

Allocate Awards 2019

Winner: Impacting Clinical And Performance Targets

The Newcastle upon Tyne Hospitals NHS Foundation Trust

Using SafeCare to improve patient experience by deploying the workforce efficiently



The Newcastle upon Tyne Hospitals NHS Foundation Trust rolled out Allocate SafeCare, to ensure that the right staff are in the right place at the right time, and ultimately enhance patient care.

The Newcastle upon Tyne Hospitals NHS Foundation Trust is one of the largest and busiest in the UK, with more than 1,800 beds, 14,000 staff, 1.84 million patients and an annual income of £1 billion. Because of the large scale, it is especially important that staff are deployed effectively to meet patients' needs. The trust therefore decided to roll out SafeCare.

It developed a project plan with its senior nursing team to ensure all clinical and operational aspects were covered within its delivery timeline of six months, with about 100 clinical inpatient units on a phased directorate-by-directorate approach, incorporating 11 clinical directorates.

Training was a challenge, as there were 2,500 frontline clinical staff to train on the SafeCare system. To overcome this, the trust developed an interactive e-learning module linked to ESR, for compliance checking and updating access privileges. This meant the training programme

could be expedited without the need for all sessions to be carried out face to face.

The trust also discovered there were numerous historical practices on the early-adopter wards, such as sending all enhanced care requests to bank without fully assessing the substantive workforce to gauge whether the request was necessary. The trust therefore engaged with wards and had conversations to re-educate all staff in processes.

In one of the first units tested, system use over a four-month period helped with various improvements, including reducing monthly temporary staffing usage from 110 to 10 shifts, and reducing monthly overtime hours from 580 to 150.

The trust found strong senior clinical involvement and presence were essential to promote the system, reinforce its benefits and engage staff from a clinical and operational perspective. This ensures they are aware of how the data is used to make decisions that improve patient experience by deploying the workforce efficiently.

Samantha Hunt, e-rostering system manager, said:



Some of the eRostering team accepting their Allocate Award for the Impacting Clinical And Performance Targets category

"Our technology use has supported and complemented the strong, professional clinical leadership in this area to deliver significant improvement. Staff and patients can now be completely confident in our ability to deliver great service and care. At the same time, we've reduced agency spend by ensuring that team members are deployed effectively, and temporary staff are called on only when needed."