



London Procurement
Partnership

Greater maturity in collaboration: workforce challenges and successes

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Agenda

1. NHS Professionals: evolution through collaboration
2. Success factors for collaboration
3. Trusts and suppliers: stages of collaboration
4. Collaboration and thinking differently
5. The challenges: why collaborations fail
6. The ICS landscape: a new era of co-operation
7. Data driven collaboration: measurable and results focussed
8. Process focused collaboration: single point of entry
9. London: collaboration in your talent landscape

NHS Professionals: evolution through collaboration

NHS
Professionals



NHS

NHS Professionals: evolution through collaboration



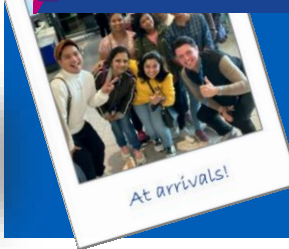
Flexible Workforce Provision



Learning Academy

NHS Professionals Academy

International recruitment



HCSWD Programme

"I choose to work through NHS Professionals because it gives me the chance to gain skills from the various wards I work on. What I love most about my job is that I can wear my uniform with pride knowing I help many peoples lives on a daily basis."

Charlotte Lawrence, Healthcare Assistant (CA), Nottingham University Hospitals NHS Trust



National Bank



Doctors Direct and Doctors Gateway

DOCTORS DIRECT

Agency Managed Services



ICS Services



Substantive Campaigns



Careers with your local ambulance service



RELOCATE TO BRITAIN'S COASTAL CITY

ED&I and EVP Programmes

EVPro

Introducing EVPro
Our new Employer Branding Solution for NHS Trusts

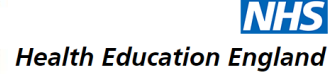
NHSP Powered by blackbridge



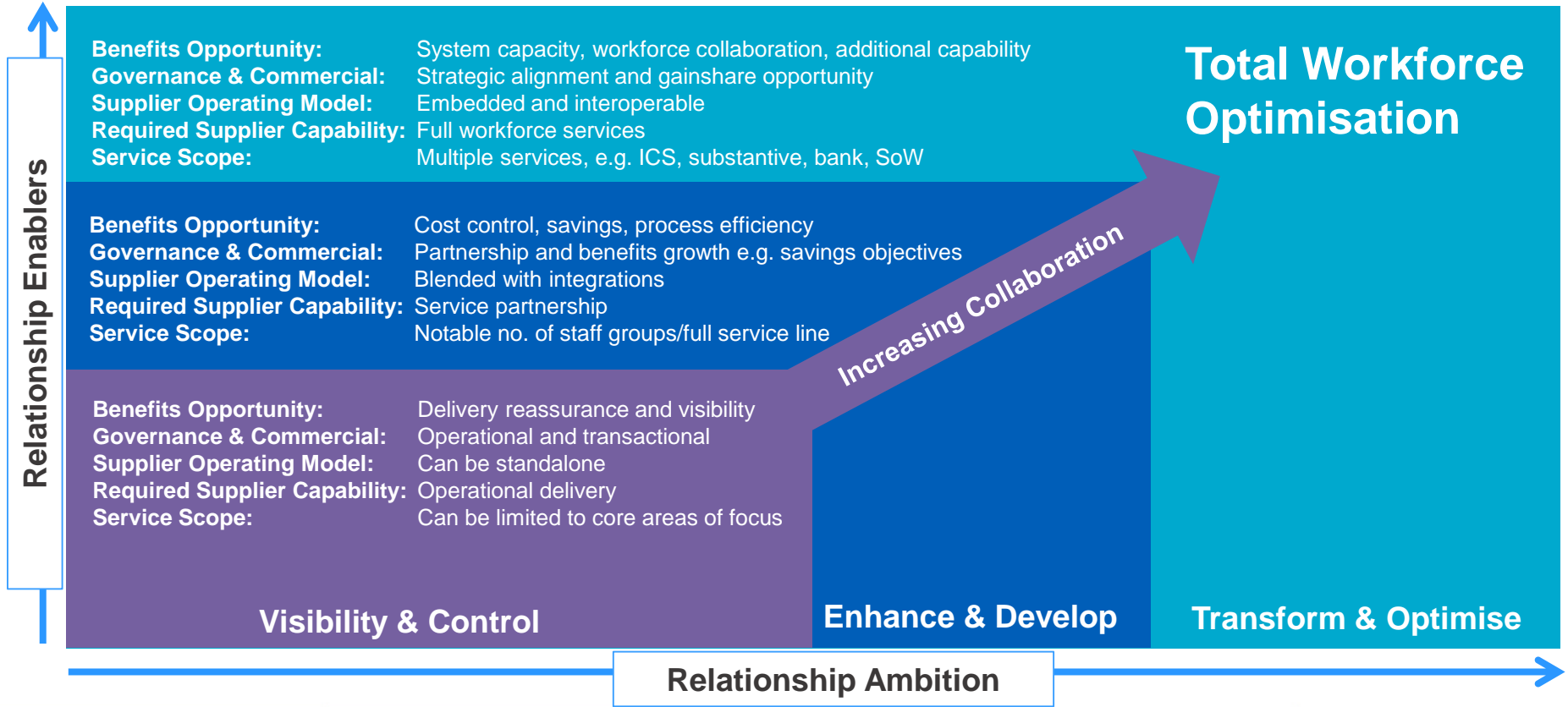
NHS Professionals: evolution through collaboration



