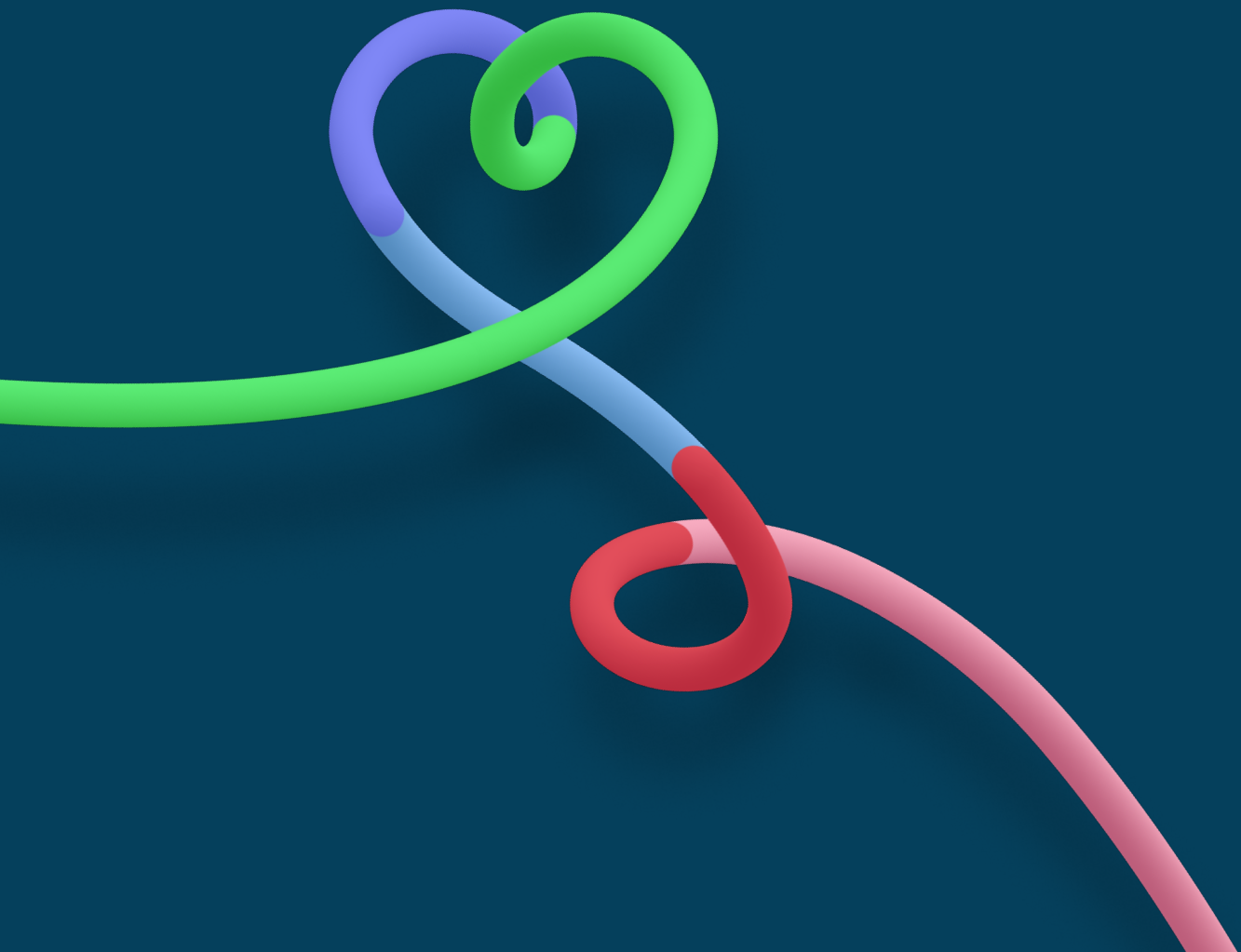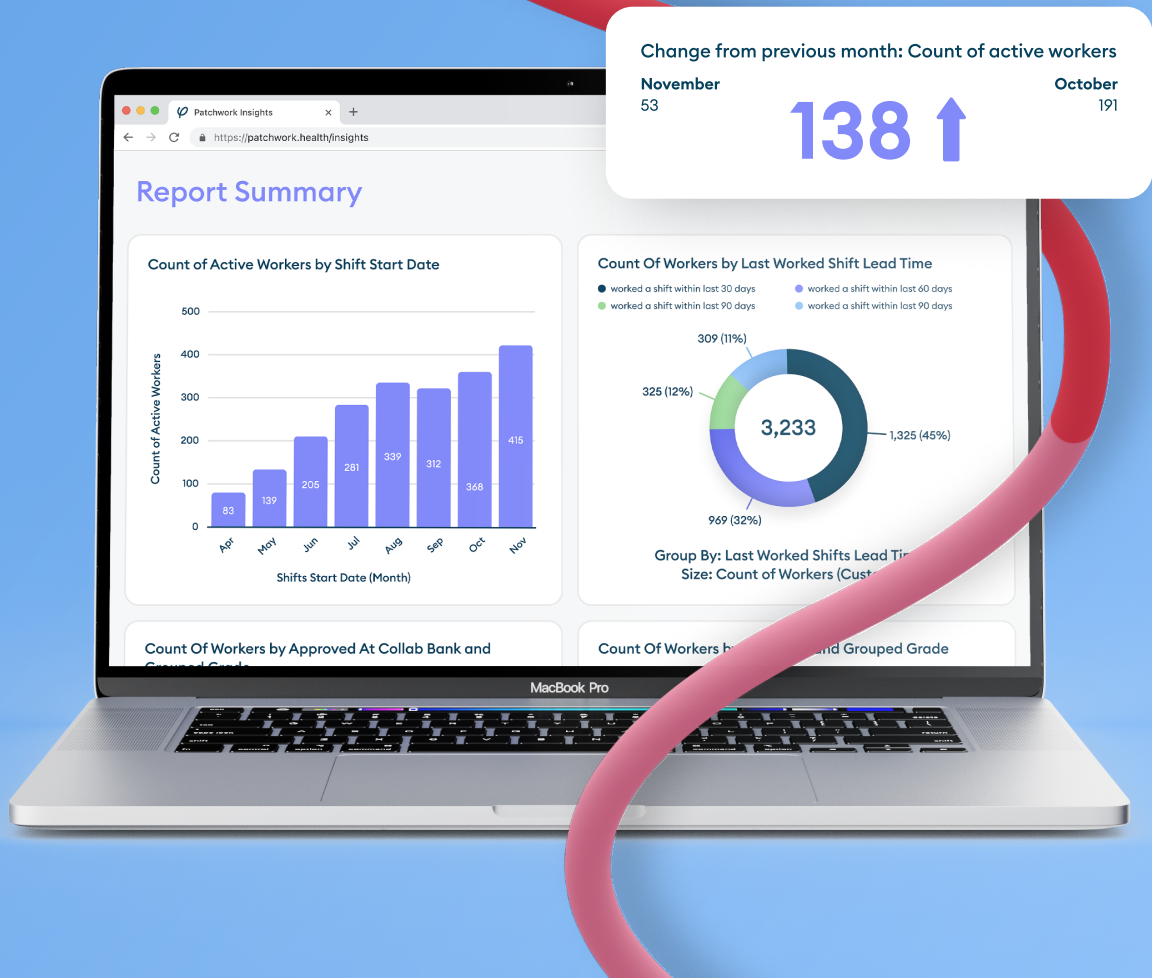# Patchwork

