

Direct Engagement Q&A: Lessons from an NHS Pioneer

Sherwood Forest Hospitals



@SFHFT



sherwoodforesthospitals

The Challenge

Prior to going live with Direct Engagement, bookings were made manually via an email trail. There was no transparency on candidates, agency commissions, rates paid etc. With individual rota coordinators making bookings prior to Direct Engagement, there was a risk that one individual was a single point of failure should they go off sick. There was no assurance around compliance documents as this was also handled manually.

Invoices and payments were manually processed which was time was intensive and gave way for human error on the accuracy of the payments being made. Reporting was challenging and getting an overarching picture of usage and spend was difficult. Also by not using a DE model is VAT charged meaning an additional 20% cost per placement.

Background

Sherwood Forest Hospitals was one of the first hospitals in the country to introduce a Direct Engagement Model. They began their journey in 2013 with Liaison and their STAFFflow system, changing to work with Allocate's 247 Time system in late 2019 and achieving a yearly saving of £80k+ thereafter. They utilise the system for Medics and AHP/HSS workers.



5,000
Colleagues



3
Hospitals



500,000
Community Served

The Outcome

Direct Engagement when fully implemented can have the following benefits:

- Use of an electronic booking system for the management of bookings and payroll, confirming and making transparent the rates and commission being applied.
- Interfacing with rostering systems such as Allocate Healthroster / Activity Manager
- Clear management data that can be used to inform decisions around staffing and provide assurance to executive sponsors
- Cost savings from reductions in charges for workers picking up shifts for the trust
- The Trust sets the Direct Engagement contract and so can dictate the terms that the worker should adhere to. This allows greater control over the terms in which you can manage the candidates behaviour and any of the common contract queries which are raised by agency workers (usually via their agency).

Allocate 247TimeDirectEngage changes the way that organisations engage with their staff and enables them to achieve financial savings, greater control, and further transparency. Trusts pay the temporary workers direct, and pay the agency a 'finder's fee', avoiding any unnecessary VAT charges. The entire process is fully automated.



FIND OUT MORE

Find out more by watching their session from People Summit 2021. Watch this space for our upcoming Study Day 2022.