

Developing a TempRE locum workforce

NHS Shetland is developing an agency direct employed temporary workforce across a varied and challenging geographic area, saving the healthcare service £175,488 in the first eight months. As Liaison Workforce's first TempRE client in Scotland, NHS Shetland's six-month pilot of the TempRE workforce service for acute medical acted as proof of concept for Scottish health boards.

Saving the healthcare service
£451,392
through the TempRE workforce service

Scope and findings

NHS Shetland Health Board is based in the North East of Scotland and delivers health care to over 23,000 people across a large geographical region and faced multiple challenges:

- Needed to develop a temporary workforce engagement platform to widen the pool of locums and achieve greater visibility and control.
- Locum workers were not familiar with dispersed health service structure.
- Health Board was let down by alternative supplier who was unprepared for the geographical challenges in Shetland and had increased its' fees outside of the scope of the tender.



Liaison Workforce's service involved:

Driving Productivity, Innovation and Compliance

Education and Training: End user training sessions/MI Reporting Portal – monitoring staff expenditure and usage.

A key objective was to reduce the number of standard placement bookings to Agency Direct Employment. Since implementation, utilisation has increased by 25% to 76%. Our target goal is 95% utilisation.

Agency Arrangements: Single contract to manage all agencies. Reporting tools supported price and supplier controls and rate reductions.

Financial Controls: Aligned system settings to the NHS Shetland's establishment controls to accurately report on spend and missed savings.

Compliance: Making sure that NHS Shetland complied with all applicable Scottish regulations and compliance requirements, covering National Services Scotland Framework, Employment Law and treatment of VAT.

Increase in utilisation of ADE from 25% to 76%

Statement from NHS Shetland:

"Liaison Workforce staff are very supportive and quick to respond on a range of matters. Their helpdesk is particularly helpful in addressing queries from NHS Shetland staff, the various agencies and from the temporary workers themselves."

Achievements to date

- Since implementation, the average agency Consultant commission rate has reduced by over 42%.
- Zero complaints from agency sourced locums with 100% conversion to TempRE. One medical worker who switched with NHS Shetland has seen an improvement in pay, shifts booked and tax support since using TempRE.
- NHS Shetland achieved savings of £92,000 from just one locum conversion.
- A first for Scotland - NHS Shetland provide agency workers who opt in for pension contributions the choice between staying in the NHS scheme or NEST.
- A key challenge was to eliminate NSS Agency Framework breaches and NHS Shetland were the first Board to achieve zero breaches in 2019.
- 2019: TempRE agency direct employment rolled out to AHP locums.

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“Ultimately, we need to be engaging the workforce by using better information and systems to drive down costs and seeking further opportunities for savings via efficiencies and streamlining. TempRE is providing the ideal platform through which we can achieve these goals.

Karl Williamson Head of Finance NHS Shetland



Next steps

We will be...

To add further value via the Liaison Workforce Intelligence Suite.