

## Case Study



## Results at a glance

### | The Client

Frimley Health NHS Foundation Trust is a large Acute Trust that provides NHS hospital services for 900,000 people across Berkshire, Hampshire, Surrey and South Buckinghamshire. The Trust has grown considerably over just a couple of years, and there are more plans in place for further expansions.

### | The Challenge

The rapid growth of the Trust exacerbated already challenging staffing shortages that had been driving up demand for agency staff. This led to an over-reliance on Healthcare Professionals from a large number of disparate agencies, including many expensive off-Framework providers.

Frimley saw an opportunity to improve the cohesion around processes and to ensure management had visibility of key information. They also recognised that the high rate of off-Framework agencies not only cost the Trust more in fees, but caused inequality in pay between Healthcare Professionals working the same or similar roles.

Other finance-related concerns that arose from the increasingly complex environment included payment and timesheet delays which was stretching admin resources beyond their limits.

### | The Approach

The Trust knew that a detailed review of the current processes and setup was required. ID Medical carried out a detailed assessment, including calculating the potential cost savings and resource efficiencies that could be achieved as a business case for approval.

ID Medical worked closely with the Chief People Officer and the Programme Team at Frimley to ensure success criteria was well-established in the planning stage and a detailed project plan was ready to roll-out as soon as approved.

### | The Solution

The decision by the Trust was to go with a Fully Managed Vendor Neutral Service that ID Medical was awarded. The outsourcing of Frimley's agency requirements would enable them to significantly reduce off-Framework provision, remove hefty financial burdens, and decrease administration pressures, thus improving patient care.

An in-depth strategy was created and the entire project plan was prepared well-in advance to allow for a transparent and speedy approvals process. Although it was December when the service was approved, not traditionally a time when major developments are launched due to winter pressures, it was decided that the scale of the predicted benefits would outweigh any seasonal challenges. As part of the major benefits, the proposed new Managed Service model would provide projected savings of £9 million per annum.

- **£700k** savings in one month, comprising:
  - **£450k** in rate reductions
  - **£150k** in workforce planning
  - **£100k** on non-Framework reliance
- Plus, improved delivery of workforce advanced planning



**£3.1 million**  
Saving in 5 months



**31%**  
Unit cost reduction

**Flexible to your needs, ID Medical Fully Managed Services save time, resources and money.**

## | The Results

In a matter of months, the Trust had already seen significant cost reductions. These include:

- £3.1 million saved in total
- £100k saved on non-Framework reliance
- Debtor days reduced from over 200 to 30 – reducing time-consuming issues with suppliers

As well as the savings and financial improvements, many process enhancements have also been immediately evident.

One of the most valuable is 'giving back the gift of time' to Frimley's Temporary Staffing team. No longer stretched beyond the limits, the team is now able to concentrate on other priorities that will enhance levels of support for Healthcare Professionals and care for patients.

## | Further Benefits

- More streamlined admin and financial workflows achieved through a centralised service, giving much greater visibility and transparency for planning and decision making.
- The most suitable Healthcare Professionals appointed at the most cost-efficient rates.
- Vendor-neutral for easier management of supply chain – non-bias agency selection that's purely based on value and performance, not relationships.
- Single entity Managed Service with end-to-end responsibility of agency provision for a better engaged supply chain.

**“ 700k in savings delivered in a month has demonstrated how a more focused and planned approach to requests results in more meaningful supply, by providing better quality workers at a more advantageous price point. We are really seeing the benefits of this agreement. ”**

**Faye Ward**

Head of Change and Delivery for  
South East Temporary Staffing Programme,  
Frimley ICB

**Our service allows Trusts to focus on process and meeting savings targets.**

## Why us:

**20+**

Years of experience

**8m+**

Hours delivered

**600**

Healthcare Specialists

**95%**

Trusts regularly working with us

**100k**

Pool of Healthcare Professionals

**98%**

Average NHS Audit score Platinum status

## Our services:



### Staffing Solutions

Full-time, part-time, temporary or permanent, we fill over 8 million plus hours a year.



### Clinical Services

Inourced, outsourced, virtual consultations and triaging – we help reduce patient wait times.



### Workforce Technology

A fully interoperable, modular platform powered by Clarity to manage all staffing needs.



### Managed Services

Master, Neutral & Hybrid Vendor Services, plus Recruitment Process Outsourcing.

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**ID Medical**