

+48

Report

Quarter 1

Spotlight

INTRODUCTION

WELCOME TO THE +US 2020 Q1 SPOTLIGHT REPORT.

Within our existing NHS portfolio, we have calculated a potential annualised saving of over £12m from the requesting, sourcing and deployment of temporary agency medical workers. Our Q1 Spotlight report looks at a number of data sets when it comes to the NHS requesting and engaging with flexible resources.

NHS Organisations continue to be challenged to fill and place Medical Locums and AHP workers, as the national demand for talent continues, pushing up the total cost, and creating a bidding war for the skills and experience required. An NHS Organisation then has to accept the rate presented to ensure no impact is felt when it comes to patient care and safety.

The highest hourly pay rate booked for an agency supplied worker was for a Consultant earning £150 per hour, which is x3 the value when compared to a national average base salary of up to £107,000 per year.

We also noticed that agency worker tenure is another challenge, which further highlights the need to move those high cost agency workers into substantive roles, thus freeing up additional finances and creating additional savings opportunities.

Our workforce service platform allows for an ongoing review of an NHS Organisations performance, helping build solutions through data, creating the right balance when it comes to an NHS Organisations need for flexible resourcing services.



Healthcare agencies supported the supply of agency resources through the +Us Workforce Services Platform in Q1.



We now have over 281 approved agencies, fully set-up on our platform ready to supply across all Medical and NMNC staffing categories.

Total value of the payroll processed in Q1 by the Plus Us Payroll Team

£14,890,498



Potential NHS annual savings via Direct Engagement

£11,912,398



£2,979,099

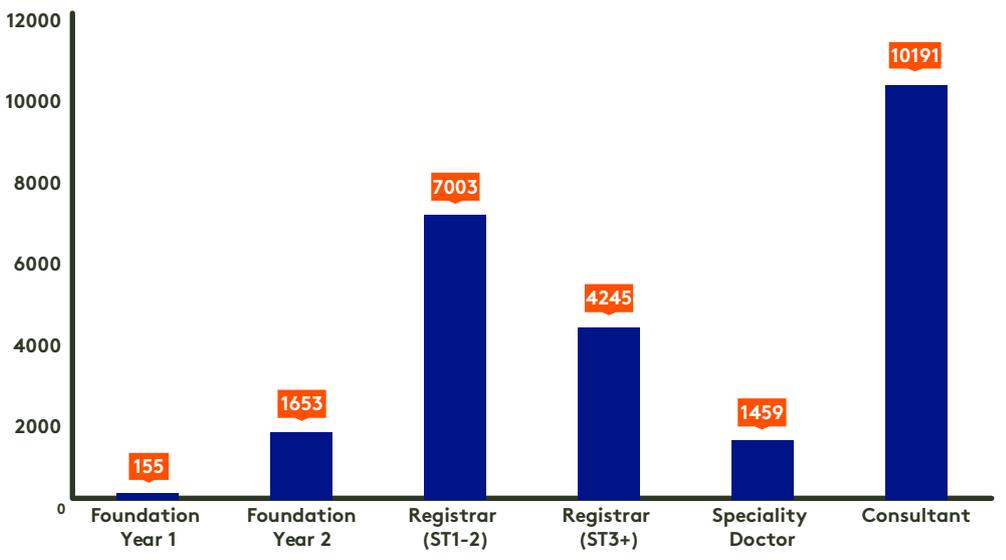
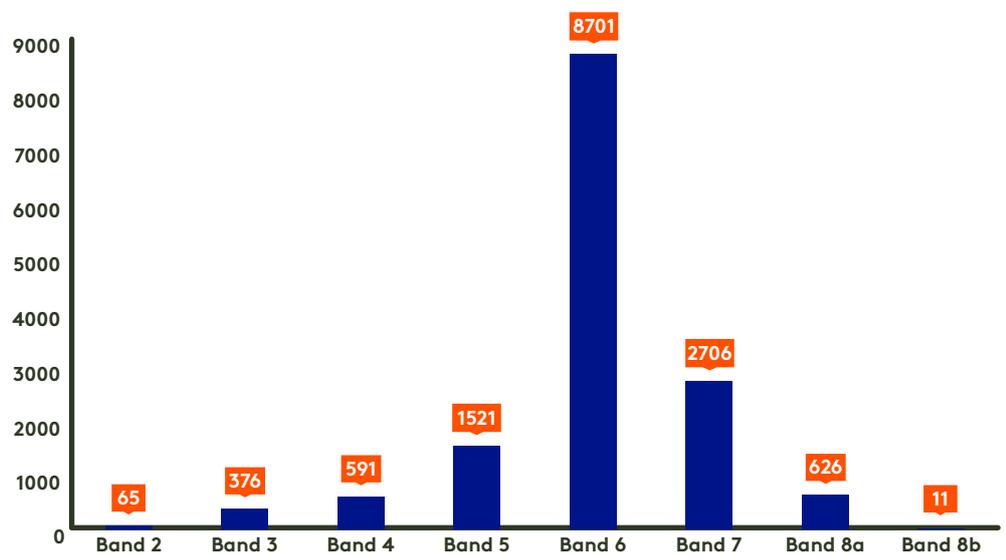


