

Barking and Dagenham Community Health Services

Set to achieve savings in overtime and agency costs within weeks of going live with RosterPro Central

Ward Sisters and Managers to spend less time on admin and see improved staff morale thanks to new e-rostering system.

eRostering

Barking and Dagenham Community Health Services (CHS), part of North East London NHS Foundation Trust (NELNFT), provides community-based health services such as health visiting, physiotherapy and district and school nursing, speech and language therapy, diabetic clinics, safeguarding, immunisation and dentists. The trust's aim is to: 'Provide personal primary and community health and care to local people. Delivering the right service, with the best staff, closer to home, first time, every time.'

Since becoming a Foundation Trust, one of NELFT's aims has been to provide even better, more diverse care. As part of this commitment to even better care, Barking and Dagenham has introduced HMT's e-rostering system to manage staff rostering and overtime on its wards. The Trust will be using SMART RosterPro Central to manage shift working on three wards and across its rapid response teams and all clinical staff.

Early Savings

Alison Browne, Head of Nursing at Barking and Dagenham stated, *"by using the SMART e-rostering system we will see a reduction in overtime and agency costs. With the right deployment of available staff, we will no longer have to depend on filling gaps with temporary staffing. RosterPro Central will also help us with governance, it will ensure that our staff are not overstretched or working outside of the legal requirements."*

HMT, which was acquired by SMART in December 2009, was selected to provide e-Rostering systems following an evaluation of three competitive solutions for its ease of use and broad functionality.



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"Ward sisters, will now have more time which they can devote to patient care. Staff like the new system because it gives them better rosters, enables them to swap shifts easily and their hours are accurately reported to payroll, all of which improves staff morale. Now we have it, I can't imagine not having RosterPro Central."

Alison Browne, Head of Nursing,
Barking and Dagenham CHS.

"The trust will now be getting value for money because we know that staff will be working the hours that they are supposed to work."

Bernadine Bramble, Clinical Services Manager,
Barking and Dagenham CHS.

Accessible to all Staff

RosterPro Central, will replace a manual system, and will be used by two systems administrators, one each for in-patients and the community team, and by the ward sisters and ward managers. The administrators will set up new users and issue passwords, and the ward sisters and ward managers create the rosters. In addition, everyone else, a total of nearly 100 people across three wards, will be able to access the system to book holidays, study leave and to arrange shift changes.

Bernadine Bramble, Clinical Services Manager at Barking and Dagenham, who is also the project manager explained, *"Training of all the staff went really well and was completed within four to six weeks which is what we had expected. All staff now have the web-based RosterPro Central software on their computers, and engagement with the system has been excellent, even amongst those staff that have low IT skills. The team leaders have been very positive towards the new system and we have found 'champion users' who have good IT skills have been happy to give extra help those that need it."*

Accurate Shift Allocation to meet Compliance

As well as automating the process of rota design and roster/shift management, RosterPro Central will enable the Trust to ensure that staff are allocated the correct number of hours. The system calculates the hours for each member of staff and alerts when the hours do not tally with the contractual number that should be worked. Bernadine Bramble commented, *"The trust will now be getting value for money because we know that staff will be working the hours that they are supposed to work."*

The Roster-Pro Central system is able to track Nursing and Midwifery Council (NMC) registrations. It alerts the user when a registration is approaching renewal, and will not roster any member of staff whose registration has lapsed. While the trust has its own controls with both HR and the ward managers monitoring expiry dates, RosterPro Central provides an extra control.

Staff Engagement

Staff at Barking and Dagenham have been enthusiastic about the introduction of the new system. A prime example of this was a training session that was arranged for the night service staff. The training session was scheduled to start at 5pm, two hours ahead of their usual start time of 7pm. Every single member of staff attended the session, even those that were not working that day. Bernadine Bramble commented, *"We have been delighted with how well everyone has engaged with the new system. All in all it has been a real team effort."*

Easy Implementation

The new system has been implemented without a formal project team. The project has been managed by Bernadine, who, except for the initial two weeks of the project has been the full time Clinical Services Manager, a testament to how intuitive RosterPro Central is to use, and to HMT Systems' customer support.

The next phase of the project is to extend the system to cover the Community Teams which comprise of 60 staff. This has been seen as very positive by all concerned. Staff currently work shift patterns and the introduction of RosterPro Central will enable them to work more sociable hours.

Alison Browne summed up the implementation of RosterPro Central so far by saying *"We are about to go live with the system and we will see a reduction in costs due to overtime and use of agency staff. Ward sisters, will now have more time which they can devote to patient care. Staff like the new system because it gives them better rosters, enables them to swap shifts easily and their hours are accurately reported to payroll, all of which improves staff morale. We are also able to ensure that we comply with European Working Time Directives while providing appropriately skilled staff for each shift, ensuring that services to patients are safely maintained. Now that we have it, I can't imagine not having RosterPro Central."*

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