

Estates and Facilities Department at The Pennine Acute Hospitals NHS Trust enjoys 0% agency usage

The Pennine Acute Hospitals NHS Trust provides lifesaving acute healthcare services from three hospital sites and many community settings across Oldham, Bury & Rochdale. The Trust also forms part of a wider healthcare service, the Northern Care Alliance (NCA) and in so doing, works collaboratively with Salford Royal NHS Foundation Trust.

With NHS Professionals' (NHSP) support and expertise, the Trust wanted to grow their Bank Members, operate more efficiently and ultimately, completely remove their reliance on external agencies which as of August 2018 was 22% of shift demand. The Trust were keen to do all of this while continuing to uphold the high standard of NHS governance principles required to deliver outstanding patient care.

NHS Professionals worked in collaboration with Hiring Managers within the Trust to operate numerous recruitment drives, ward-walks and drop in events which were a resounding success, resulting in not only substantive post-holder registrations but also agency to Bank Member migration.

This effective collaboration between Trust management and NHS Professionals, means that the Estates and Facilities department benefits from 0% agency usage and feels as if it has the flexible workforce that can support in its growth across the Northern Care Alliance.

With the exception of some agency usage (>5%) during the COVID-19 pandemic (2020 and early 2021), agency usage has been at 0% since 2019.





Since working with NHS Professionals we have achieved a total removal of agency spend and now have a significant number of staff registered on the the bank. With the support of NHS Professionals we have ensured robust operational cover is now common place in managing CEF services. The dedication of the NHS Professionals account management team has meant a real ease of access to NHS Professionals' services, reports and support to both management teams and staff alike.

Rob Jepson

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NHS Professionals worked collaboratively with the Trust e-Rostering team and wider Temporary Staffing department to correlate agency usage against demand. Through critical analysis and insight, gaps were identified in the substantive workforce rotas and the growing trend for high agency usage across unsocial hours was discovered. The local NHSP Trust Services team were highly visible across all Trust sites, delivering drop-in sessions and workshops departmentally to advise on the benefits of becoming a Bank Member. The team provided one-to-one support to staff with limited access to, or knowledge of IT systems and provided guidance throughout the onboarding process which enabled greater growth in registrant numbers.

Prior to this approach, agency usage in August 2018 was 22% of all demand. After just 7 months, we reduced this to 0%*. NHSP Bank Member recruitment and staff utilisation has grown 120% with over 390 bank members now undertaking shifts each month, these numbers were achieved by migrating all agency workers into Trust substantive posts or onto NHSP Bank.

As a result we have seen a positive impact on demand management and reduction in unfilled shifts with Bank filled hours now accounting for 85% of all demand which has delivered large financial savings to the Trust (£220,000 reduction of agency spend since go live of the project). As well as this there is now an increased confidence in the workforce that the NHSP Bank provision now meets their needs.

Following on from this successful program, Salford Royal Foundation Trust, a fellow member of the Northern Care Alliance, has begun implementation of the same programme model across its own Estates and Facilities staff group and is already realising strong cost savings and growth in NHSP Bank performance as it also pushes towards a substantive & Bank only workforce.