Total savings realised in Q1 via our Direct Engagement service

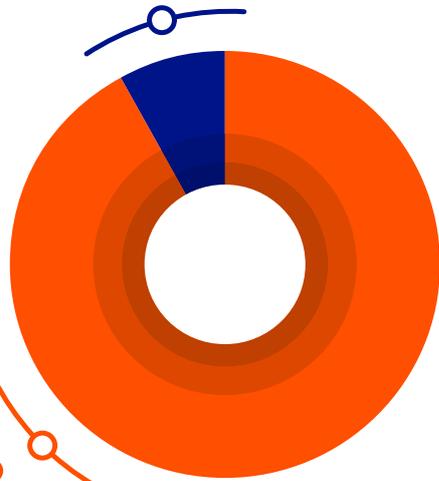
Healthcare Agency Filled Shifts by Grade

39,314

Of the 39,314 shifts filled in Q1, 8,701 were from Band 6 agency workers, and 10,191 via Consultants. These 2 staff grades represent nearly 48% of the total shifts filled by our Healthcare Supply chain in Q1.



8%
Non Direct
Engagement



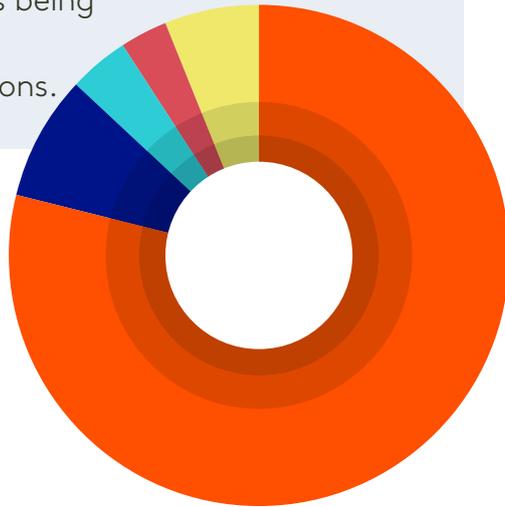
92%
Direct
Engagement

Direct Engagement vs Non Direct Engagement

In Q1 over 92% of Medical workers booked were processed via the +Us Direct Engagement On-Payroll model. Not only does this bring a significant financial benefit, but a fully compliant one too.

Reason for requesting a Vacancy

In Q1 79% of our agency booking requests were due to open NHS substantive posts, with 8% required to support the demand for additional service requirements, and just 4% of bookings lending themselves to winter pressures being placed on our NHS Organisations.



