

# The Dudley Group of Hospitals NHS Foundation Trust

Reduces administration, standardises shift patterns and improves staff morale

Hospital Group in heart of the Black Country uses SMART e-rostering for over 1500 staff across 95 groups in fifty wards.

## Meeting the Trust's needs

Based in the heart of the Black Country, The Dudley Group of Hospitals NHS Foundation Trust provides a wide range of medical, surgical and rehabilitation services to the people of Dudley and surrounding areas.

With one inpatient hospital (Russells Hall Hospital) in the centre of Dudley, and two Hospital Outpatient Centres at the Guest and Corbett sites (based in Dudley and Stourbridge respectively), the Trust provides care and treatment for approximately 400,000 people.

The Trust was looking to implement an electronic rostering system to assist with the creation and scheduling of rotas for its staff working in the 50 wards and departments across the Trust.

Rachel Barton, Project Lead for e-Rostering at The Dudley Group of Hospitals explained the Trust's requirements. Rachel Barton said: *"We wanted an intelligent system to produce an automatic roster, based on staffing availability and to meet the needs of our patient service, where staff could request shifts and annual leave from any location, including from home."*

*"We also required a system that would interface with ESR for salary and absence details and produce reports for audit purposes - SMART ticked all of the boxes for us. It also had proven credentials, having been adopted by a neighbouring Trust."*

## e-Rostering

Prior to implementing SMART's solution, managers at the Trust had been creating rotas manually, which was time consuming. The manual inputting of the turnaround document was also prone to errors.

The project team implemented SMART e-Rostering in phases, starting with 109 staff in four wards/departments and then rolling it out to a total of fifty wards with over 1500 staff on the system. Communication was important throughout the project, to ensure an understanding of the system and the benefits both to managers and staff.



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Rachel Barton, Project Lead for e-Rostering at The Dudley Group of Hospitals.

The Project Team configured the system into the rostering groups, and set up payment rules and shifts. Deploying staff according to their levels and skills also ensures a fair and transparent roster.

*“Once we had rolled out the SMART solution we had 95 self rostering groups with over 100 rostering Leads,”* said Rachel Barton. *“Managers can now manage rosters themselves – using SMART Autoroster will save them a lot of time. Once we have Auto-Rostering in place, rosters will be able to be run automatically in a number of hours, which previously was a time consuming exercise.”*

### **Staff Self-Rostering**

Staff are also able to access SMART remotely using a secure password, enabling them to log in from home to request shifts and holidays. This has removed the need for managers to record specific requests manually, saving more time and the possibility of errors. The link with ESR HR and Payroll ensures that pay information is always up to date, reducing the time and errors of manually entering roster information on payroll.

*“Staff are able to request and view shift patterns and see exactly what they will be paid. Often in the past errors were made on the shifts which were not picked up until the pay packet was received. This improvement has significantly improved morale of staff,”* said Rachel Barton.

### **Compliance**

*“We can very quickly access accurate records of staff working hours, which is very useful to meet working time legislation,”* explained Rachel Barton. *“We can see exactly who has worked their full contracted hours and taken annual leave.”*

### **Additional benefits**

There have been additional benefits seen by the Trust. The implementation of the system meant that the Trust was able to take the opportunity to review working practices. The Trust has standardised the time that shifts start in the wards and reviewed its family friendly working patterns to ensure that they are regularly assessed, not only to meet the needs of the individual, but also to ensure the best use of staff resource.

*“SMART gives us a wealth of additional information that cannot be quantified financially, which helps us to manage our resources more effectively for the service needs. The reliability and success of SMART will help us save even more when we introduce our own bank system,”* said Rachel Barton.

“SMART’s Autoroster allows Managers to now manage rosters themselves automatically in a number of hours, which previously was a time consuming exercise.”

Rachel Barton, Project Lead for e-Rostering  
at The Dudley Group of Hospitals.

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