

Kronos appoints highly experienced NHS clinician as Lead Nurse

[Kronos Incorporated](#) announces the appointment of Gaynor Farmer as Lead Nurse. Gaynor Farmer joins Kronos from Sandwell and West Birmingham Hospitals NHS Trust where, as Special Projects Lead Nurse, she masterminded a ground-breaking staff engagement programme that ensured the successful roll out of SMART e-Rostering to nurses in acute wards, A&E and critical care services. The implementation of SMART across the Trust demonstrably reduced staffing costs and improved the work/life balance of staff.

Farmer was appointed for her outstanding hands-on experience and expert knowledge of working in the NHS. Her career spans 20 years and includes the following highlights:

- Trained as a student nurse at the Wolverhampton and Sandwell hospitals and became a qualified in 1997, working in the specialist trauma and orthopaedic departments
- Secured a senior nurse post focused on rehabilitation and orthopaedics
- Promoted to Ward Manager, Orthopaedics, responsible for reconfiguring services to cater for trauma-only patients. When the ward became a gynaecology ward, Farmer ensured the smooth transition of services to support the new ward
- Developed exceptional coaching and leadership skills and joined the 'Leadership Framework' at Sandwell and West Birmingham Hospitals NHS Trust that was tasked with mentoring and developing the skills of senior managers
- Appointed Special Projects Lead Nurse to drive a new e-Rostering project across the organisation. During that time, Farmer:
 - scoped out the workforce and rostering needs of the Trust to support the business needs of the organisation;
 - devised a ground-breaking preparation and education programme to secure senior management buy-in and widespread acceptance by staff of the new SMART system (using staff engagement techniques for which the Trust won an HSJ award in 2012);
 - rolled out the system Trust-wide in record time
- Launched a dedicated acuity and dependency model to report on and measure ward performance across the Trust and improve areas such as developing the right mix of skill sets and establishing the correct nurse to patient ratios
- Was active participant of the Strategic Health Authority's Change Leaders Programme, a rare and prestigious privilege that awarded Farmer's outstanding contribution to the Trust
- *Gaynor Farmer, Lead Nurse, Kronos*

"Whilst totally transforming e-Rostering at Sandwell and West Birmingham Hospitals NHS Trust, I thoroughly appreciated the ease of use of the SMART technology and always felt fully engaged with the Kronos team. Joining them represents a new chapter in my life, an exciting and fresh challenge. As a long-serving clinician, I look forward to sharing the lessons I learned with my new colleagues at Kronos and the wider NHS audience, to evangelise the very real tangible benefits that can be achieved with SMART workforce management solutions."

- *Tristan Spencer, director, SMART, A Kronos Solution*

“We are delighted to welcome Gaynor to our team and I am confident that her appointment will mark the critical next stage in the development of our SMART workforce management solutions. Her unique insight into how the NHS works and what drives the healthcare market is second to none. We look forward to tapping into her expert knowledge and superior project planning skills to educate our staff and boost customer confidence as we strive to match our future product innovation with real-world scenarios.”

Supporting Resources

- The NHS is one of the largest employers in the world, and is the largest in Europe, with more than 1.7 million staff.
- [SMART](#) is a workforce management solution widely used by the UK’s NHS across England, Scotland, Wales, and Ireland. SMART enables NHS and other health organisations to meet their patient quality care objectives, including the Quality, Innovation, Productivity, and Prevention (QIPP) agenda in England, by optimising staff and ensuring that quality patient care is delivered as efficiently as possible. To learn more about the SMART solution, visit www.smart-rostering.co.uk.
- Kronos [acquired SMART](#) in April 2012.
- Connect with Kronos via [Facebook](#), [Twitter](#), [Google+](#), [LinkedIn](#), and [YouTube](#).
- [Subscribe](#) to our workforce management blogs.
- Take a look at the lighter side of workforce management in our [Time Well Spent](#) cartoons.

About Kronos Incorporated

Kronos is the global leader in delivering workforce management solutions in the cloud. Tens of thousands of organizations in more than 100 countries — including more than half of the Fortune 1000® — use Kronos to control labor costs, minimize compliance risk, and improve workforce productivity. Learn more about Kronos industry-specific time and attendance, scheduling, absence management, HR and payroll, hiring, and labor analytics applications at www.kronos.com. Kronos: Workforce Innovation That Works™.

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