

AllocateAwards Case Study

Dudley and Walsall Mental Health Partnership NHS Trust

The trust effectively used the HealthRoster interface to manage all bank staff, unsocial hours, overtime and absences. The introduction of e-rostering has helped drastically increase the levels of accuracy and accountability.

The trust had been using Allocate's e-rostering system since 2016, and the decision was taken to roll out to all non-medical staff groups using the HealthRoster interface.

Previously, information was being reported from disparate sources. Using Allocate software enabled the trust to streamline processes, allowed managers to record time and attendance in real time and helped to drive up levels of accuracy and accountability.

The implementation was delivered in two broad phases. Phase one focused on the inpatient wards, which involved complex rosters. Phase two was every other service within the organisation. A small number needed complex rosters, but most were set up on an e-timesheet basis. It was decided that the trust would give every employee a set pattern for their working week, so that services could continue to use time owing or flexi systems where these had traditionally operated.

Alongside this, the trust implemented BankStaff as part of a broader project to amalgamate bank and rostering services into a business hub. This was hugely successful, with over a third of shifts now directly booked from EmployeeOnline and a further third booked directly by ward managers.

One of the key challenges was around communications. Considerable time was invested in explaining the reasons for bringing the systems on board and the key benefits. Attending team meetings, sending regular communications and having senior-level support really helped the trust to accept, embrace and use the systems.

These communications helped identify that the trust would need to tailor the implementation of the software for community and corporate areas. Each area was approached with a specific list of must-dos, which helped ensure successful implementation.

Active policing of the rosters by the e-rostering team has helped to identify anomalies in working patterns and leave, meaning that valuable time that may otherwise have been lost can be fully utilised to work with patients or on internal administration. Using e-rostering across 100 per cent of the bank workforce has been instrumental in seeing agency usage as a percentage of all temp staffing drop from 26.8 per cent to a low of 8.6 per cent from March to September 2017.

Matthew Hudson, e-rostering system administration said:

“This has been a long and quite complex process involving huge amounts of training and face-to-face support, but it has definitely been a journey worth taking, with huge potential for further benefits in years to come.”