

Sussex Partnership NHS Foundation Trust

Rolls out Kronos SMART workforce management
optimising services to patients

*Mental Health Trust with more than 100 sites implements
paperless e-rostering and SMS texting to fill Bank shifts*



Sussex Partnership NHS Foundation Trust is one of the largest mental health trusts in the country. It provides mental health, learning disability, substance misuse, and prison healthcare services across Sussex, and a developing range of specialist services across south east England and beyond. A teaching trust of Brighton and Sussex Medical School, Sussex Partnership has a national reputation for leading-edge research managing a budget of more than £1.5m.

As part of its strategy to improve workforce productivity and efficiency, and controlling demand for temporary staffing, the Trust implemented eRostering and Bank management resulting in reduced overhead costs through integration with the Trust's payroll and ESR systems.

“Our objective for implementing eRostering and Bank management was to promote greater visibility, fairness and management of staff deployment. We

wanted to provide a tool to support change management processes, enabling better decision making through real-time information. Being able to monitor staff hours for EWTD supports clinical governance through improved staffing levels and enhances risk management,” Said Lindsey Brocklehurst, HR Project Manager – Staff Time, Attendance and Rostering.

The Challenges

Sussex Partnership has a widely deployed workforce that operates from more than 100 sites. Team leaders were using a variety of manual systems that included hand written rosters, and often separate request and annual leave books. Production of rosters was time consuming, taking highly qualified staff away from patient care and managing their teams.

The Trust lacked an overall view of staff deployment and management of holidays and other leave.

Fast Facts

- Large mental health trust with over 100 sites is rolling out eRostering and Bank management using the latest paperless technologies
- eRostering is helping utilise staff resources more efficiently while safeguarding patient and staff safety
- Management reporting is supporting change management and decision making
- SMS Text messaging helps Bank office to improve fill rates and provide more equitable opportunities to staff
- Better monitoring of staff hours and competencies complies with CQC guidelines

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Lindsey Brocklehurst, HR Project Manager
– Staff Time, Attendance and Rostering.

The Solution

The Kronos SMART workforce management solution was selected based on a formal tendering process and favourable feedback from other trusts. Lindsey Brocklehurst also commented,; *“SMART eRostering, Bank management, and ESR interface provided the best fit for our requirements and the best value for money. The professional approach of the SMART team inspired confidence.”*

The Sussex Partnership has now implemented approximately 70 operational teams including clinical, wards, community services, support and therapy teams across Sussex, and has recently gone live at the Trust’s prison services, hotel services, payroll and HR and Finance departments.

Compliance

The Trust has benefited from having staff information regarding hours worked in a central database, which includes staff competency data, ensuring that the Trust complies with CQC guidelines. The system provides visibility of staff training requirements, safeguarding both staff and patient safety.

Reporting

Management dashboard reporting provides operational managers with information on sickness, and leave, enabling them to meet targets, identify trends and address anomalies.

The Bank module enables the Trust to analyse Bank usage trends, and map this against outstanding vacancies.

Paperless Rostering

Using the eRoster, online facility staff are able to check their shifts, hours worked, leave taken and outstanding and sickness taken from any location. Band 5 nurses are able to check and book staff for Bank shifts, avoiding the expense of using agency staff at short notice.

Bank - SMS Texting

Bank office managers are now able to search for appropriate workers to fill a shift by texting all appropriately skilled staff. The first member of staff to reply is automatically booked on to the shift. Quicker and fairer than the previous method of phoning each member of staff individually.

Looking to the Future

The Trust plans to continue the roll out of SMART workforce management to all staff across the Trust, including the Paperless Rostering for all wards and departments.

“Using the integrated SMART workforce management solution is helping the Sussex Partnership NHS Foundation Trust to standardise our staffing policies and ensure that we use our resources as efficiently as possible while maintaining skills mixes protecting both staff and patient safety and complying with CQC guidelines. Ultimately the system will help the Trust to optimise services to patients.”

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