

## Allocate Awards 2019

Highly Commended: for the Board Assurance

### West London NHS Trust

Using HealthRoster for transparency of agency spend;  
assuring the board and resulting in millions of pounds  
saved

**By introducing Allocate's HealthRoster software, West London NHS Trust has reduced agency spend in a financial year by around £9 million.**

The trust needed to reduce its agency spend, improve the process for paying agency invoices and make its reporting process more efficient. The process for paying agency invoices was based on paper timesheets, was admin intensive and susceptible to processing errors. The trust had no accurate source of shift data to reconcile invoices with, and the data on agency usage was collected through a centralised spreadsheet, which was a very time-consuming process for managers to complete each week.

To respond to these challenges, the trust used Allocate's HealthRoster software to electronically record the trust's bank and agency shifts. Ninety new managers were trained, and 144 new rosters created and synchronised with payroll.

This was a large-scale cultural change project that not only affected

the trust's staff, but it also changed how it worked with agency colleagues. The trust had to make sure that the new process was effectively communicated across more than 30 sites, so it had to drive and promote the new way of working.

The successful implementation of this process assures the board that there are robust and structured measures in place to reduce agency spend and there are many workstreams in place to compliment this. The trust has reduced susceptibility to timesheet fraud and admin errors and all invoices paid to the agencies are directly reconciled to the services delivered.

There is improved accuracy of agency usage reported to NHS England and NHS Improvement and it has an improved validation process of agency workers' credentials.

In 2016/17, agency spend was around £22 million. By the end of 2018/19 that spend was reduced to around £13 million.

Chris Russell, head of workforce productivity, said:



The team at West London NHS Trust also won the Allocate Award for Achieving Cultural Excellence

**“The centralised record of all temporary staff enables us to analyse in fine detail our agency spend. We now have valuable insight into the where, when, who and why of agency expenditure, thanks to the HealthRoster software.”**