Insights

About Patchwork Health

Patchwork Health is an end-to-end workforce management solution purpose-built for healthcare.

We've created a solution which blends modern technology and comprehensive functionality, so you can finally have full visibility of staffing activities and costs, whenever and wherever you need it.

Working in partnership with over **50 healthcare organisations** across the UK, we're helping deliver better, sustainable outcomes for clinicians, organisations, and patients alike.

All graphs and data within this document are anonymised and are for illustrative purposes only.

Drive positive workforce change with complete visibility of your staffing activities and costs

Staying on top of your staffing trends is essential to driving the best outcomes for your organisation. But without a centralised, intuitive data solution, this can feel like an impossible task.

Patchwork Insights not only aggregates and presents crucial information, but our expert data team also helps you analyse these findings, using the power of intelligent data reporting and hands-on support - helping you make better, faster decisions that directly improve patient care and experience.

> "Patchwork Insights has been really impactful at King's. The data and insights unlocked through the extensive range of dashboards has helped us improve decision making and challenge where appropriate to further drive agency spend down. Patchwork Insights was a key determination in our procurement of Patchwork and it's great to see those benefits coming through."

Rob Chidlow
Site Director of Finance
King's College Hospital NHS Foundation Trust

NHS
King's College Hospital
NHS Foundation Trust
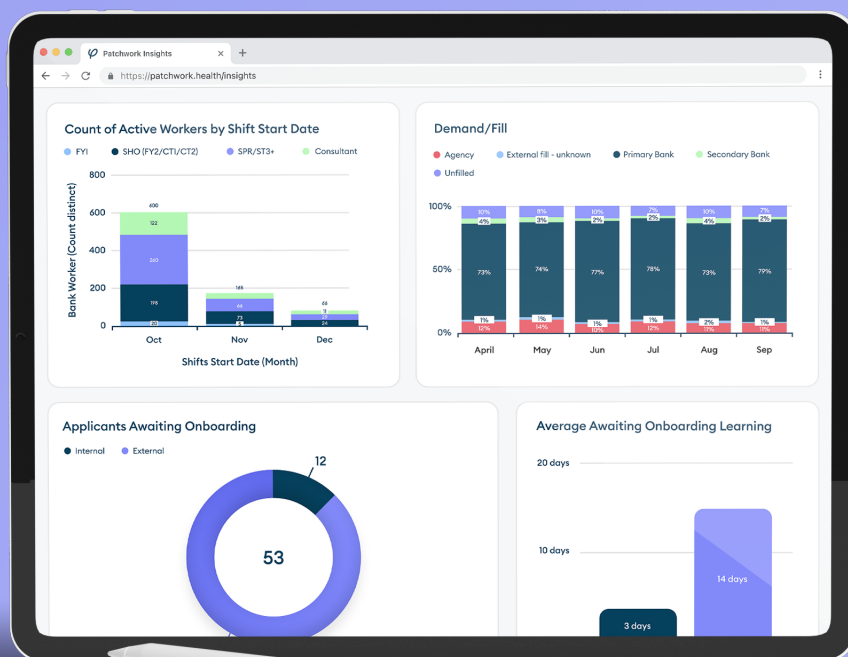
Patchwork
Insights

One solution for all your reporting needs

Patchwork Insights gives you the full staffing picture, with regular data updates from all Patchwork platforms in one place. From board reporting and performance management to future planning and budget delegation, we'll have a dashboard for your requirements.

