NHS
Portsmouth Hospitals
University
NHS Trust

Portsmouth University Hospital NHS Trust

Successfully engaging staff with Loop

RLDatix

THE CHALLENGE

The hospital's workforce team wanted an app-based staff rostering booking system that was easy to use, intuitive and easy to navigate and above all, flexible. In addition, the team wanted a system that:

- Would enable permanent and temporary staff to view rosters, request duties, annual leave and bank shifts at a time that was convenient for them, allowing greater flexibility and work-life balance.

- Ensure greater and easier access to Trust communications for all staff, some of whom may not have Trust email addresses or the ability to regularly log into a PC.

2.2 MILLION PEOPLE

10,000 STAFF

1,200 BEDS

THE SOLUTION

The Workforce Team had previously been involved in a controlled release for Allocate Optima (Health Roster) and were invited to do the same with Loop.

Loop is a smart phone app that provides rostering functionalities for staff to book shifts, annual leave and bank shifts.

Loop also provides a communications functionality in the form of Facebook and WhatsApp groups, with a newsfeed that can be instantly updated with Trust news and information.

2

THE APPROACH

Loop was rolled out by eight people from the workforce team over nine months, using a phased approach:

3

For the first three months, used by the rostering team for day-to-day business

350

Rolled out to 350 staff continually feeding back with any challenges encountered

400

Six - eight weeks later, rolled out to up to 400 staff in clinical teams, focusing on how it was used by shift-based staff

800

With approx. 800 users, the team had a clearer idea of any challenges before rolling out to the entire Trust

9

Within nine months, Loop had been implemented through a gradual roll out to four clinical divisions, two weeks apart, to enable the workforce team to respond to any issues

THE RESULTS

1   **5000+** users engaging with the app in just one week.

2   Since the larger scale rollout in June 2022, there has been a 6% increase in staff booking shifts themselves, increasing from **35% to 41%.**

3   Feedback shows staff appreciate the ease of use of the app, allowing them more flexibility over their shifts.

4   The newsfeed provides another channel for staff engagement through sharing of weekly news and messages.

5   Greater ability to reach large numbers of staff with information as quickly as possible.

6   Portsmouth Hospitals University NHS Trust has become one of the most active users of Loop in the UK.

TOP TIPS

1   There's no need to plan for detailed training or set-up. The functionalities in the app make it easy to use.

2   Create a good feedback mechanism and be prepared to be proactive, to find out any issues or challenges.

3   Consider how to word notifications. There is a fine balance between too much information and too little.

4   Use the system to its fullest. Consider adding Loop signatures and banners to notifications sent by Allocate Optima to drive awareness. You can also use contact details from Allocate Optima to ensure all staff are being reached.

Want to hear more inspiring stories?

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Discover more

Learn more about Loop or get in touch to chat to a member of the team.

@AllocateS

NHS Portsmouth Hospitals University NHS Trust - Introducing Loop