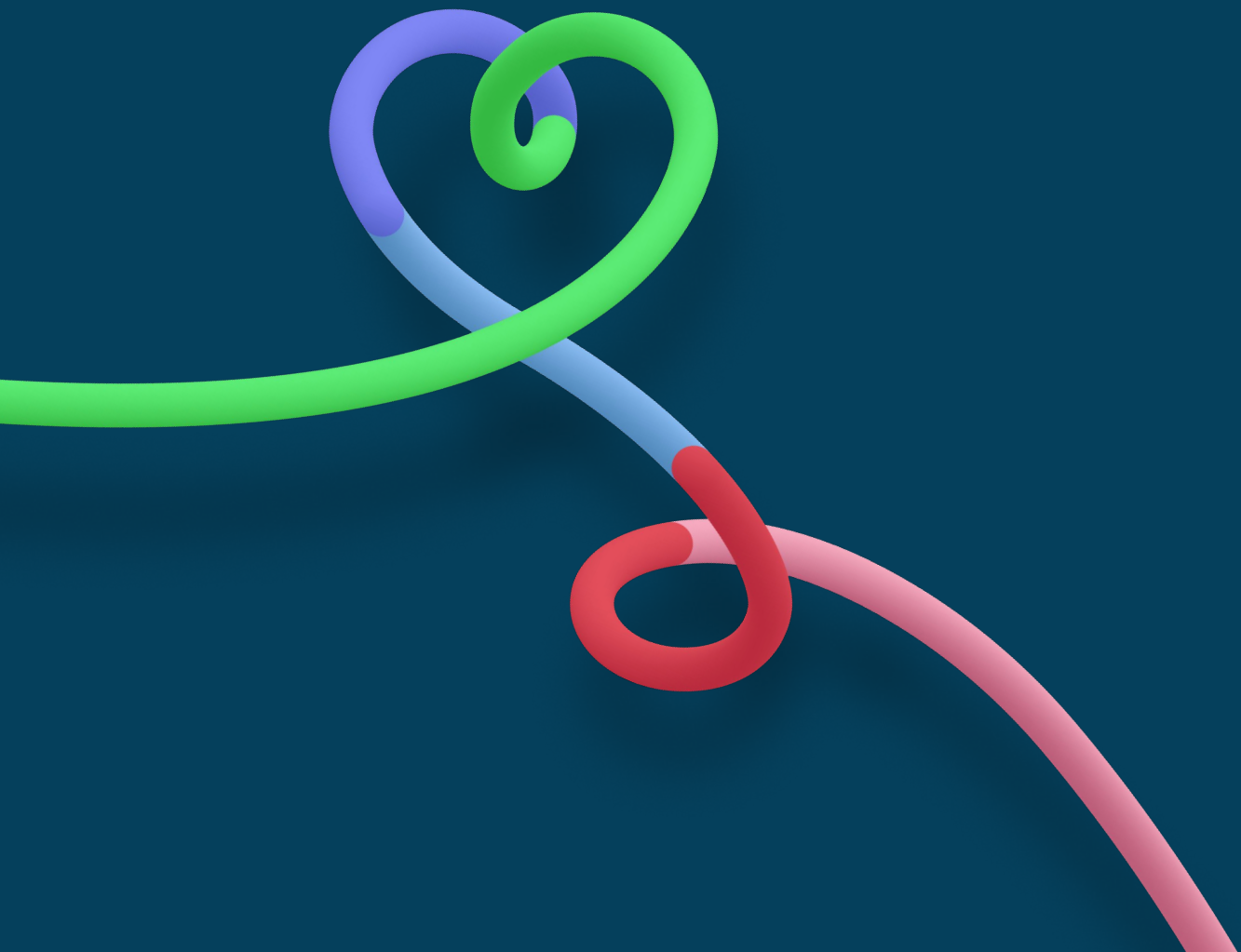




# How to build a collaborative bank fit for the 21st century



## CONTEXT

COVID-19 has highlighted the need to share a workforce beyond traditional organisational boundaries

The pandemic demonstrated the benefits of being able to quickly deploy resources where there is the greatest need.

Collaborative banks bring the benefit of increasing the size of a contingent workforce pool that can be mobilised quickly without duplication in onboarding checks.



