

Strategic Partnership Development

Through Multi-Disciplinary Managed Services

Case Study



| The Challenge

Despite using multiple agencies Gloucester faced very low fill rates for agency nurses, with just 55% of their need being fulfilled, which had led to high off framework usage. The low fill rates were exacerbated by very little continuity and a high turnover of agency staff.

The Associate Director of Resourcing approached us, to assist the Trust with their temporary staffing requirements and help them bring down unit costs for departments utilising high levels of off framework supply.

Once our initial service and working relationship was established, we expanded to work with the Trust to address a number of other challenges including Locum Doctors, Direct Engagement, supplier management and Permanent substantive fill.

| The Approach

iD Medical quickly identified a number of areas we could assist with, but in order to demonstrate our abilities, we focused initially on the Agency side.

The processes and procedures the Trust had in place were proving prohibitive, resulting in agencies and agency workers focusing their attentions on other trusts. This meant that the price point they were having to use to procure staff was extremely high.

We deployed long-line, 24/7 cover, into 5 wards to ensure continuity of care. We also implemented our multifaceted rate card which allowed the Trust to procure at best value and access pre-agreed escalation points when needed in a controlled way.

This in turn meant we could provide assurances for a longer term, much wider and sustainable solution to high cost, off-framework usage via detailed, accurate Management Information (MI) data which enabled the Trust to plan more effectively, make more informed decisions, speed up invoices and reduced manual tasks.

Results at a glance

25%

Average reduction in Unit cost

- 20% Nursing
- 40% Doctors

90%+

Average fill rates

95%

DE Throughput

150+

Substantive roles filled

Additional benefits:

- Reduce agency request (35% less)
- Better patient pathway, care and satisfaction
- Reduced waiting times



| The Solution

Agency Nursing

Fully Managed Services

Our first major project was to implement our multifaceted rate card which allows the Trust to always procure at best value, and access pre-agreed escalation points when needed in a controlled way.

Within the first 3 months we were able to introduce 150 new Healthcare Professionals, increasing the Trust's fill rate to in excess of 85% and completely eradicating off-framework supply, which in turn brought down the overall unit cost.

We're extremely proud of our 100% adherence to the phased rate card throughout the life of the contract. Gloucestershire Hospitals made ID Medical their Managed Service provider via Direct Award in October 2018.

Substantive Fill

Addressing the root cause with International Permanent Recruitment.

After successfully bringing the Trust back up to safe staffing levels without the need for off-framework staffing, we were then able to look at the root cause of the agency requests, which was a high number of unfilled substantive vacancies.

Continuing to work in partnership with the Trust, from first engagement on permanent fill in December 2019, the first interviews were held within 3 weeks, with our first deployments in Feb 2020 - just 8 weeks from interview.

So far, as of Dec 2022, we have helped recruit in excess of 276 overseas nurses, with a retention level of over 95%, reducing the need to go to agency by 35% and as a result, reducing the overall agency spend by 20% and providing forecasted savings of £15.5M against Agency spend.

Whilst substantive fill is a large part of the solution, there is always short term contingency need due to sickness and additional pressure, so we continue to support the Trust here too.

We are now deploying 400 workers per month to the Trust, fulfilling over 2500 shifts and 29,000 hours per month, giving them a fill rate of over 90% month on month.

Offering a multi-disciplinary fully managed service on a small scale initially ensured we could build relationships with the Trust directly, as well as with the supply chain.

"Since being awarded the Multi-disciplinary Master Vendor, ID Medical has partnered with the Trust and successfully increased the overall fill rate and supported fill opportunities for hard to fill and challenging areas. ID Medical has managed the supply chain to ensure best value whilst providing the Trust with a responsive and proactive service. The partnership between the Trust and ID Medical has continued to support the overall workforce agenda."

Mel Murrell

Associate Director of Resourcing



Locum Doctors

Gloucestershire Hospitals had a poor engagement and fill rate for Medical Locums too, so they were also utilising high cost off-framework agencies to provide cover due to the lack of engagement from framework suppliers. In addition to this, their DE uptake was very low at just 35%. As just one of many agencies, ID Medical had a very small footprint.

ID Medical was tasked with reducing costs, increasing fill rate and again, eradicating off-framework supply as well as increasing DE uptake. Through the success of our Nursing partnership, ID Medical was awarded the Managed Service provider for Medical Locums in March 2021.

Management Information and process improvements

With our Managed Service offering we are also able to provide detailed, accurate Management Information (MI) data allowing the Trust to plan more effectively and make more informed decisions.

This in turn allowed us to help speed up the pay/bill process - creating huge efficiencies and reducing manual tasks, allowing the Trust to make further savings on their temporary staffing and processes.

Direct Engagement (DE) Savings

Going live with the Managed Service, we were able to utilise our pre-existing strong relationships with our Partners and within the first 3 months the Trust were achieving fill rates in excess of 85%.

Once the fill had reached safe operating levels, we were then able to systematically work through replacing off-framework and non-DE workers with like-for-like on framework DE Doctors.

This allowed the Trust to make a cost per unit saving of over 40% and realise the VAT savings of 20% by increasing the DE throughput.

Key advantages of our Fully Managed Service:

- Implementation of multifaceted rate card
- Work force planning
- Partner supplier engagement and management
- Implementation of improved and streamlined processes
- Strategies to deal with root causes
- Efficiencies from procure to pay
- Engagement with the key stakeholders to support their needs

| The Results

Within the first three months, we were able to introduce 150 new Healthcare Professionals, increasing the Trust's fill rates to in excess of 85% and completely eradicating off-framework supply, which in turn brought down the overall unit cost.

There is also a greater continuity and variety of staff and more efficient processes now, alongside a DE through-put of 95% and huge overall savings.

Due to this initial success, and our thorough approach in tackling the root cause of the initial issue (high number of unfilled substantive vacancies), ID Medical took on providing a fully managed service across the entire Trust and was awarded the honour of being the Trust's Managed Service Provider for Medical Locums as well as Nursing. This means we now assisting the Trust with all their temporary and longer term recruitment needs for Doctors, AHPs and International Healthcare Professionals, alongside Nurses.

Key Service Highlights

- Consistent and high fill rates of 90%+
- DE through put of 95%
- Greater variety of worker and continuity of staff
- Better and more efficient process
- Eradication of unsolicited off framework
- Reduction of unit cost by 25% without impacting quality or supply
- Better work force planning
- Reduced agency requests
- Reduced waiting times – improved patient pathway
- Better patient throughput and satisfaction
- Better Management Information (MI)
- Better strategies to deal with root causes
- Fulfilment of substantives vacancies

A truly strategic partner, not just a provider



Why us:

20+

Years of experience

8m+

Hours delivered

600

Healthcare Specialists

95%

Trusts regularly working with us

100k

Pool of Healthcare Professionals

98%

Average NHS Audit score Platinum status

Our services:



Staffing Solutions

Full-time, part-time, temporary or permanent, we fill over 8 million plus hours a year.



Clinical Services

Insourced, outsourced, virtual consultations and triaging – we help reduce patient wait times.



Workforce Technology

A fully interoperable, modular platform powered by Clarity to manage all staffing needs.



Managed Services

Master, Neutral & Hybrid Vendor Services, plus Recruitment Process Outsourcing.

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