Data that everyone can understand

With a blend of intuitive dashboards and simple filters, Patchwork Insights is a tool you'll enjoy using. Whether you're managing on-call schedules, streamlining staff onboarding, or analysing workforce trends, the crucial information you need is readily available around the clock. Start fostering real responsibility and openness among your team at all levels.

Total transparency where you need it

Whilst we're all about maximising visibility with seamless data sharing, we're just as committed to keeping things secure. With Patchwork Insights, you're in control of customisable permissions to protect your sensitive information, ensuring the right people have access to the data they need to drive improvements.

The tools to implement change

Real data visibility is empowering. Patchwork Insights helps workforce teams to manage current staffing needs and plan for the future effectively. Our unified platform provides up-to-date metrics across all staff groups and sites. You'll get the grip and control required for proactive workforce improvement to enhance patient care and prevent staffing shortages.
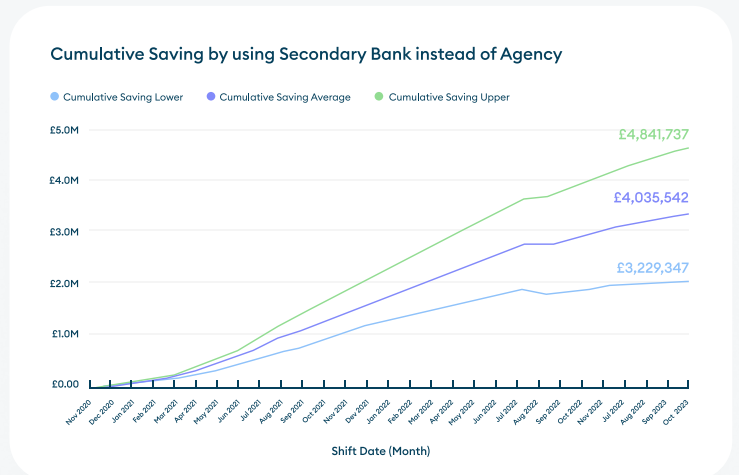
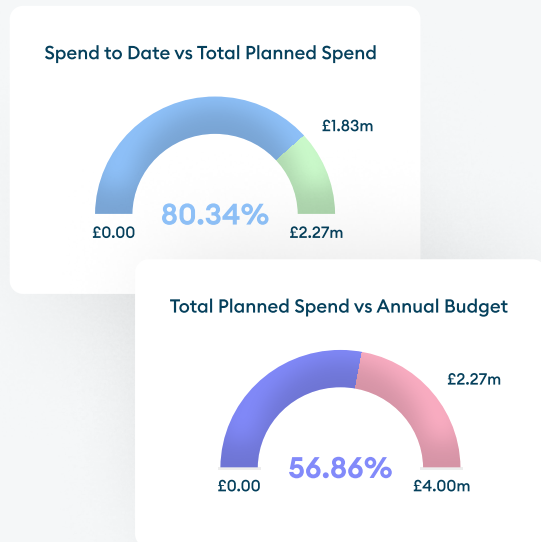## Dedicated support that sets you up for real change

With Patchwork Insights, you're not just getting a top-tier data analytics tool. You're gaining a team of data experts, boasting 20+ years of experience working with the NHS. Together with our Client Partnership Directors, we delve into the details of your daily challenges and opportunities, and offer bespoke advice to optimise your operations and fuel success.

The technology

Configurable dashboards in one integrated solution
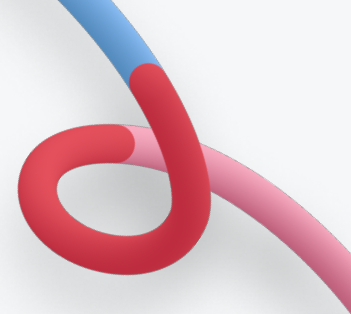
1 **Maintain grip and control like never before with complete visibility of the full staffing picture**

Spend to Date vs Total Planned Spend

£1.83m

80.34%

£0.00   £2.27m

Total Planned Spend vs Annual Budget
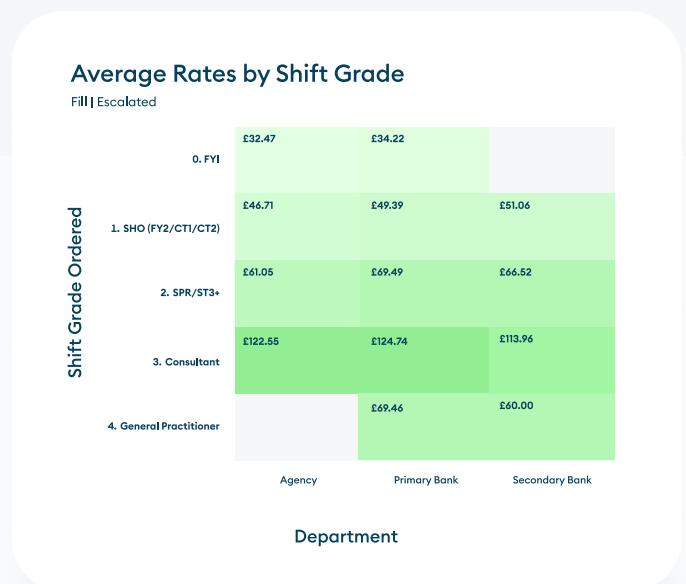
£2.27m

56.86%

£0.00   £4.00m

Your one-stop-stop for tracking historical, current and future spending, helping you to identify areas of high spend, address the causes and reduce costs.