**Collaborative banks have traditionally been ineffective due to the variability in systems and processes between providers.**

### 1 | Integration with existing systems

Patchwork Health seamlessly integrates rostering systems, managed services, bank management providers, vendor management and payroll systems.

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### 3 | Harmonisation balanced with localised control

We help balance the regional process harmonisation by giving health and care organisations the ability to retain an element of localised autonomy and control.

### 4 | Flexibility in payment models

Every collaborative bank will have different requirements around how to pay workers. We give you the ability to simplify payment management whether a lead employer, recharge or hybrid model.

# Our Offering

Our collaborative operating model allows you to create an **additional layer** of bank that **integrates with existing systems**:



## Gap in medical rota

So you have a gap in your rota and are trying to find a suitable replacement...



## Trust's existing local bank

The first step is to broadcast the shift to your existing bank workers.



## Collaborative Staff Bank

If your local bank is unable to fill the vacant shift, you can then cascade shifts to the secondary collaborative bank.



## Agency

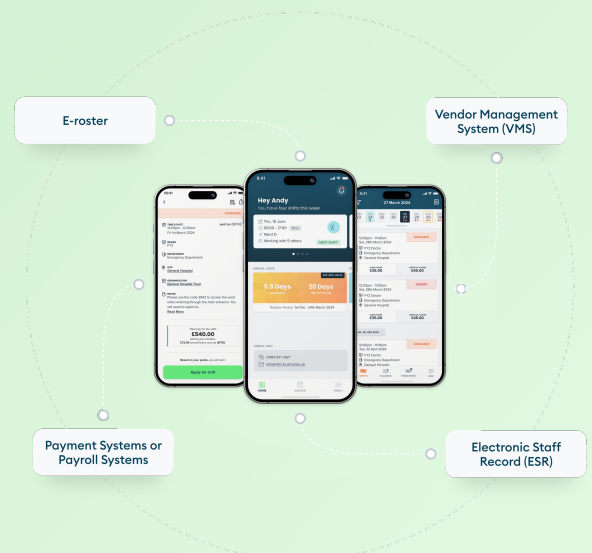
The shift should usually be filled before this but if not, any vacant shifts can be cascaded to your preferred agencies.

## 1 Integrating systems

Using APIs and automation, Patchwork seamlessly integrates with existing systems including all major e-rostering systems, ESR or other bank providers.

We work with managed service providers and Trusts' internal bank teams.

*Just some of the systems we can integrate with*





## 2 Compliant Passporting

Our in app digital passport allows compliant workers to move between organisations without duplication in background checks.

This works with both a single (lead employer) or multiple employers and also allows new workers to join the collaborative bank.

## 3 Harmonisation with localised control

It can be challenging to harmonise rates and processes across an ICS – especially without live granular data on current performance.

The collaborative bank dashboard on Patchwork Insights coupled with our expert advisory support will allow you to design a harmonisation framework (as undertaken in other collaboratives) that both aligns processes and allows individual Trusts to retain an element of control.



