The Shrewsbury and Telford Hospital **NHS**

NHS Trust

Reporting to:	**Trust Board, 30 March 2017**
Title	Contract for Non-Medical E-Rostering
Author(s)	Victoria Maher, Workforce Director/ Liz Walton, Head of Workforce Resourcing and Assurance
Previously considered by	Executive Team Sustainability Committee
Executive Summary	• The E-Rostering system supports the effective management of a number of staff groups, predominately nursing however other areas such as Radiology use the system. • It enables effective planning, payment and workforce reporting. • The Trust's licence with Allocate Software for the provision of the E-Rostering system HealthRoster and BankStaff is due to expire on 30th June 2017. It should be noted that very few suppliers with this product offer exist in the market place. • Lord Carter of Coles review recommends that all Trusts should use an e-rostering tool. • Allocate, the supplier have developed a product called SafeCare which links patient acuity with staff rosters and availability. The company has offered significant discounts based on early sign off of a new contract. • The system supports future developments in workforce planning and utilisation that the Trust is keen to implement. • This case will be discussed fully at Sustainability Committee.
1. Quality and Safety	✓ Reduce harm, deliver best clinical outcomes and improve patient experience. Address the existing capacity shortfall and process issues to consistently deliver national healthcare standards Develop a clinical strategy that ensures the safety and short term sustainability of our clinical services pending the outcome of the Future Fit Programme To undertake a review of all current services at specialty level to inform future service and business decisions Develop a sustainable long term clinical services strategy for the Trust to deliver our vision of future healthcare services through our Future Fit Programme
2. People	✓ Through our People Strategy develop, support and engage with our workforce to make our organisation a great place to work
3. Innovation	✓ Support service transformation and increased productivity through technology and continuous improvement strategies
4 Community and Partnership	Develop the principle of 'agency' in our community to support a prevention agenda and improve the health and well-being of the population Embed a customer focussed approach and improve relationships through our stakeholder engagement strategies
5 Financial Strength: Sustainable Future	Develop a transition plan that ensures financial sustainability and addresses liquidity issues pending the outcome of the Future Fit Programme
Care Quality Commission (CQC) Domains	Safe Effective Caring Responsive ✓ Well led
☐ **Receive** ☒ **Review** ☐ **Note** ☒**Approve**	**Recommendation** The Board is asked to receive and approve business case for Allocate E-Rostering system.

CONTRACT FOR NON-MEDICAL E-ROSTERING

The Trust currently uses HealthRoster and BankStaff to support electronic rostering of all nursing areas, Radiology and a small number of other clinical and non-clinical departments. Work is in progress to introduce the system to Therapies and Theatres in the next 12 months. In addition to providing an electronic means to build rosters, these systems also enable Bank staff to book shifts electronically, provide an audit and governance tool and a direct link to ESR for pay purposes.

The Lord Carter of Coles report recommends the use of E-rostering systems to support efficient staff utilisation. Allocate are the market leader in this field and following research the Trust understands that there are no other products currently on the market that provide the level of functionality offered by HealthRoster and BankStaff in one system. Other companies provide similar products but not as one package. Further, other E-Rostering products do not provide effective links with ESR so do not deliver the same benefits.

The Allocate contract is due for renewal in June 2017, however Allocate have advised that they no longer provide these products as stand-alone, they now include a Patient acuity tool:SafeCare. Allocate have offered a significant discount to purchase the complete package in February 2017, the discount was not available after this date and included a rebate for the remainder of the contract. The Trust therefore decided to make a swift decision to provide stability and cost effectiveness. Therefore the contract has been signed off by the Finance Director due to the need for the system, the lack of alternative suppliers and the financial benefits.

HealthRoster and BankStaff
The Allocate HealthRoster and BankStaff systems are used predominately nursing however other areas such as Radiology use the system.

SafeCare
SafeCare is a patient acuity tool that links to E-Rostering and enables a Trust-wide realtime analysis of ward state to support deployment of staff in line with patient needs rather than with ward templates.

ESRGo and Insight
Also included in the contract are ESRGo, an interface between HealthRoster and ESR which allows automated transfer of records, eliminating duplication, and Insight a management reporting and benchmarking tool.

Cost
The total package offered is on the basis of a total capital cost in 2016/17 of £374,983 in respect of 'right to use' licence and £25,000 implementation cost. In addition there is a revenue cost for five year system hosting and maintenance fee of £516,191 (£93,418 in year 1 rising to £113,550 in year 5). To maximise the benefits of the system iPads are required for any Ward Managers, Matrons and Heads of Nursing to support agile working at an approximate cost of £37,760.

Procurement
Procurement will be via direct award by the HTE 01525.2 Lot 2 Software framework through Softcat.

Benefits
Using SafeCare alongside HealthRoster provides visibility of staffing levels across wards and departments so that the correct staffing levels can be maintained based on patient acuity. Staff and temporary workers can be redeployed according to service need to support quality and to help manage risk (discussions with other Trusts have indicated that having this ability to redeploy internally has avoided significant agency spend). The system also provides a robust audit trail for roster changes, supports requirements for external reporting and ensures staff changes are followed through directly to Payroll and budgets.

The workforce and nursing teams have already met to agree implementation and realisation of these benefits.