



Customer Success Story

Improved roster compliance helps Croydon Health Services save £860K in six months

The Croydon Health Services NHS Trust is a large District General Hospital employing approximately 4,500 staff in 250 units working across both hospital and community sites.



The challenge

Cutting costs and making the most of e-rostering

Croydon Health Services was struggling to achieve efficient rostering, balancing the need to cut costs with that of ensuring high-quality care to patients. NHSI Rostering Levels of Attainment (LoA) had remained static for several years, and temporary staffing spend was high.

As a result, the Trust was looking to kick start a transformation in its rostering practices to cut costs, increase regulatory compliance, and maximise its return on investment (ROI) in e-rostering - without reducing headcount or compromising the quality of care.

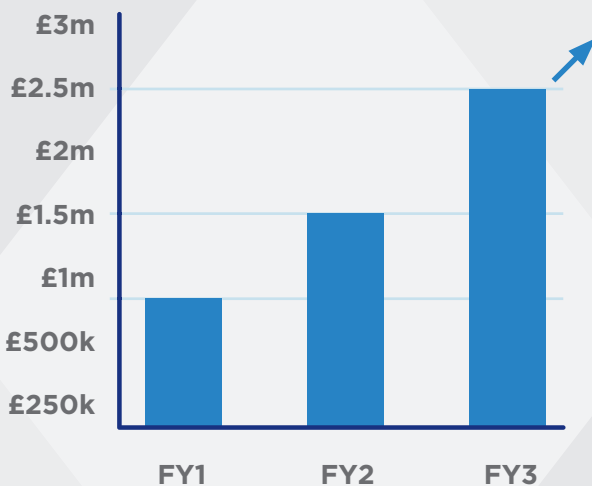
To help them identify and deliver best practices to achieve these goals, the Trust approached Oceansblue.



Goals

- Reducing temporary staffing spend
- Increasing regulatory compliance
- Maximising ROI in e-rostering

Savings made and predicted





Driving operational change with Ward Guardian

The first step to act on our plan was to implement [Ward Guardian](#), Oceansblue's automated "Compliance as a Service" solution.

Ward Guardian is highly customisable and complements existing systems used by the Trust. It's also quick and non-disruptive to implement. Powered by AI and Nudge Theory, this fully automated solution ensures that every unit can benefit from having a virtual rostering assistant on site, offering best practice advice that is in line with the Trust's policy.



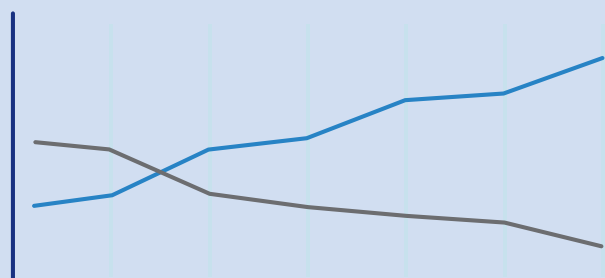
Ward Guardian gives me a structure against which I can review my rosters. Everything is in one place, and the heatmaps help me spot the 'needle in the haystack' that we could spend hours trying to find.

Croydon Health Services Unit Manager



- Increased fill rates
- Decreased temporary staffing costs
- Evidenced savings: **£860K** in six months
- An approved target of **£1.5M** in savings for the coming FY
- A more engaged set of unit managers and rostering team members
- A clear overview of how units plan and where support is needed

Project results



— Agency % of Temporary
— Temporary Fill Rates

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Our partnership with Oceansblue enabled us to develop a programme that rolled out Ward Guardian to increase visibility of rostering effectiveness and take appropriate actions to improve safe staffing levels.

We worked with key leaders to identify where we were losing productive hours and find ways to increase the availability of our staff. These actions have ultimately reduced lost time and decreased our reliance on temporary staff, providing more stability in the continuity of care for our patients.

Oceansblue is a critical addition to my existing small in-house e-roster team.



They truly believe in collaboration and have been easy to work with, taking an interest in understanding how we work and making recommendations that benefit us. Oceansblue's desire to make a difference across the NHS means we are talking about innovation and first-of-a-kind projects that are only possible thanks to the machine learning and predictive data analytics they provide.

They are the step change the NHS needs to make the improvements our people and patients deserve.

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**Debbie Wheddon, Deputy Director of HR and OD,
Croydon Health Services NHS Trust.**

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