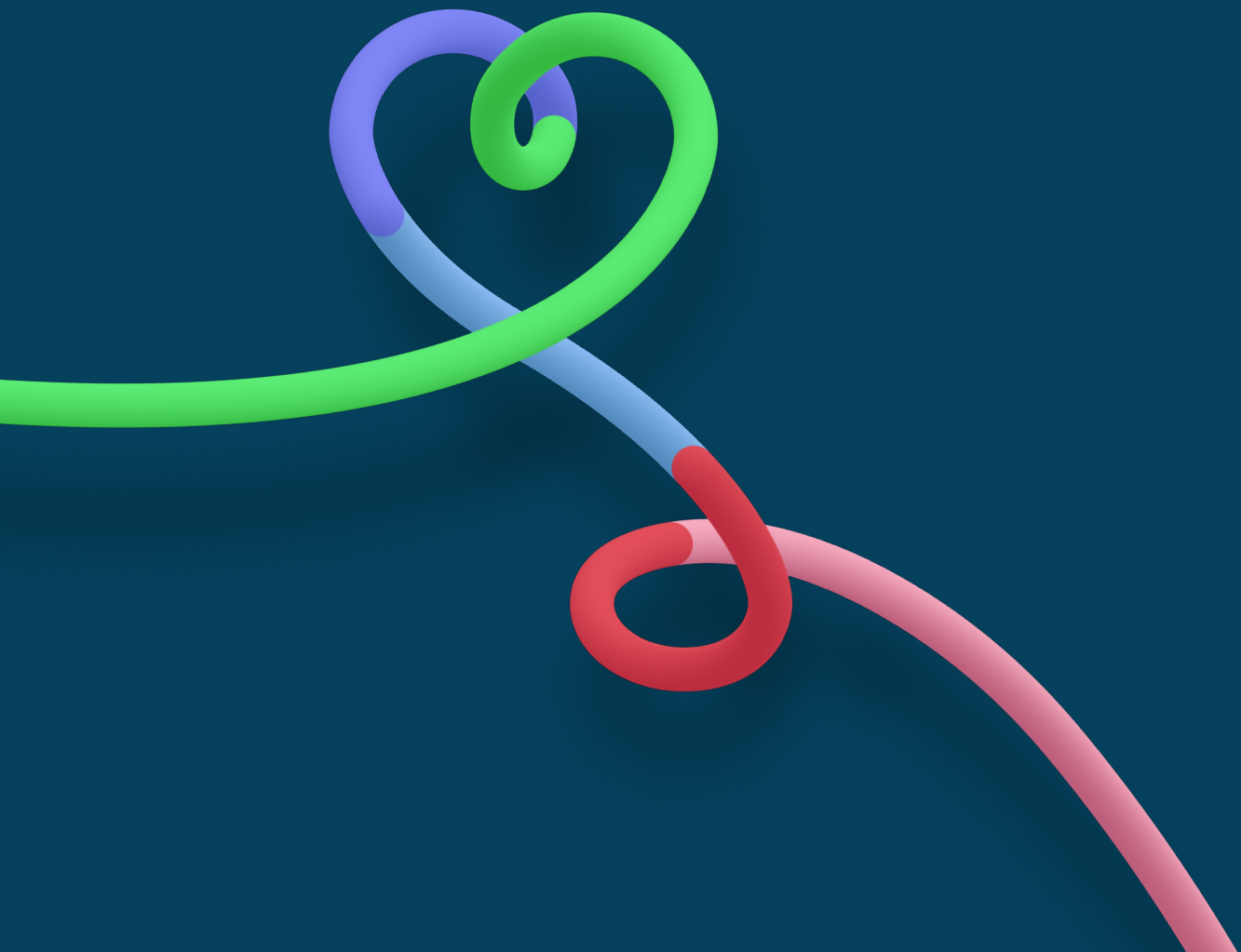


Patchwork

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



CONTEXT

Following the introduction of the Health and Care Act 2022, Integrated Care Boards have been formalised as statutory bodies, accelerating collaborative transformation across the NHS.

With the COVID-19 pandemic demonstrating the benefits of being able to quickly deploy resources where there is the greatest need, this formalisation of collaborative care models presents an exciting opportunity for us improve patient care delivery through fostering more joined-up service provision across Integrated Care Systems.

