

NHS at Work - 2023 Progress at UHCW



NHS at Work was implemented at University Hospitals Coventry & Warwickshire (UHCW) in March 2023, to update the Trust's e-rostering. Here are some of the achievements made since implementation...



Savings achieved of **£500,000** to date, across 3 departments



95% of the medics and clinicians access NHS at Work via the app



Time is saved on outsourcing to TempRE for payroll



Easier training, faster, more effective rollout of platform to the workforce



Time saved through greater **efficiency and autonomy**



Tracking and management of sickness has been improved

Pensions at UHCW...

- **34 workers** live in NHS pension scheme
- **86 leaver** records created
- **120 joiner** records created
- **15 workers** currently live in NEST workplace pension scheme

Customer Satisfaction...

- **96% customer satisfaction** rate for UHCW queries across all contact types, between March and October 2023
- **100% client satisfaction** on query tickets raised by the client directly, between March and October 2023

Disbursements...

- **106 invoices** processed
- **£341,631** total amount of agency invoices Liaison is paying on behalf of the client

Help & Support...

- **1,367 query tickets** were received by our Support Team, with the top three query topics being logging in (318), vacancies (213), and timesheets (176)



We have seen a huge improvement in our fill rate - ED have ALL required shifts filled until January 2024



To find out how Liaison Workforce can support your organisation, get in touch at info@liaisongroup.com