Allocate Awards **2019**

Winner: **Operational Roster Excellence**

London North West University Healthcare NHS Trust

Improving processes, improving staff's work-life balance and a reduction in agency costs.

London North West University Healthcare NHS Trust recognised that a lack of adequate training meant staff were not recognising the full benefits of the HealthRoster software. After improving their processes, the trust has now trained 300 nurses, improved staff's work-life balance and seen a reduction in agency costs.

The trust had been using HealthRoster software for ten years but a large number of staff were continuing to rely on paper rosters with requests written down. The rostering team gathered feedback about staff concerns, which uncovered that there was no robust process for training and supporting staff to use the system. This problem was compounded by incorrect information on the system and an out-of-date rostering policy.

The team's approach was twofold. Firstly, they reviewed the rosters and rostering policy, updating the templates and personnel details. Secondly, they allocated additional resource to train staff and explain the benefits of effective rostering.

The biggest challenge was changing the behaviours and perceptions about moving away from paper rostering which, for some staff, had worked well in some areas for more than 30 years. The trust approached this by providing support in small bite-size chunks over regular visits, allowing staff to see how electronic rostering can remove manual extraction of data, including positive returns compared to paper systems. Group sessions also reassured them that their peers were also encountering similar challenges, and helped to share good practice.

To mitigate any delay in rolling out an effective training plan across all the trust's sites, the additional resource of a Band 7 was secured for three months.

As staff began to use the system, net hours started to improve. This directly correlates to temporary staffing requests reducing and aligns to the percentage of agency staff employed steadily decreasing. The trust's training records show that more than 300 senior nurses have been trained with competency sign off.

Sarah Gould, e-rostering project lead, said:

The London North West University Healthcare NHS Trust rostering team accepting the Allocate Award for Operational Roster Excellence

"The accuracy of published rosters continues to improve, which ultimately benefits staff to address their work-life balance."