Collaborative staff banks are one key area of focus; this cross-organisational method of workforce deployment can increase the size of a contingent workforce pool without duplication in onboarding checks.



Effectively deploying collaborative staff banks can support organisations in delivering improved staffing outcomes through:

1 | Integration with existing systems

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

3 | Harmonisation balanced with localised control

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

2 | Effective and Compliant Passporting

With Patchwork Health's digital passport, workers are able to move between organisations without having to undergo duplication in background checks.

4 | Flexibility in payment models

Every collaborative staff 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 staff bank layer that integrates with existing systems. If you have a rota gap and need to find a suitable replacement clinician, Patchwork's end-to-end solution enables you to follow the following steps:



1 | Tap into your Trust's existing local bank

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



2 | Broadcast to a Collaborative Staff Bank

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



3 | Source an Agency Worker

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

Benefits of Patchwork Collaborative Bank

1 System Integration

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 as well as your internal bank teams.





2 Compliant Passporting

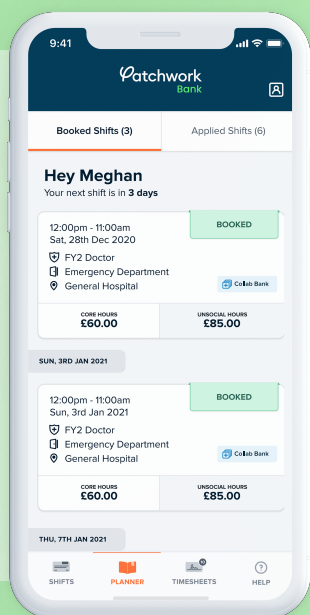
Our in-app digital passport allows approved workers to safely move between organisations without duplication in background checks.

This works with both a single employer (under the Lead Employer Model), or with multiple employers.