Cumulative Saving by using Secondary Bank instead of Agency

● Cumulative Saving Lower   ● Cumulative Saving Average   ● Cumulative Saving Upper

£5.0M
£4.0M
£3.0M
£2.0M
£1.0M
£0.00

£4,841,737
£4,035,542
£3,229,347

Nov 2020, Dec 2020, Jan 2021, Feb 2021, Mar 2021, Apr 2021, May 2021, Jun 2021, Jul 2021, Aug 2021, Sep 2021, Oct 2021, Nov 2021, Dec 2021, Jan 2022, Feb 2022, Mar 2022, Apr 2022, May 2022, Jun 2022, Jul 2022, Aug 2022, Sep 2022, Oct 2022, Nov 2022, Jul 2023, Aug 2023, Sep 2023, Oct 2023

Shift Date (Month)

Up-to-date view of cost savings from agency reduction, encouraging behavioural change to maintain better grip and control over workforce spend.

Additional Spend on Escalated Rates

£51,571

Easily manage your workforce spend against budgets, NHSEI targets and KPIs.

Average Rates by Shift Grade

Fill | Escalated

| Shift Grade Ordered	Agency	Primary Bank	Secondary Bank
0. FYI	£32.47	£34.22	
1. SHO (FY2/CT1/CT2)	£46.71	£49.39	£51.06
2. SPR/ST3+	£61.05	£69.49	£66.52
3. Consultant	£122.55	£124.74	£113.96
4. General Practitioner		£69.46	£60.00

Department

Identity pay rate trends across all fill types and staff groups within your workforce.

Access the data you need to fill rota gaps, drive retention and boost recruitment

Count of Leave Requests by Now to Leave Start Lead Time

How many pending leave requests need a decision quickly?

● 0-7 days ● 1-4 weeks ● 1-3 months ● 3-6 months ● 6+ months
● Past

11 (4%)
21 (7%)
48 (17%)
49 (17%)
285
110 (39%)
46 (16%)
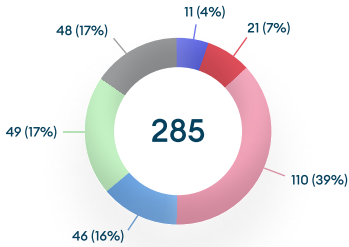
Request to Leave Start Lead Time

Which departments have the most short notice requests?

Top department for count of requests made with **0-7 days** notice:

General Internal Medicine Department has 253 requests

Which departments have requests waiting the longest for a decision?

Top department for count of requests which waited **3+ months** for a decision:

General Internal Medicine Department had 3 requests

Decision needed urgently

There are **32** pending requests **starting in the next 4 weeks**

Decision not received in time

There are **11** pending requests which were requested at least 1 month in advance of the Leave Start Date which did not receive a decision before the Leave Start Date

Effective tracking of unavailability and lead times indicates how you're enabling leave for workers which impacts their experience and retention.

Count of Shifts Filled by Substantive and Bank vs Minimum and Ideal Staffing Levels

● Filled by Substantive ● Filled by Bank ● Minimum Staffing Level ● Ideal Staffing Levels

Group By: Start Date and Time (Day)
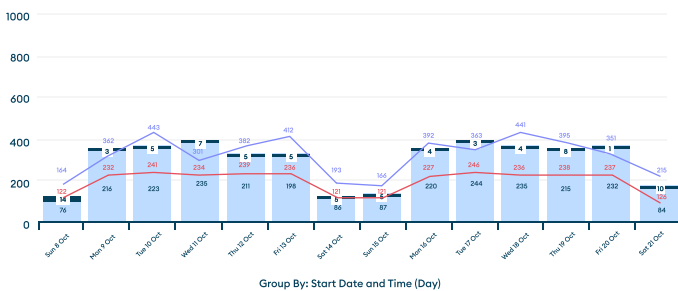
Integrated rostering data shows where minimum staffing levels have been met, not met or exceeded, allowing decisions to be made on whether to utilise bank or agency.