## 4 Flexibility in payment models

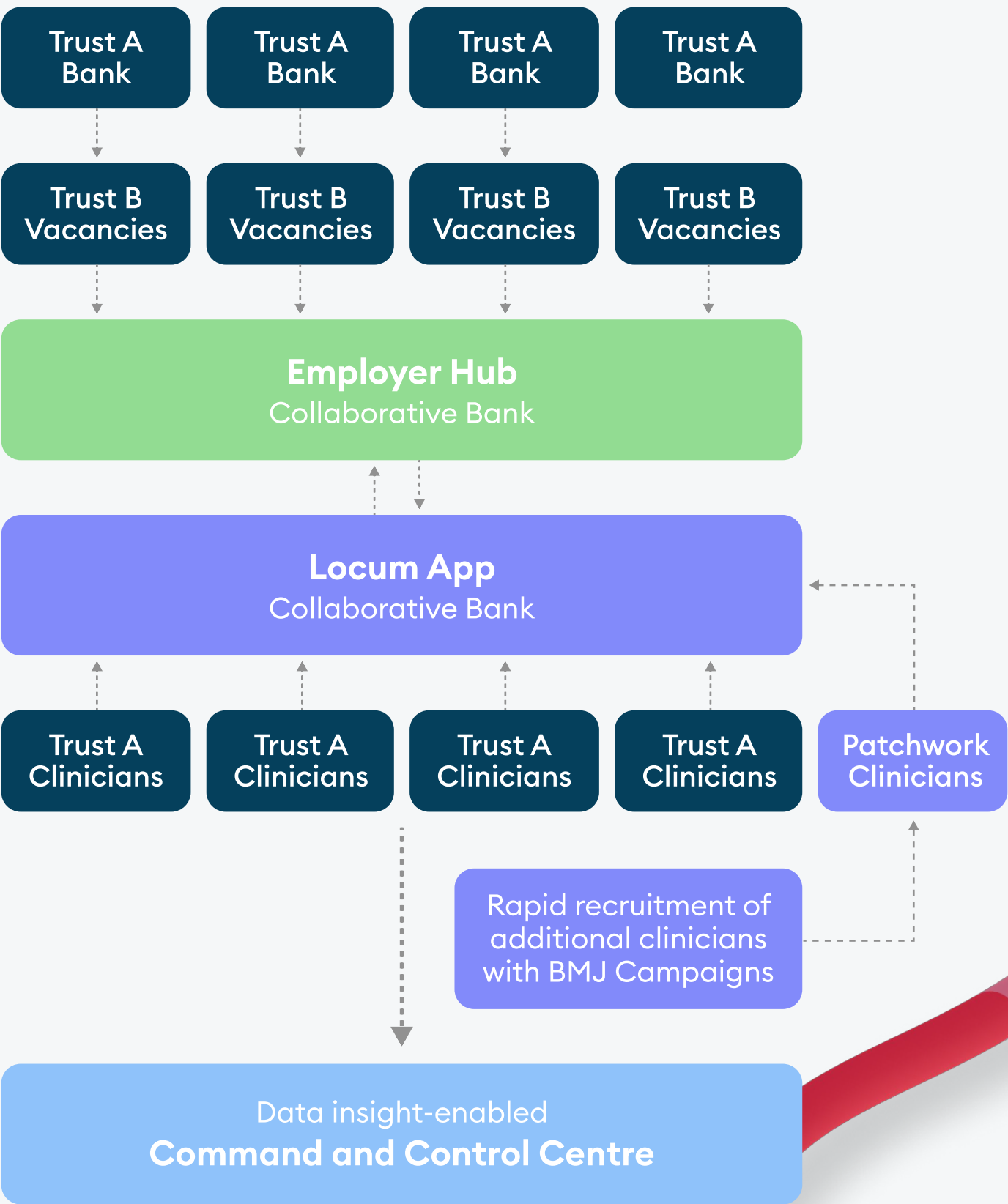
When it comes to managing payments in collaborative banks, our experience tells us one size certainly doesn't fit all.

During implementation, we will support your collaborative to establish a payment model that works for you. We are able to support both lead employer and recharge mechanisms.



# Our Collaborative Bank Expertise

Our Collaborative Banks act as a second layer and compliments your existing staff bank



# North West London Collaborative Bank

Patchwork supported the creation of the North West London (NWL) COVID Bank as part of the immediate pandemic response. This bank brings together thousands of NHS workers (currently being accessed by 14 hospitals) to fill clinical vacancies and ensure safe staffing levels.

The collaborative bank will now continue to be used; building a resilient workforce to manage upcoming pressures. Patchwork has supported with the design and implementation of a rate escalation and shift release harmonisation framework.

Patchwork's two way interoperability with a major e-rostering system is live and has eliminated duplicate data entry and system data fragmentation.

  
**The Hillingdon Hospitals**  
NHS Foundation Trust

  
**Imperial College Healthcare**  
NHS Trust

  
**Chelsea and Westminster Hospital**  
NHS Foundation Trust

  
**London North West  
University Healthcare**  
NHS Trust



“Patchwork’s expertise and market knowledge is outstanding, and their phenomenal support to implement Patchwork in Trusts truly sets them apart from other companies. The product is brilliant, very clearly linking to savings, and provides easily accessible data, which hugely goes above other systems.”

