As the Head of Healthcare for Matrix SCM, I’ve been speaking with numerous NHS Trusts across the UK about the significant financial and operational strain agency staffing requirements are putting them under.

The introduction of rate caps by NHS Improvement has clearly been met with varying success. However, the intention to drive down costs from recruiters’ healthy profit margins is a step that had to be taken to prevent a ‘rip off’ culture that employment businesses have been able to get away with for too long.

New NHS specific routes to market such as the CPP National Clinical Staffing Framework have also accommodated the new agency rules; awarding only compliant recumbent agencies a place to supply Trusts agency staff.

However, whilst these measures have begun to assist with tackling agency costs, have NHS Trusts really been equipped with the correct tools to successfully execute a better way of engaging and managing agency staff?

**Missing piece of the puzzle?**

It seems clear to me that many NHS Trusts have and will benefit from more stringent national frameworks and agency cap enforcements. That said, in many cases the way Trusts are engaging contingent labour is still missing a vital piece of the complex agency staffing puzzle. The Trusts I visit still require more control, visibility and expertise in better managing their diverse and complex workforce needs.

Matrix SCM is an approved managed service provider of agency staff, delivering a solution which is underpinned by our end-to-end recruitment technology, CR.Net.

CR.Net gives Trusts a method of bringing all of the pieces of the agency puzzle together through offering one platform and one point of contact to manage the full recruitment process from the moment you require a temp, to completing timesheets and invoicing.
Bringing it all together

CR.Net will enable hiring managers to effectively manage staff bank, complex approval processes and the recruitment process of agency workers all in one place. What’s more, the system will work seamlessly with roster management systems. Our best in market management information will also show live data on instances of ‘breaking glass’ on agency caps.

Measuring Success

The greater visibility you have over your agency staffing contract, the easier it becomes to monitor its success. Our system provides real time data that feeds into our Measures of Success metrics – we believe this level of visibility is the only way that NHS Trusts can truly gauge whether what they are buying is actually being delivered by their supply chain at all times.

Are you getting best value from your agency staffing contract? Do you have the tools to provide this level of visibility over the success of the contract? Take a look at our measures of success metrics below – how does your Trust match up?

If you would like further information or an informal discussion about better engaging agency staffing, I'd love to hear from you.

You can get in touch with me at andrew.charters@matrix-scm.com