### Activities where Ideal Staffing Numbers exceeded:

Count of Activity where Ideal Exceeded

Top 4 Departments for Count of Activities are:

- **Rheumatology Departments** with **20**
- **General Surgery Departments** with **12**
- **Care of the Elderly Departments** with **5**
- **Gastroenterology** with **3**
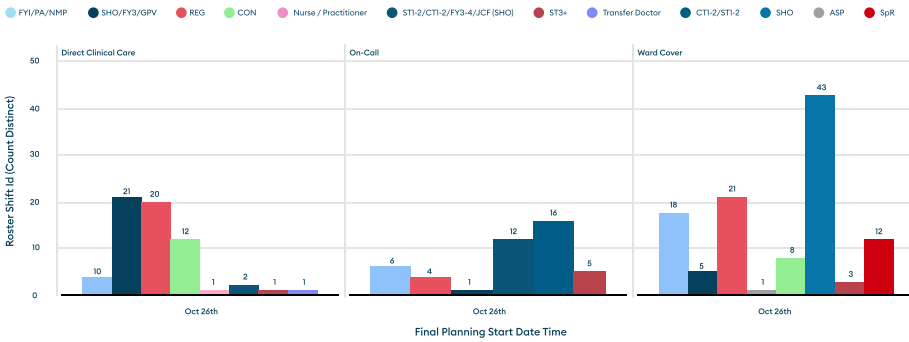
Count of Activity where Ideal Exceeded

Redeployment Opportunities | Shift Grade | Activity Name

5 (11%)
5 (11%)
10 (22%)
46
4 (9%)
1 (2%)
1 (2%)
20 (43%)
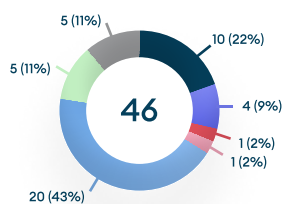
A holistic view of higher and lower areas of activity can be used to increase shift fill rates.

Filled Shifts Summary - What's our available staffing by grade?

Drill Down to view by: Site | Department | Shift Type | Activity Type | Activity Name

● FYI/PA/NMP ● SHO/FY3/GPV ● REG ● CON ● Nurse / Practitioner ● STI-2/CTI-2/FY3-4/JCF (SHO) ● ST3+ ● Transfer Doctor ● CTI-2/STI-2 ● SHO ● ASP ● SpR

Quickly see a breakdown of staff across your entire site on any given day.

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3 Reduce resource-intensive admin with intuitive technology that allows you to effortlessly track and report on performance
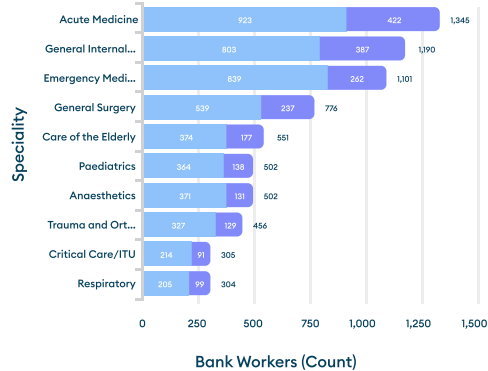
8. Bank Headcount

Staff Group	5) Total Number of BANK ONLY staff that worked at least 1 bank shift in the last 3 months (headcount)	5) Total Number of SUBSTANTIVE staff that worked at least 1 bank shift in the last 3 months (headcount)
Healthcare Assistance & ...	0	99
Medical & Dental	157	1,514
Nursing, Midwifery & He...	2	96
	159	**1,708**

Reduce the admin that comes with compiling NHSEI reports using our automated template.

Count of Approved Bank Workers by Speciality

Grade/Band | Last Worked Shift Lead Time

● Worked a shift within the last 60 days ● Worked a shift within the last 90 days

Vacant Shifts Summary - Where are today's vacant shifts?

Site | Department | Shift Type | Activity Type | Activity Name

● CON ● FY1/PA/NMP ● REG ● SPE
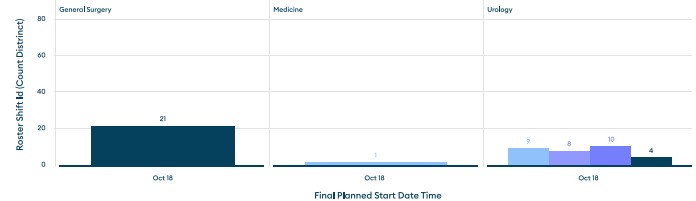

Identify workers who are not picking up shifts as frequently across varied timeframes to support successful staff bank re-engagement.

Live operational summaries start as soon as shifts are in Patchwork platforms. Manage shifts which have not been filled in the future, areas that are exceeding templated ideal staffing levels or vacant shifts today.

4 Get a holistic view of region-wide staffing trends, helping you to facilitate frictionless and affordable cross-organisational workforce deployment

Median Rate by Shift Start Date and Shift Grade

● SHO (FY2/CT1/CT2)   ● SPR/ST3+

Median Rate — Shift Start Date (Month)
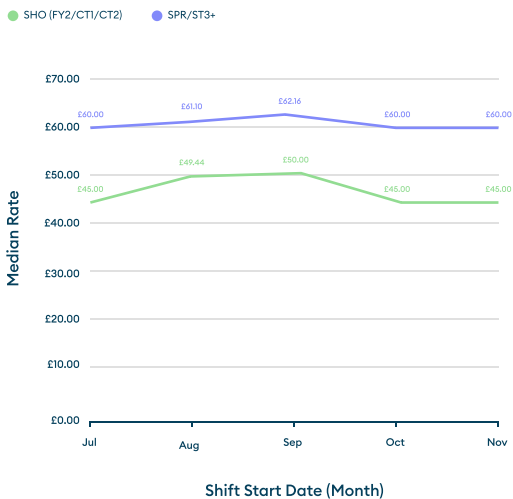
Which organisations saw the biggest increases in rate on Secondary Bank?

