A training programme to optimise use of e-rostering systems

Leicestershire Partnership NHS Trust

What was the problem?

In April 2017, a new lead in the rostering workstream at Leicestershire Partnership NHS Trust identified that although e-rostering had been in place for many years, some managers had lost focus on the importance of getting the basics right. Newer managers had learnt 'on the job' and picked up poor practice from their colleagues.

They created a new dashboard that flagged up compliance to ensure both good and bad practice were visible and introduced a standard operating procedure to use HealthRoster software. However, staff were still struggling to use the e-rostering system day-to-day and often did not understand how to complete basic actions. They also often did not know how best to use HealthRoster.

What was the solution?

The trust developed a training course teaching both old and new users to use the e-rostering system effectively, deliver best practice and realise the benefits. It focused on interactive learning and allowing delegates to practise both basic and more complex actions. They used roundtable conversations to explore considerations around creating and approving a roster to ensure the right staff are in the right place at the right time. This generated fruitful discussions and shared learning.

The trust developed training activities and resources covering specific problem areas including:

- planning annual leave
- minimising unused hours and time off in lieu
- publishing rosters at least six weeks ahead of time.
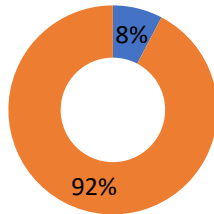
What were the benefits?

By training their workforce to better understand their rostering system, the trust made a significant step towards achieving compliance with Lord Carter's recommendation to approve rosters six weeks in advance. In two years, average roster approval times increased from 3.4 weeks before they are worked to 5.37 weeks. This is particularly impressive as an extra 25 units were added to the system during this period.
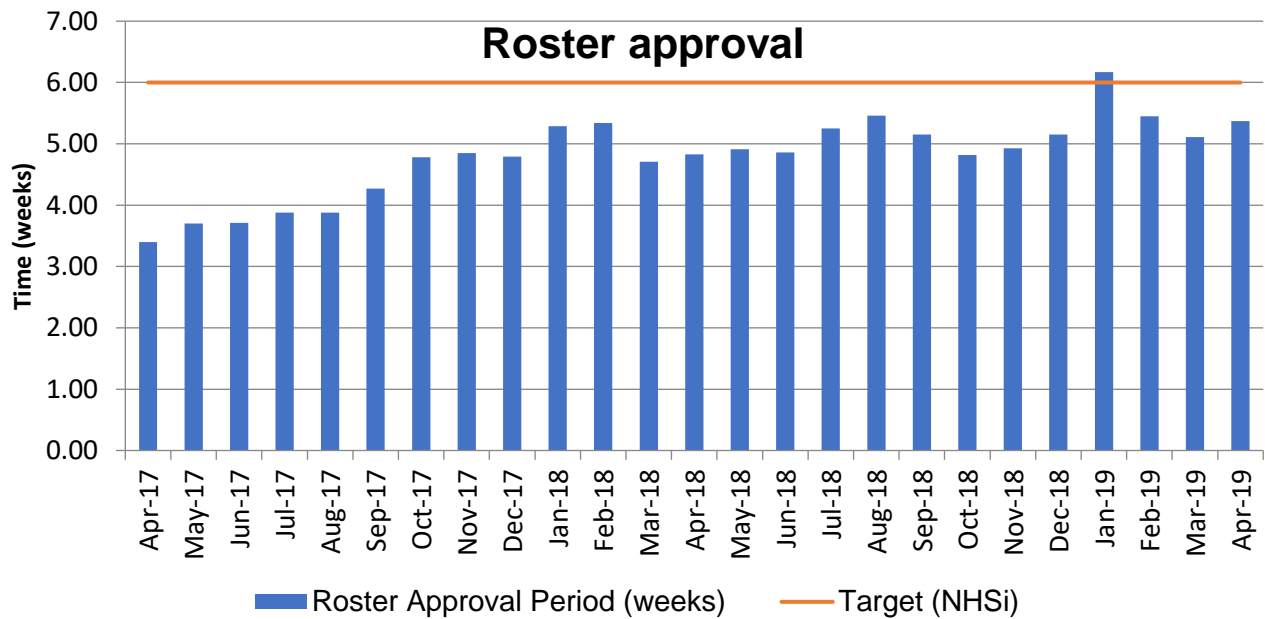
- Unused hours reduced by 80%, leading to better use of substantive staff time.
- Improvement in the skills and knowledge of system users in e-rostering, enabling greater transparency regarding the rostering position throughout the service.
- Managers across different services shared learning and constructive challenge.
- System users and the implementation team developed improved rapport and increased morale.
- Staff engagement with and understanding of the e-rostering system increased among the 128 staff members that attended this course. In feedback, delegates agreed the training was informative, interesting and supportive.
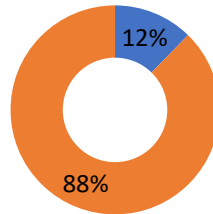
Feedback obtained from 65 staff who recently completed the training course:

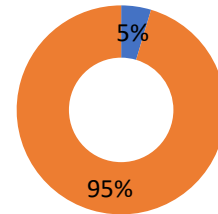| Did you understand what was being explained?	Do you feel more confident using HealthRoster?	Do you understand your role and responsibilities as a HealthRoster user?
8% Partially / 92% Yes	12% Partially / 88% Yes	5% Partially / 95% Yes

Next steps and sustainability

Each time the course is run delegates are asked if they are now more confident using the HealthRoster system and their comments are used to constantly review resources and improve the training programme where appropriate.

Top tips

- Raise awareness of the situation and ensure you have senior management buy-in to support the improvement programme.
- Develop a set of key performance indicators which can be monitored to support and show improvement.
- Create an interactive learning programme that is supported by helpful standard operating procedures.

Want to know more:

Amrik Singh, Head of Workforce Support, 07768 526431, amrik.singh@leicspart.nhs.uk