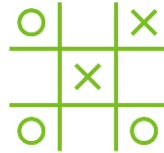
Shared Business Services



Trusts and suppliers: stages of collaboration



Success factors for collaboration



FOCUS ON A COMMON PURPOSE

- Work to build trust
- Obtain stakeholder buy-in
- Remove barriers
- Embrace co-design



IT IS A PROCESS, NOT A QUICK FIX

- Be willing to compromise and get ready to innovate
- Prepare to work differently, tackling outdated processes



PLACE PEOPLE AT THE HEART OF DECISION-MAKING

- Think 'patient first, system second, workforce third'
- Seek ideas from all levels



BALANCE STRATEGIC AND OPERATIONAL PERSPECTIVES

- Explore technology solutions
- Share data and information
- Allow divergence within the partnership

Collaboration and thinking differently

With over 100,000 substantive vacancies in the NHS, there is an urgent need for systems to think differently about how we solve the problem

01

ALIGN

02

DEFINE

03

CO-DESIGN

Collaboration and thinking differently

“One Workforce”

04 **GROW**

Increase
capacity

Increase retention
and quality

Reduce cost

Reduce time to
hire

The challenges: why collaborations fail

FAILURE TO COMMUNICATE

If communication is inhibited, issues will not be resolved quickly enough, and people will start to disengage in the process.



F

A

ABSENCE OF TRUST

Lack of trust between the collaborators erodes confidence, delays tasks, sparking tension and inhibits the workflow.

INWARD FOCUS

Collaborations can fall into a pattern of groupthink, where acceptance of the prevailing idea reigns with little to no innovation.