Top 3 movers from Aug 2023 to Sep 2023 for median Secondary Bank rate are:

- **Organisation 0** rate increased by **£7.50** (9.09%) from **£82.50** to **£90.00**.

- **Organisation 1** rate increased by **£3.42** (95.77%) from **£59.26** to **£62.68**.

- **Organisation 2** rate increased by **£2.50** (4.17%%) from **£60.00** to **£62.50**.

Gain visibility of key metrics across multiple organisations, and get precise information on activity and pay rates across the system – right down to department and specialty.
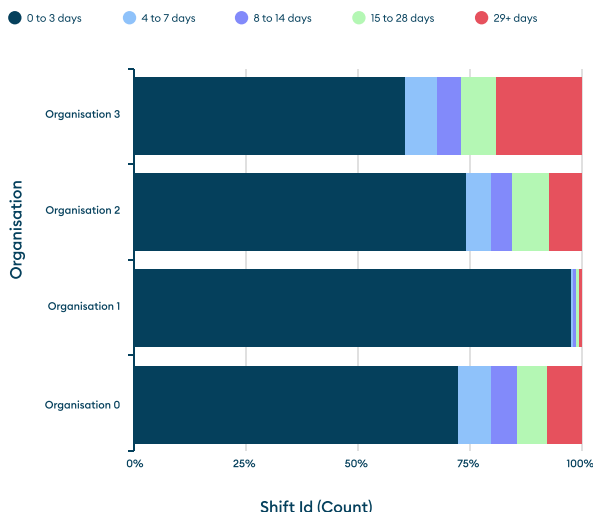
Bank Shifts with Escalated Rates
Organisation | Site | Division | Department | Cost Centre

● Base Rate   ● Escalated

Shift ID (Count Distinct) — Organisation
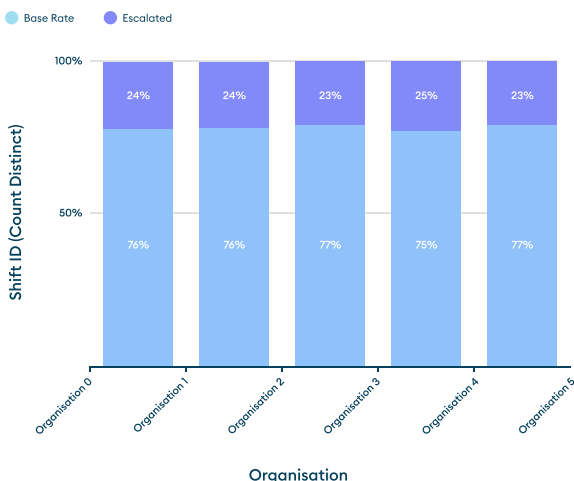
Request to Booking Date Lead Time
Drill down: Collab Bank | Organisation | Division | Department

● 0 to 3 days   ● 4 to 7 days   ● 8 to 14 days   ● 15 to 28 days   ● 29+ days
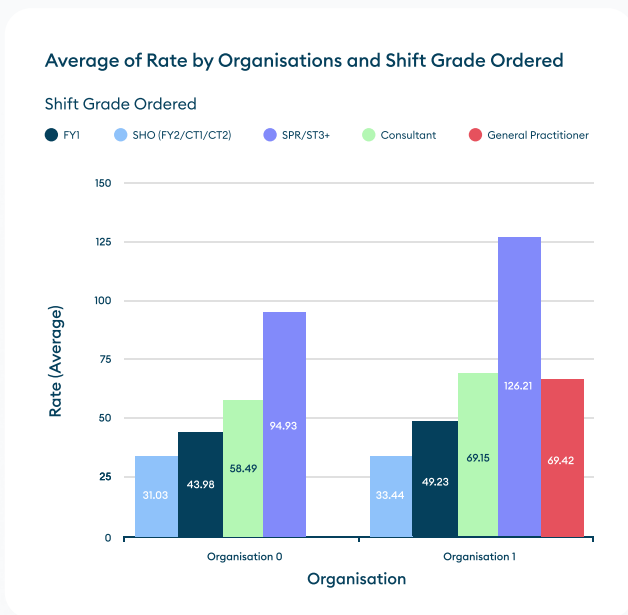
Organisation — Shift Id (Count)

Enable early interventions and where necessary, manage appropriate escalations at a local or regional-level.