**Andy Small, Workforce Transformation Lead**  
North West London Collaboration of CCGs

  
**North West**  
Collaborative Bank

# Intensive Care Transfer Bank – North West London Critical Care Network

With COVID-19 admissions on the rise in mid-March, critical care beds were running out across a number of hospitals.

In response, Imperial College Health Partners worked with the North West London Critical Care Network and Patchwork Health to set up the ITU (Intensive Treatment Unit) Transfer Project, to manage patient transfers across the capital in just a few days.

The scheduling and coordinating of these clinicians pre-Patchwork was rudimentary - the onboarding process was tedious, there was a huge administrative burden on Transfer Coordinators, and no way of capturing timesheets; making paying clinicians impossible.

Patchwork worked with the team to introduce a digital collaborative bank that allowed for shifts to be managed in an efficient way and the clinicians to be paid within days.



ing this challenging time, Patchwork Health implemented at pace - within just 4 days from our first point of contact with them!

They took the time to really understand our problem and were incredibly flexible, patient and responsive to our changing requirements; constantly iterating their solution to fit our needs.

All of our users found the solution so intuitive and easy to use. It also relieved a mass of administrative burden for everyone.”

**Dr Hai Lin Leung**

Imperial College Health Partners



# Patchwork's approach and expertise makes us the right supplier for you

- ✓ Delivering a collaborative staff bank is a complex programme. We have the track record and expertise to deliver.
- ✓ Our collaborative data reporting, analytics & insights is best in class.
- ✓ Patchwork is interoperable for a seamless experience.
- ✓ We are obsessed with customer satisfaction and have unbeatable user experience.
- ✓ Patchwork is truly NHS and bank first – our incentives are fully aligned.

## Our team are building the UK's most advanced collaborative banks.



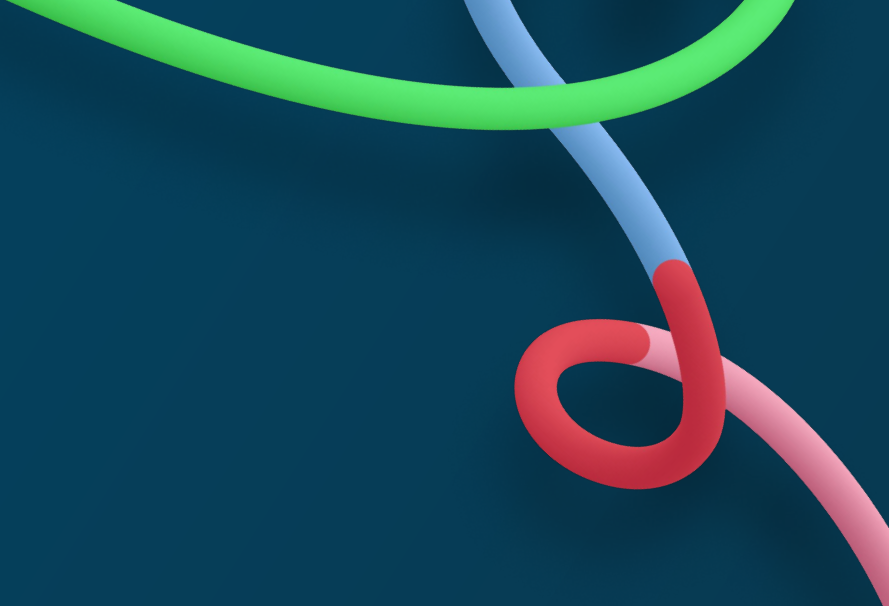
**Anas Nader**  
Patchwork SRO

Anas is an A&E Doctor and a Clinical Entrepreneur Fellow at NHS England. He will be the Senior Responsible Officer from Patchwork, providing advisory service throughout the implementation, in particular insights from the clinician's perspective.







**Omar Bhakri**  
Head of Partnerships

Omar, a Pharmacist, brings strategic expertise to the implementation, as well as his knowledge of establishing collaborative banks. Omar has been co-ordinating the establishment of the collaborative staffing in the North West of England.



For more information on our  
collaborative bank offering  
get in touch below

 [hello@patchwork.health](mailto:hello@patchwork.health)  [Patchwork.health](https://Patchwork.health)  
 020 3983 1470  [@heypatchwork](https://twitter.com/heypatchwork)

 Patchwork