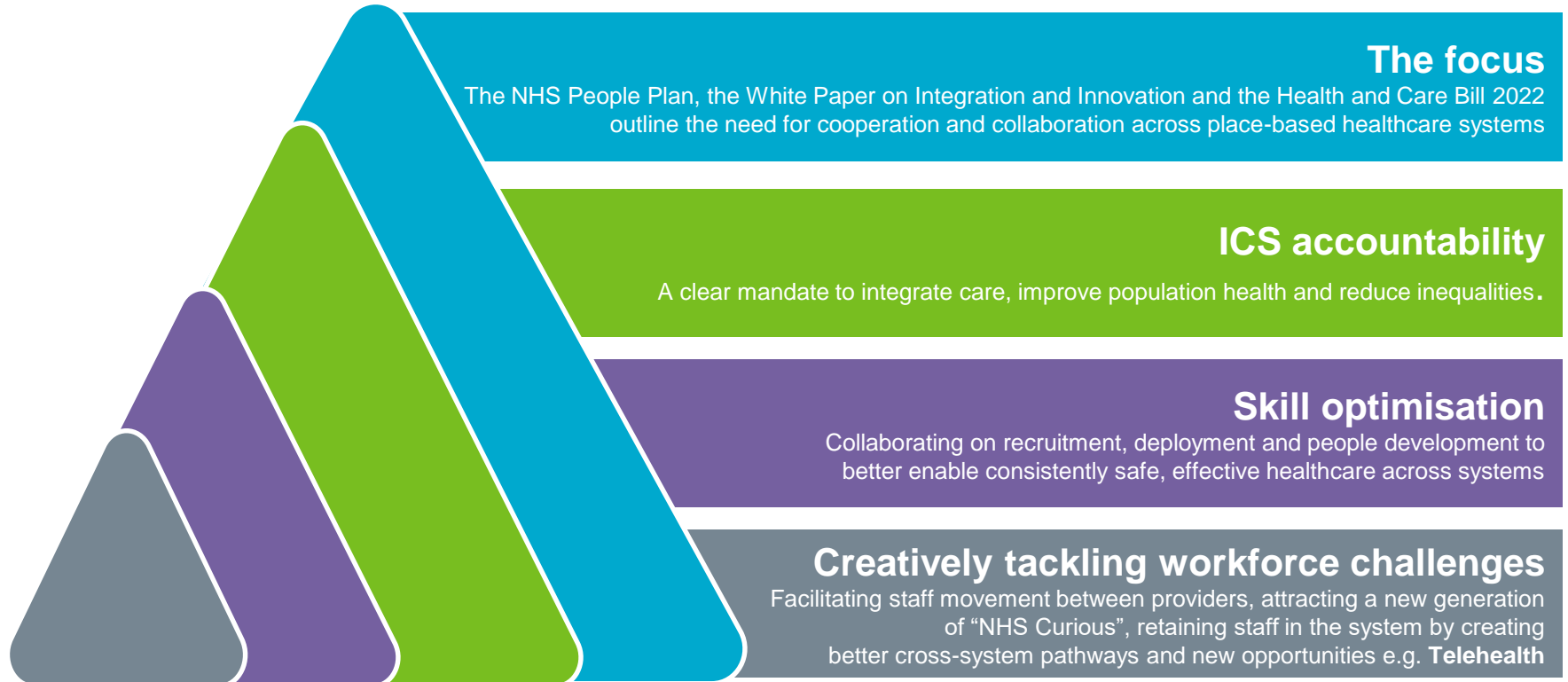
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L

LACK OF BUY-IN

Members of the collaborative don't believe the project will deliver the outcomes they believe are needed.

The ICS landscape: a new era of co-operation

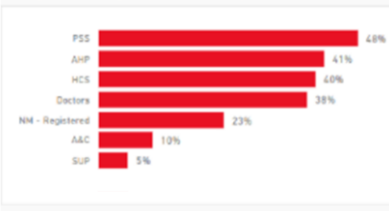


Data driven collaboration: measurable and results focussed

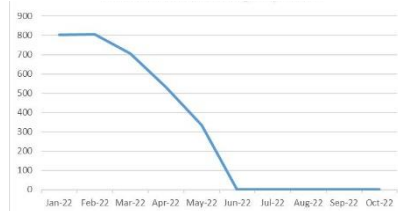
Data is key to ensuring a collaboration is meeting its strategic goals and delivering hard and soft efficiencies.

Combining real-time, retrospective reporting and **predictive analytics** and **benchmarking** based on NHSPs unrivalled dataset it is possible to **drive behaviour change** and **pre-empt and plan future demand**

% Agency Usage by Staff Group



Total Off Framework Agency Spend



NHS

East and North Hertfordshire, West Hertfordshire Hospitals, Hertfordshire Community and Princess Alexandra Hospitals Collaboration

Challenge

Collaboration to reduce agency spend with alignment around five core themes:

- Pay rates
- Recruitment processes
- Employment checks
- Training
- Contractual arrangements

