

Re: Your request made under the Freedom of Information Act 2000

Please answer the below questions in relation to your organisations staff bank utilisation for each staffing group: Medical & Dental, Allied Health Professionals (AHPs), Nursing and Midwifery, Non-Medical Non-Clinical (including admin & estates). For each response state the name of the staffing group this relates to e.g. Medical & Dental: Yes, AHPs: Yes, Nursing & Midwifery: Yes, NMNC: No

- 1) Does your organisation have staff bank? (an entity of staff managed by either the organisation or a third-party, who are temporarily contracted to take on shifts)
 - a) If yes, what type of bank is in place:
 - i. Internal bank supported by third-party technology
 - ii. Managed bank
 - iii. Outsourced bank
 - iv. In-house (no third-party involved, possibly managed on Excel)
- 2) What is the monthly average number of workers (headcount) on the bank in the last 12 months?
 - a) What is the monthly average utilisation rate for your bank in the last 12 months? (calculated based on the % of vacant shifts filled by bank workers)
 - b) What is the average utilisation rate for your bank in November 2019?
 - c) What is the average utilisation rate for your bank in December 2019?
 - d) What is the average utilisation rate for your bank in January 2020?

Please answer the below questions in relation to the organisations staff bank supplier for each staffing group: Medical & Dental, Allied Health Professionals (AHPs), Nursing and Midwifery, Non-Medical Non-Clinical (including admin & estates) For each response state the name of the staffing group beforehand e.g. Medical & Dental: Yes, AHPs: Yes, Nursing & Midwifery: Yes, NMNC: No

- 3) Please state the name of the third-party supplier(s) used to manage the supply of your bank staff, inclusive of any outsourced or managed arrangements (i.e. NHSP, Patchwork, Allocate, Liaison, PlusUs, Locum's Nest etc)
 - a) Please state the name of the software used to book and manage your bank staff (i.e.
 - b) NHSP: Connect, TempRE Bank, Allocate BankStaff etc.)
 - c) Do your bank workers book shifts via a mobile app? If yes, please state the name of the app being used
 - d) Do your bank workers submit electronic timesheets using the software?
 - e) Does your organisation make use of an API (Application Programming Interface) i.e. allows for interaction/communication with other software.
 - i. If yes to the above, please state the software integrations that are currently being utilised e.g. Ryalto with NHSP, Reed with Patchwork etc.
- 4) What framework was used to procure the supplier?
 - a) What is the contract start date? (dd/mm/yy)

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- b) What is the contract end date? (dd/mm/yy)
- c) What was the average monthly fee paid to the supplier in the last 12 months?
- d) What is the pricing structure of the fees paid to the supplier? I.e. % of costs processed, fixed transactional fee, license fee etc.

This request is exempt from answer under s.21 of the Freedom of Information Act, as the information is already reasonably accessible in our disclosure log: <https://www.dbth.nhs.uk/contact/freedom-of-information/disclosure-log/>