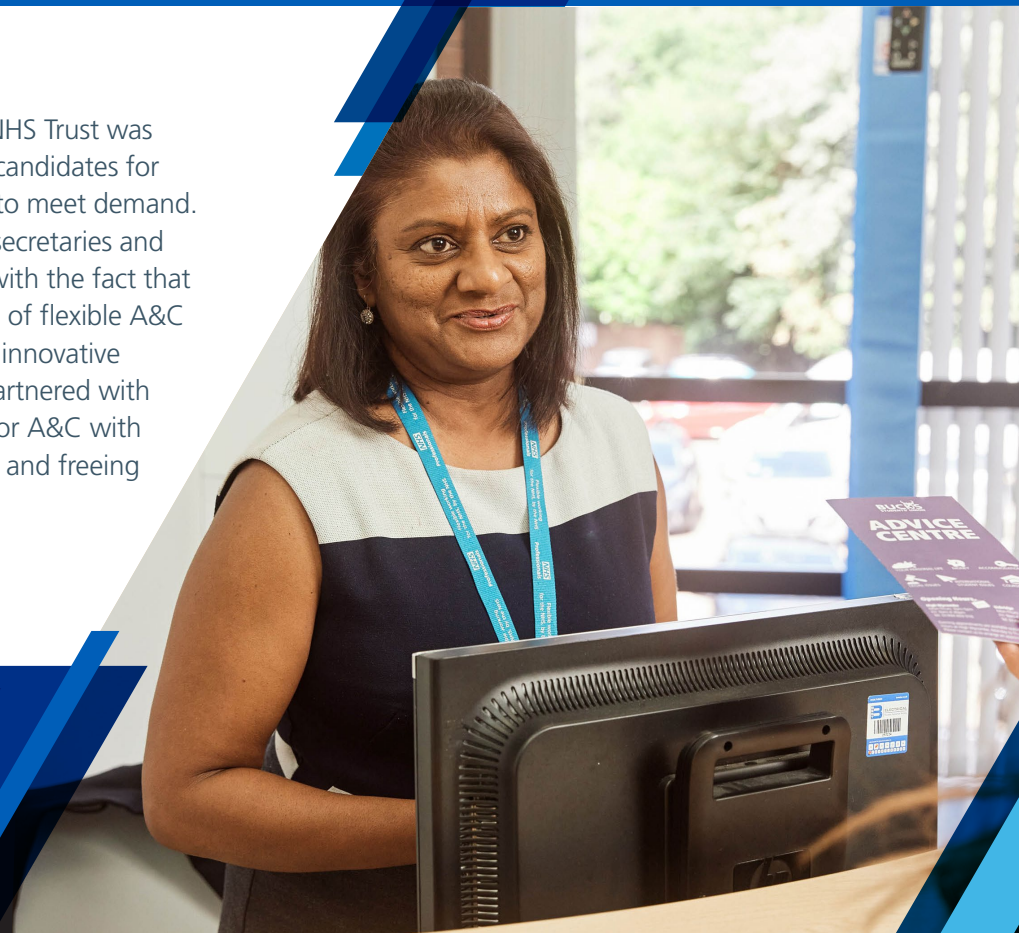
Buckinghamshire Healthcare NHS Trust

NHS Professionals generates significant cost savings using administration and clerical Bank Members over agency

- ✓ Bank fill increased by over **11%**
- ✓ Agency use reduced by **8%**
- ✓ Over **£215,000** of cost savings generated

The Situation

In 2021, Buckinghamshire Healthcare NHS Trust was facing a significant challenge sourcing candidates for administration and clerical (A&C) roles to meet demand. Due to a national shortage of medical secretaries and qualified administrative staff, coupled with the fact that the Trust did not have an available pool of flexible A&C workers to draw from, the need for an innovative solution was clear. NHS Professionals partnered with the Trust to take over the recruitment for A&C with the aim of reducing high agency spend and freeing up valuable time for ward managers.



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The Solution

Our first step was to work with the Trust to create a new staffing pool of A&C candidates. We co-organised an on-site job fair and offered incentives such as development programmes for medical secretaries and training for A&C staff to learn IT systems. We also used local radio and newspapers and collaborated with the Trust's marketing team to advertise the job fair, resulting in numerous appointments and walk-ins on the day.

We provided high-touch account management with the Trust, including weekly reports where the Trust was provided with data on agency use in the A&C staff group. These meetings with key stakeholders at the Trust covered Bank fill data, current staff vacancy rates and updates on recruitment progress and Bank Member engagement.

“ NHS Professionals has been so helpful and positive, which has made the difficult task of finding staff at short notice a more pleasurable task. Its Trust services and account management teams communicate brilliantly and they are always available if we need to check anything. ”

Vickie Wilmington, General Manager,
Buckinghamshire Healthcare NHS Trust

The Outcome

Our regular monitoring of this data has provided a greater sense of visibility and control from a Trust perspective, allowing them to see data over a three-month period including future shift bookings and costings. Our data and insights have allowed us to identify trends and work in partnership with the Trust to develop migration opportunities for agency workers.

From June 2021 to June 2022, Bank fill increased by 11% and reliance on agency staff reduced by 8%. This equated to a reduction of 3,600 agency hours worked at the Trust over a 12-month period. Using the average hourly cost of an agency shift at the Trust, this resulted in a saving of more than £215,000.

Our partnership with the Trust has meant we have been able to double the number of A&C workers placed at the Trust in line with demand. We continue to work closely with the Trust, monitoring and forecasting A&C demand and anticipating requirements. During our weekly meetings with Trust managers, we have also been able to help with further agency reduction initiatives such as how to convert agency workers to permanent and fixed-term contracts or as NHS Professionals Bank Members. This helps to ensure higher-cost agency workers do not remain in position for long periods.

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