3 Harmonisation with localised control

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

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



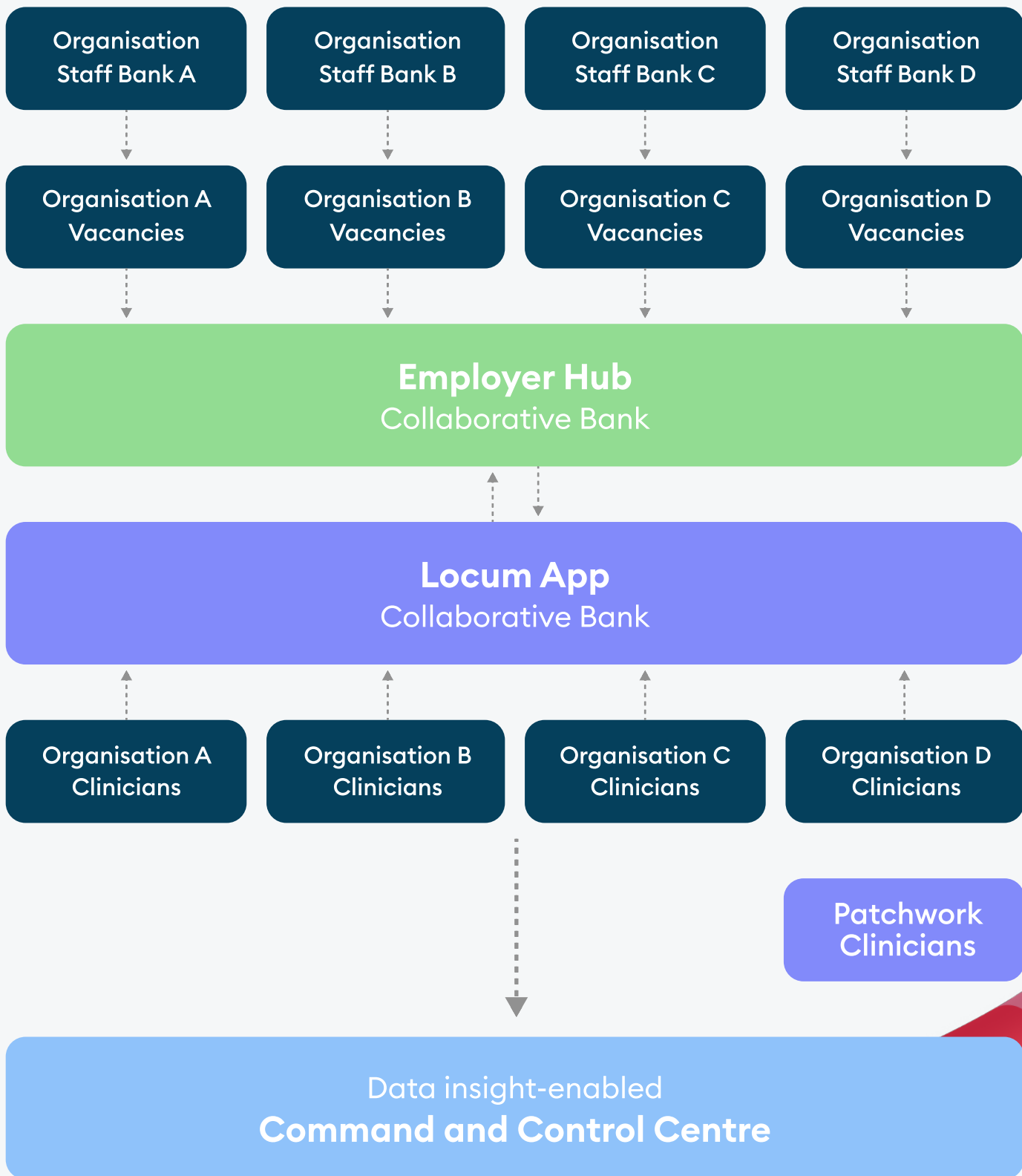
4 Flexibility in payment models

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

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

Our Collaborative Bank Set-Up

Our Collaborative Staff Banks act as an effective staffing safety net that compliments your existing staff bank



North West London Collaborative Bank

Patchwork supported the creation of the North West London (NWL) Collaborative Staff Bank as part of the immediate pandemic response. The model brought together thousands of NHS medics to fill clinical vacancies and ensure safe staffing levels across 4 Trusts.

The collaborative staff bank has since expanded to include nursing staff, building a resilient workforce to manage current and future staffing pressures. Patchwork has also supported with the design and implementation of a pay rate escalation and shift release harmonisation framework.

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

With **6000 available medics and 20,000 nurses in the region**, the platform enables participating Trusts to broadcast vacancies to a wider pool of clinicians, in line with fluctuating demand.



“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

The North West Collaborative Bank

St Helens and Knowsley Teaching Hospitals NHS Trust (STHK), the Lead Employer in the North West of England, had a vision for the region's temporary workforce – the ability to book shifts through systems that enable workers to pick up shifts quickly, safely and easily, whilst ensuring the most efficient and effective system was in place to satisfy financial and governance requirements.

Following the proven success of STHK's internal staff bank which was already live across all staff groups, Patchwork was selected to provide a fully integrated collaborative staff bank solution, which could provide complete visibility over all workers and ensure robust financial and governance oversight.

Shifts transfer seamlessly between each Trust's e-roster system, the Trust's local bank and the regional collaborative staff bank. This highly resilient layer of integration not only drastically reduces administration by automating tasks, but also minimises errors and is backed by a single source for all data reporting to ensure robust governance and financial efficiency.

The project has **retained £6.2 million** in the NHS in 24 months, and in the same time has **saved £1.2 million** in agency spend.



“From a lead employer, the main thing that we were looking for was an improved trainee experience because that is our ethos, that's exactly what we're all about, it's all about improving trainees working lives, that's what we do - that's bread and butter. So for us our metrics were very much about quality metrics on trainee experience and early on we were able to achieve that.”

Malise Szpakowska, Assistant Director of Human Resources
St Helens & Knowsley Teaching Hospitals NHS Trust



Intensive Care Transfer Bank – North West London Critical Care Network

With COVID-19 admissions on the rise in mid-March of 2020, 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 city 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 clinicians to be paid within days.



“During this challenging time, Patchwork Health implemented at pace, creating a solution within just 4 days of 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

- ✓ Designed from day 1 to act as an additional staffing layer, without disrupting your systems and processes
- ✓ Purpose built for all staff and specialties
- ✓ Cutting-edge yet easy-to-use technology integrates seamlessly across your region
- ✓ Build trust across organisational boundaries through safe data sharing and transparency
- ✓ Ongoing account management and recruitment support to ensure you meet your goals

For more information on
our collaborative bank
offering get in touch

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