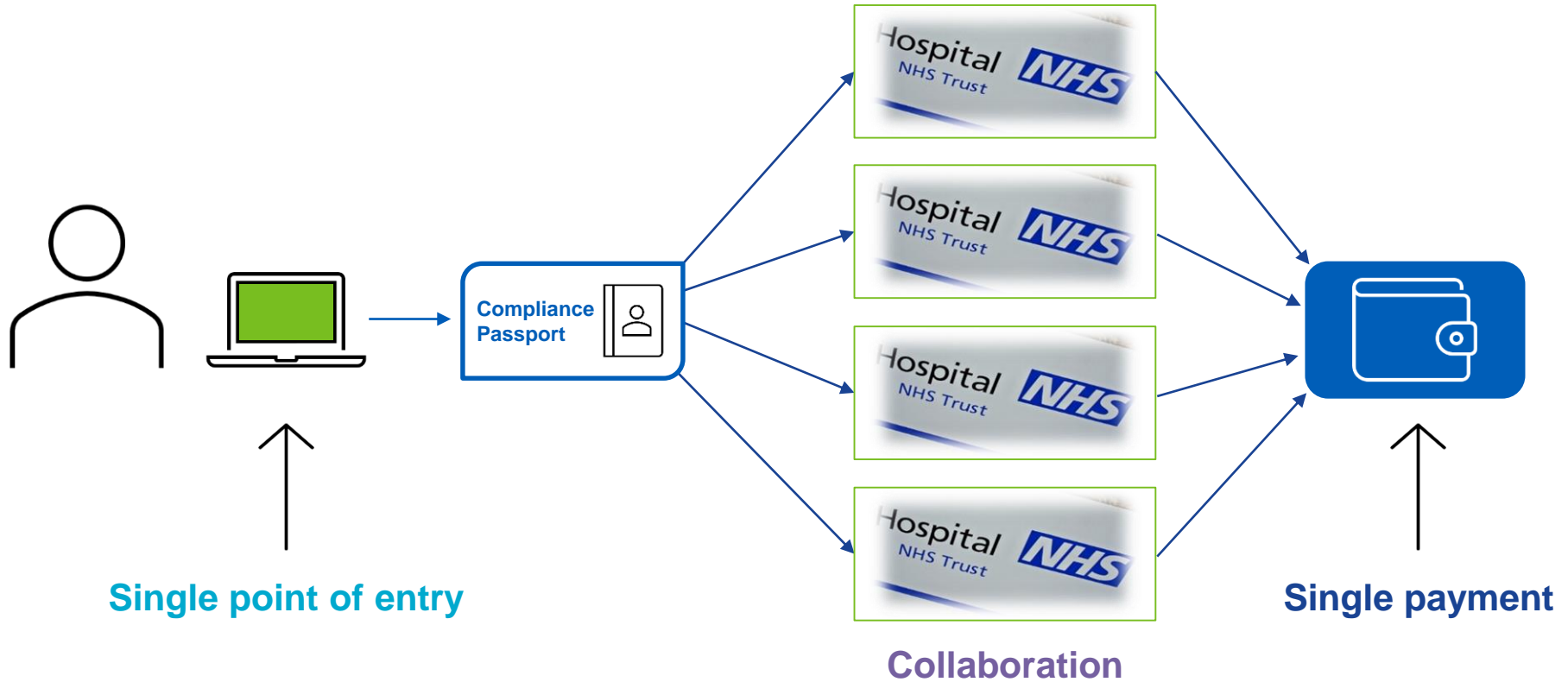
Solution

Collaborative managed bank solution, Bankshare, implemented across four NHS Trusts.

Results

£1.3 million saved in Agency spend in the first year of operation

Process focused collaboration: single point of entry



London: collaboration in your talent landscape

London is a unique talent ecosystem

With unique challenges



- Highly competitive talent environment - it is estimated that London has over **35,500 NHS vacancies**, over 11,000 of which are nurses.
- **Highest acute leaver** rating in the UK
- **Rate variation**
- Increased **cost of living**
- **Significant 'noise' and choice** facing healthcare job seekers across the capital

London: collaboration in your talent landscape

London is a unique talent ecosystem

How collaboration could help

North

Collaboration is not always going to be easy but it is necessary.

North West London

South West L

Choosing the right collaborators for your Trust or ICS is key.

- **Supplier collaborations** – joining up to offer end-to-end solutions together
- **Rate harmonisation**

to work when

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et new capacity



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