

# NHS At Work - 2023 Progress at UHCW



NHS At Work was implemented at University Hospitals Coventry & Warwickshire (UHCW) in March 2023, to update the Trust's e-rostering. Here are some of the achievements made since implementation...



Savings achieved of **£500,000** to date, across 3 departments



**95%** of the medics and clinicians access NHS at Work via the app



**Time is saved** on outsourcing to TempRE for payroll



**Easier training**, faster, more effective rollout of platform to the workforce



Time saved through greater **efficiency and autonomy**



**Tracking** and management of sickness has been improved

## Pensions at UHCW...

- **34 workers** live in NHS pension scheme
- **86 leaver** records created
- **120 joiner** records created
- **15 workers** currently live in NEST workplace pension scheme

## Customer Satisfaction...

- **96% customer satisfaction** rate for UHCW queries across all contact types, between March and October 2023
- **100% client satisfaction** on query tickets raised by the client directly, between March and October 2023

## Disbursements...

- **106 invoices** processed
- **£341,631** total amount of agency invoices Liaison is paying on behalf of the client

## Help & Support...

- **1,367 query tickets** were received by our Support Team, with the top three query topics being logging in (318), vacancies (213), and timesheets (176)



***We have seen a huge improvement in our fill rate - ED have ALL required shifts filled until January 2024***