

## Trust saves over £2million in temporary workforce management



### The Challenge

Liaison Workforce began working with Torbay & South Devon NHS Foundation Trust in 2014, in response to them seeking support for their rising agency spend.

Our transformation advisors proposed the implementation of a temporary workforce management solution, which has been successful in reducing their overall agency spend and led them to becoming key stakeholders in the region's collaborative bank, the Southwest Peninsula NHS Bank.

### The Solution

The Trust implemented Liaison Workforce's agency direct employment (ADE) service for temporary workers, meaning that they would continue to source their workers through an agency but then contract and pay the individual doctor directly for the duration of the booking – in a similar way to how trusts employ bank workers. The agency fee disbursements were also managed by Liaison Workforce.

The advantage to the Trust of operating an ADE service is that working directly with temporary workers provides greater

transparency, and has proved successful as an approach with many locums ultimately converting to PAYE as a simpler contracting route with a lack of umbrella fees, resulting in a higher take-home pay.

### Next Steps

At the start of 2017, the Trust recognised the benefits of setting up their own internal medical staff bank and, together in partnership with Liaison Workforce technology, this programme went live within months and has proved to be a big success in reducing agency spend. Not only did this process enable any vacancies to be published to the Trust's internal bank first, it also put a more cost-effective solution in place with immediate savings.

More healthcare providers across the Devon STP started to utilise the same Liaison Workforce platform. It soon became clear that the depth of intelligence and speed of access to reporting data identified a further opportunity to work more closely as a system and reduce the reliance on medical agency.

**Liaison Workforce's fully-managed ADE service provides a unique combination of technology, high-level expertise and on-the-ground support, mitigating any potential risks to trusts when choosing to employ temporary staff.**

**The Trust has now saved over £2.2million by putting temporary agency workers through ADE since it was implemented in 2014.**

**Over the past 12 months, bank utilisation has been almost 43% on average, based on cost.**

In 2018, the Trust approached Liaison about setting up a new regional collaboration aimed at improving system working in the region. Along with four other healthcare providers in the region, Torbay & South Devon NHS Foundation Trust became an early stakeholder of the now-operational Southwest Peninsula NHS Collaborative Bank.



**Over the last few years, the trusts in Devon have been working together to find ways to ensure that we provide care that is safe and accessible in all parts of the county. Key to that is the filling of medical workforce gaps when and where they occur. The collaborative bank for medical staff will make that easier for everyone and it is great to see it now in operation."**

**Rob Dyer**, Lead Medical Director, Devon Sustainability and Transformation Partnership

The advantages of having system working in operation across the trusts involved were widely recognised by the key stakeholders and included the opportunity to keep junior doctors in the region for longer, whilst widening their options for training, and also for improving overall patient care with known medical personnel.



**Our aim in joining this collaborative bank with our fellow healthcare providers in the region was to increase the flexibility we can offer for clinical shifts and provide a smooth and straightforward end to end system to book and pay staff."**

**Judy Falcao**, Director of Workforce & Organisational Development, Torbay & South Devon NHS Foundation Trust

Through its data-driven insights, ground-breaking technology and solution-focused people, Liaison Workforce is pleased to have delivered the Southwest Peninsula NHS Bank for the benefit of the region, and seeing it produce further savings for trusts including Torbay & South Devon NHS Foundation Trust.



### What will the Southwest Peninsula NHS Bank achieve?

- ✓ **Break down barriers** and enable the **easy deployment of the workforce** across the participating organisations. Enabling **system working** across the region.
- ✓ Improve **financial sustainability** of the region through reducing agency staff usage and enhanced workforce planning and demand reduction.
- ✓ Improve **quality of patient care**, by using fewer agency staff and improvement of staff retention.
- ✓ Improve **workforce planning and demand capacity** through access to region-wide workforce intelligence, and promotion of a "support culture" between providers.

### For further information

To discuss temporary workforce management solutions for your NHS organisation, or system working and collaborative bank opportunities for your region, please get in touch at [info@liaisongroup.com](mailto:info@liaisongroup.com)