Monitor shift request and booking date lead times for other organisations in your region.
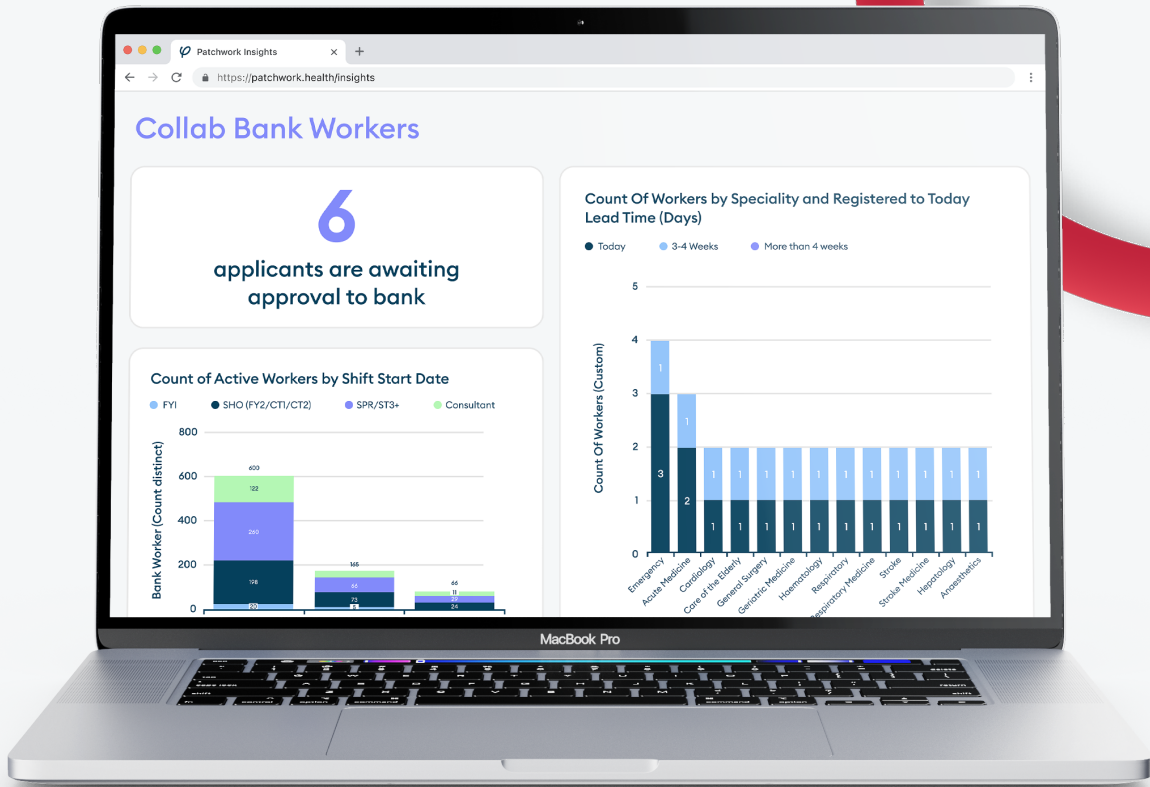
Expedite your recruitment process with visibility of applicants awaiting to be approved on your staff bank.

Track trends across organisational boundaries to more easily and efficiently deploy staffing at the best rate.

Get ahead of the curve with automated workforce forecasting

Use machine learning to turn your data into strategic action.

Patchwork Insight's new functionality provides:

12 month forecasts: Project your staffing and financial metrics for the upcoming 12 months using data from the past two years

Predicted outlook on financial spend: Scan total temporary staffing spend, drilling down into average rates of pay for specific grades, agency utilisation and more

Demand level and fill rate projections: Examine your expected demand and bank or agency fill rates
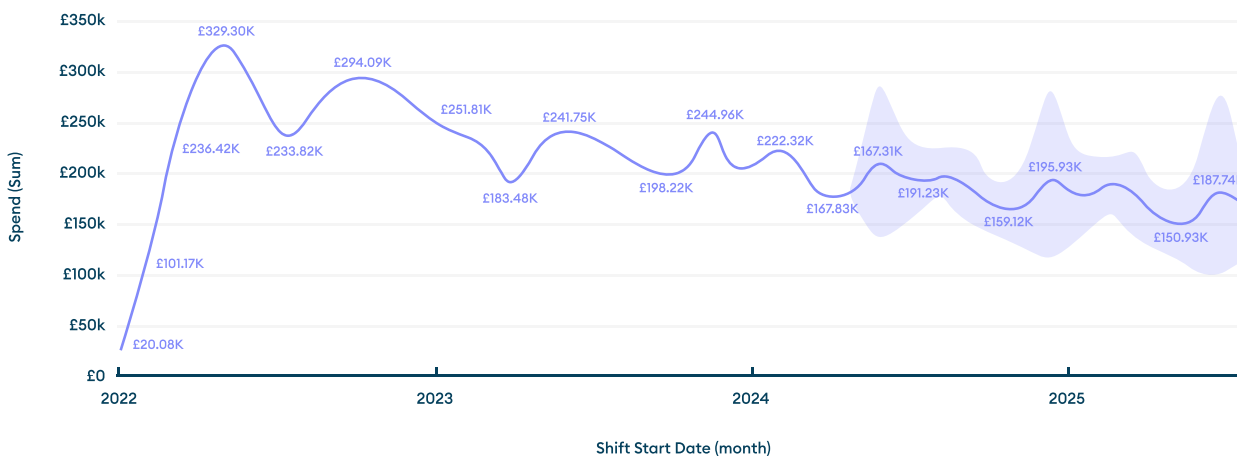
+15 filters: Explore your projections down to fill, grade, reason code, and department/division level

Fully exportable: Easily export or share forecasts using Patchwork Insight's configurable permissions

## SPEND FORECAST

Agency Spend Over Time

Y-axis: Spend (Sum) — £0, £50k, £100k, £150k, £200k, £250k, £300k, £350k

X-axis: Shift Start Date (month) — 2022, 2023, 2024, 2025

Data labels: £20.08K, £101.17K, £236.42K, £329.30K, £233.82K, £294.09K, £251.81K, £183.48K, £241.75K, £198.22K, £244.96K, £222.32K, £167.31K, £167.83K, £191.23K, £159.12K, £195.93K, £150.93K, £187.74K

Key benefits

1 **Inform future decisions:** Empower your team to anticipate patterns from your historical data. Whether it's readjusting demand templates or reallocating budget, you can use projected data to support your decisions.

