



Case Study: Mersey Care NHS Foundation Trust

Automating agency data flows to drive productivity

Background

Mersey Care NHS Foundation Trust delivers essential physical and mental health services across the North West, North Wales, and the Midlands. As part of its ongoing transformation agenda and digital maturity ambition - key priorities of the NHS Long Term Plan - the Trust decided to build upon its partnership with Oceansblue to modernise agency duty dataflows through automation.

✓ Key Outcomes

- Improved data accuracy and completeness
- Enhanced roster finalisation compliance
- 7 hours of admin time saved weekly in total
- Reduction on adjustments post payroll run
- Supports the Trust in delivering Long Term Plan objectives

Challenge

With Ward Guardian already delivering strong improvements in roster compliance and reduced temporary staffing reliance in the Trust, an opportunity emerged to enhance productivity further.

The process of transcribing finalised agency duty data from the Trust's rostering system into its neutral vendor system, Agile Workforce, was still being completed manually. While functional, this step consumed valuable time and carried potential risks to data accuracy — creating a natural next focus for automation as part of Mersey Care's digital optimisation journey.

The Solution

Oceansblue deployed a lightweight but powerful automation agent to connect finalised duty data from the Trust's rostering system directly with Agile Workforce via a secure, encrypted feed. This removed the need for double entry, ensured data completeness and accuracy, and enabled seamless integration between systems.

To complement the data integration, Oceansblue introduced a weekly finalisation progress report, ranking wards based on how promptly and completely they finalise their rosters. This feedback mechanism supports greater accountability, improves payroll accuracy, and helps strengthen grip and compliance across the wards.

"Working with Oceansblue, we are able to receive the exact data required to drive this process, delivered to Agile Workforce in a secure, reliable way. We're already seeing the benefits in terms of improved productivity in our team."

— **Damian Byrne**, Assistant Director – Strategic Workforce Planning, Systems, Performance & Intelligence, Mersey Care NHS Foundation Trust

Benefits Aligned to the NHS Long Term Plan



Reducing Unwarranted Variation & Inefficiency

Replaces manual steps with automated data flows, improving consistency and auditability.



Enhancing Productivity & Reducing Administrative Burden

Automation frees staff to focus on care and strategic rostering — core to NHS digital workforce priorities.



Supporting Staff Wellbeing and Experience

Less manual processing improves accuracy and reduces stress for workforce and payroll teams.



Improving Financial Control & Reducing Agency Spend

Real-time, accurate data supports better management of temporary staffing budgets.



Strengthening Digital Foundations

Progresses Mersey Care's move toward integrated, AI-enabled workforce operations.



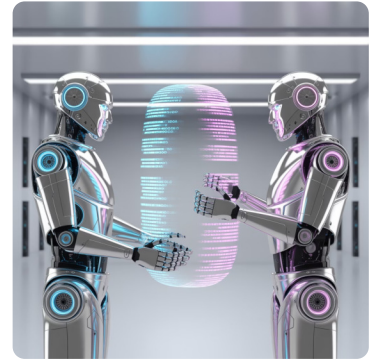
Enabling Data-Driven Decision-Making

Weekly finalisation insights provide operational intelligence for targeted support and compliance improvement.

Testimonial

"Oceansblue supported Agile Workforce with the provision of data to support streamlined processes within our timesheet approval workflow. This has greatly improved the user experience for Mersey Care's staff and reduced admin resource by 7 hours a week."

— **Sarah Schofield**, Head of Clients, Agile Workforce



Next Steps

This automation supports Mersey Care's broader strategic ambition to enhance its digital maturity, optimise rostering productivity, and continue to reduce agency spend.

Future expansions may include:



Predictive Analytics

To highlight units at risk of overspend



Deeper KPI Insights

To dig deeper into cost saving efficiencies



Proactive Interventions

To drive up data quality and return evidenced cost savings

This forms part of Mersey Care's vision to lead in AI-powered workforce transformation, aligned to NHS England's Long Term Plan commitment to sustainable workforce deployment and system-wide integration.