

North West Streamlining Success Stories

- **Workstream:** Non-Core: Medical Staffing
- **Sub Region:** Cheshire & Merseyside



Medical Staffing Managers Group

What is the aim of this group?

Set up over ten years ago, the group brings together medical staffing managers and HR officers with a medical staffing responsibility from more than 17 trusts across Cheshire and Merseyside. Their aim is to drive consistency across medical staffing policies throughout their patch.

What was the role of the North West Streamlining team?

In 2017, the North West Streamlining team was invited to one of the meetings of the Medical Staffing Managers Group. From then onwards, someone from the Streamlining team was present at every single group meeting. They worked closely with medical staffing managers to help them achieve their three streamlining milestones, overcome any barriers and ensure that every group member was driving forward their own area of responsibility.

What has been achieved?

There was inconsistency around what trust doctors were paid in Cheshire and Merseyside and doctors could play trusts off against each other when it came to negotiating wages. The North West Streamlining team worked closely with medical staffing managers to agree standard contract terms and conditions for trust doctors across the sub region, resulting in equal treatment locally, as well as guarding against potentially costly employment claims.

Trusts also had different policies around how consultants were paid for 'Acting Down'. As a result, doctors could chose to go to those trusts that paid the most, pushing rates up. The North West Streamlining team supported the Medical Staffing Managers Group to create a standardised policy that ensured equal treatment for doctors when Acting Down. This also cut the administration cost that came from regular challenges to the Acting Down terms.

Rapid inductions are crucial to ensure that locum doctors are safe to work in hospitals but there was wide variation and duplication across trusts. The Medical Staffing Managers Group and the North West Streamlining team developed a standard induction pack that cut unnecessary time spent on locum staff training, supported safe onboarding, improved staff satisfaction and reduced duplication and therefore administration time and costs.

“At our Medical Staffing Managers meetings, we’d speak to the Streamlining team about where we were up to and the blockers and they’d feedback to HR Directors on any issues..... Like all Medical Staffing Managers, I’m really busy and the Streamlining team supported the group’s work, allowing them to take ownership. Work on the various streamlining tasks was shared amongst the medical staffing managers. As a result, everyone chipped in and we had support from the Streamlining team if we came unstuck..... The key to success is every trust applying the same T & Cs and working together to achieve the same aims.”

- Sue Hughes, Chair of the Medical Staffing Managers Group and HR Medical Staffing Manager, Countess of Chester Hospital NHS Foundation Trust

Want to find out more?

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North West Streamlining Team Success Stories