2 **Plan proactively:** With the ability to predict when you might need additional temporary workers up to 12 months in advance, you can proactively manage staffing levels. Embrace the power to plan more effectively and manage your resources efficiently.

DEMAND FORECAST

Total Demand Over Time

FILL FORECAST

Primary Bank Full % over time
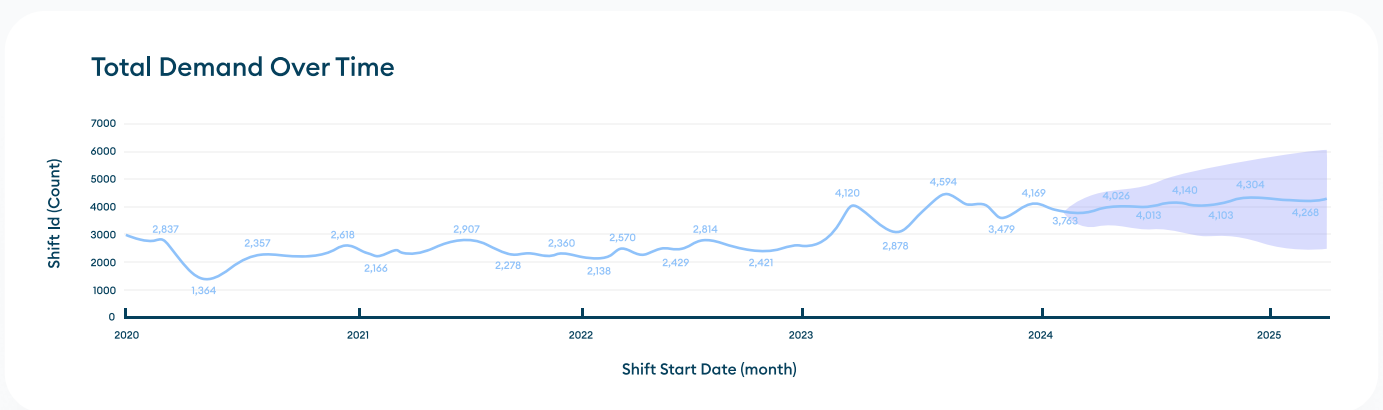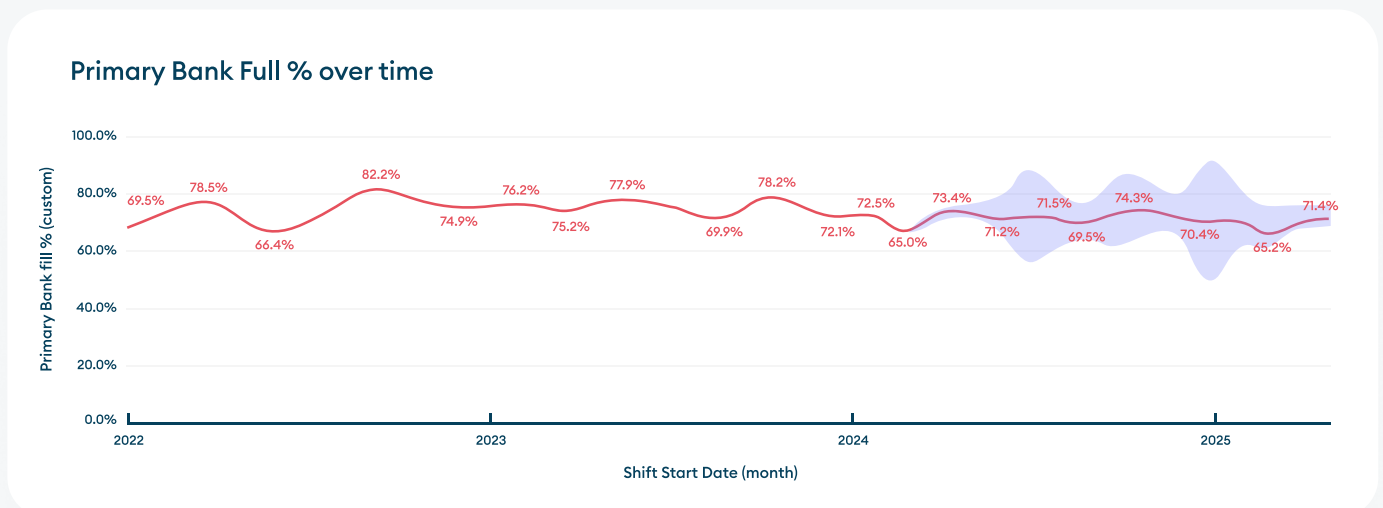
Patchwork Insights gives you the staffing visibility and data analysis you need to make better decisions.

Get in touch today for a demo or to discuss your requirements

hello@patchwork.health   patchwork.health

020 3983 1470   Patchwork Health

Patchwork