

## AllocateAwards Case Study

# Lancashire Care NHS Foundation Trust

The Lancashire Care NHS Foundation Trust temporary staffing team provided a single route of access to different types of work, meeting the varying needs of individual staff while continuing to serve the trust well.

At the beginning of 2017 there were various routes to fill bank and agency duties. The team aimed to have a single set system where bank and agency duties could be requested, booked and monitored. Using software from Allocate meant complete equality of opportunity for bank workers to self-book shifts that matched their availability.

The trust acquired the LocumOnDuty app in early 2018, allowing further controls to be applied and for implementation of bank services to medical and dental staff.

One key challenge was facing the increased demand for bank shifts, while resources stayed the same. The team has addressed this by embedding effective processes, using e-rostering to streamline administrative tasks and by communicating clearly.

Statistics show that Lancashire Care consistently achieves a bank fill-rate of more than 75 per cent and as a result has the highest bank fill-rate and third lowest agency fill-rate. Care for patients is improved, with more staff familiar to the trust and patients. Continuity enables clinical services to operate safely and effectively.

Zuber Patel, senior matron, commented:

**"Bank staff are the resource that keeps our patients safe when the going gets tough.**

**We rely on them to be compassionate with patients, but we have the flexibility to deploy them where we need them most. The temporary staffing team always keep us updated when there are issues, if we ever need them they are available to help.**

**The systems are excellent because it is transparent and that means we can do so much more than before with the same number of staff."**

Zuber Patel,  
Senior Matron

To achieve results, the team identified that an actively engaged workforce is essential to any improvement, that staff contribution is vital and communication is key. Having systems such as LocumOnDuty has ensured better working lives for staff while retaining a high standard of service for the trust, resulting in better patient care.