

Allocate Awards 2019

Highly Commended: Achieving Cultural Excellence

Lancashire Teaching Hospitals NHS Foundation Trust

A strategic joined-up approach for planning rosters led to a reduction in unused hours and agency spend

Lancashire Teaching Hospitals has implemented a long-term strategy to create a more joined-up approach for planning staffing rosters, using various Allocate software products. This has led to a reduction in unused hours and agency spend.

The trust recognised that in order to drive improvements and cultural change it needed to have a competent and effective approach to roster planning, so that the right people were in the right place at the right time. To do this the trust is using Allocate's HealthRoster, ActivityManager, SafeCare and e-Expenses, which have identified different ways of working and achieved real-time visibility.

Head of HealthRoster Gemma Dunning has led the change across the organisation and supported staff at all levels to understand the new approach. Gemma has been able to challenge non-effective rosters and provide detailed

information and knowledge to senior nurses and management so that they can make informed decisions about staffing restrictions, highlight non-compliance issues and advise on how to make improvements.

Staff engagement and building strong working relationships across the trust has been key to encourage learning new technology and practices, which all link into the trust's strategic aims and is supported at executive level.

Rolling out ActivityManager required a huge data collection exercise and an understanding of department practices to build their units on the system. However, the detailed reporting system means that the trust can now manage and interpret complex data, highlight issues individually and act accordingly.

Reviewing unused hours identified a reduction from 63,253 hours to 26,306 hours over a six-month period, realising savings of £7,036. Also, increased visibility and reporting capabilities is ensuring medic resource is well planned, which has led to a reduction in agency spend through releasing internal capacity.

Gemma Dunning said:

"Our strive for roster excellence continues and our strong management and measuring tools ensure our ongoing progression. The whole-workforce approach has significantly improved the trust's vision and direction."



Gemma Dunning, Head of Rostering at Lancashire Teaching Hospitals NHS Foundation Trust with the trust's Highly Commended certificate in the Achieving Cultural Excellence category