



# Managed Service

Neutral vendor model

## Results at a glance

- Average fill rate 97.2%
- Rates reduced for over 70% of bookings
- Increased adherence to rate cards
- Enhanced supply chain with 20 regular suppliers



"The Litmus team have transformed our approach to temporary staffing, delivering significant savings and substantially reducing rates whilst achieving a consistently high fill rate of over 97%"

Leigh Howlett, Director of Human Resources & Organisational Development



## The History

East Suffolk and North Essex Foundation Trust (ESNEFT) awarded Litmus a managed service provider contract in December 2017.

The contract was for Colchester Hospital Foundation Trust and Ipswich Hospital, who were in the process of a merger.

Each trust had a different contract - Colchester had a master vendor and Ipswich a neutral vendor in place.

## The Challenge

Both trusts faced a number of challenges which resulted in high staffing costs including:

- A large volume of consultant vacancies
- An uncompetitive master vendor contract at Colchester, with one dominant supplier filling 80% of bookings
- Difficulties meeting NHSI rate caps or fully adhering to established rate cards, with high numbers of retrospective bookings also impacting on rates.



## The Solution

Litmus introduced an on-site neutral vendor model. Our team consisted of a Senior Client Relationship Manager, a Client Relationship Manager for each site and admin support. The new solution was implemented within six weeks and included the deployment of the new onsite team, Envoy technology, improved supply chain engagement, and ongoing communication and training with Trust staff. The team worked in partnership with the Trust to introduce new processes and identify opportunities for savings. Full support was provided during the merger to ensure the fill rate was not jeopardised.

## The Approach

The Litmus team worked very closely with the Trust teams to reduce spend on agency locums, implementing the same processes and systems across both trusts to ensure the model was a success. Activities included:

- Building an improved supply chain to achieve higher fill rates and reduce the dominance of the existing supplier
- Negotiating rates for each booking to ensure best value was obtained for the Trust.
- Introduction of a 'Reduce and Replace' strategy, resulting in substantial savings. E.g. a long-term locum consultant was successfully replaced with a reduction of £25/hour
- On-site management of locum compliance, working with suppliers to secure documentation updates
- Provision of comprehensive management information, to identify trends and opportunities for savings. This data shows the reason for locum bookings and has highlighted the need for permanent recruitment to replace high cost long-term locum bookings
- Regular weekly, monthly and quarterly review meetings. This includes meeting with rota coordinators to discuss current requirements and more formal contract reviews to review the overall performance of the contract, benefits realisation and achievement of established KPIs.

## The Results

- Fill rates in excess of 97%
- A reduction in rates for over 70% of bookings
- A drop in demand due to introduction of authorisation processes and highlighting long-term locum cover
- A truly neutral model with agencies supplying on average 8% each of total bookings
- Increased adherence to regionally agreed charge rates
- Rates for individual bookings reduced

Contact us to discuss your requirements in more detail, call: 0845 305 2864 or email: [uk@litmus-solutions.com](mailto:uk@litmus-solutions.com)

[litmus-solutions.com](http://litmus-solutions.com)