79% Vacancy

8% Additional Service Requirements

4% Winter Pressure

3% Sickness

6% Other:

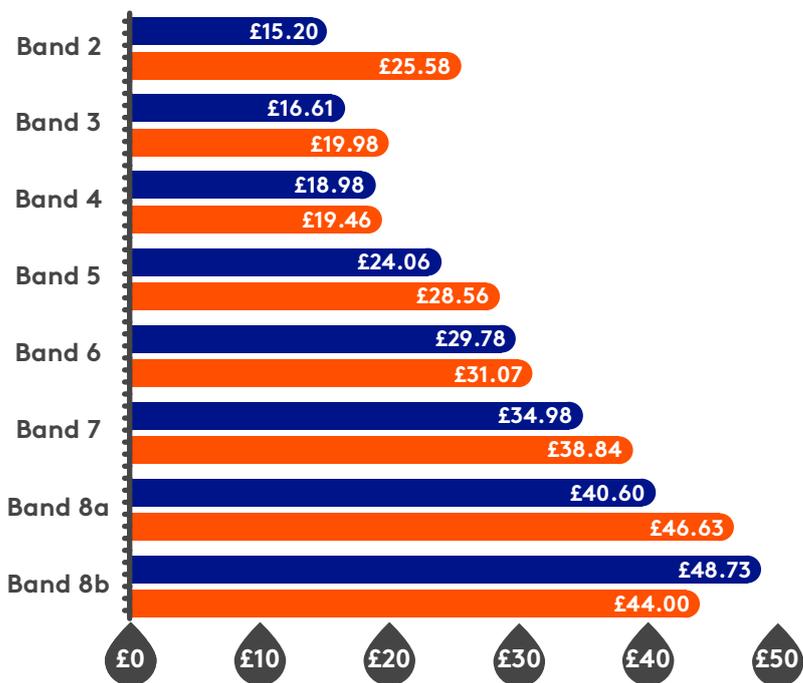
- Pending Substantive Recruitment
- Maternity Leave
- Innovative Post
- Patient Influx/Escalation
- Increased Dependency

Paid Hours by Grade

In Q1, our paid hours by grade totalled 244,513. Medical specialties totalled 67.12% of total bookings, with Consultant bookings showing the highest across all grades and bandings, at a total of 42.24%.

Under agenda for change (AfC) roles, Band 2 to Band 8b bookings were a total of 80,405.08 paid hours, with Band 6 roles seeing the highest paid AfC hours in Q1, at 57.10%.

	Paid Hours
Consultant	69,314
Band 6	45,905
Registrar (ST1-2)	43,079
Registrar (ST3+)	29,700
Band 7	16,270
Foundation Year 2	10,957
Speciality Doctor	10,380
Band 5	9,466
Band 8a	4,113
Band 4	2,867
Band 3	1,386
Foundation Year 1	677
Band 2	332
Band 8b	67
Total	244,513



Average Charge Rate by Grade vs NHSI Cap (AfC)

Of all shifts filled in Q1, Band 2 roles saw the largest variance in average charge rate against the core NHSi cap rate with charge rates being £10.38 over cap. In contrast to this, Band 8b roles saw average charge rates an average of £4.73 lower than the core NHSi core cap rate. The trend for all other bands show charge rates between £0.48 - £6.03 above the NHSi cap.



Average Charge Rate by Grade vs NHSI Cap (Medical)

Following the 'Paid Hours by Grade' table on the previous page with Consultants equalling 42.24% of total medical bookings, it also sees the largest differential between NHSi cap rates and average charge rate paid, totalling £34.94. The trend is much the same for all other medical specialities, aside from Foundation Year 1, with a smaller variance above NHSi cap, at £6.70.

Highest Charge Rate Per Hour by Grade vs NHSI Cap (AfC)

In Q1, AfC roles saw a significant increase in highest charge rate per hour for Band 5,6,7 and 8a positions against the NHSI cap. Of these, Band 5 showed the highest proportionate charge rate, 174.3% over the NHSi cap rate. In contrast, Band 8b positions saw the average charge rate below NHSI caps by £4.73 per hour.



Highest Charge Rate Per Hour by Grade vs NHSI Cap (Medical)

In Q1, highest charge rate across medical specialties saw Foundation Year 1 amount to £55.00 per hour and Consultant charge rates at £160.29 per hour. All medical specialties highest charge rates were significantly above NHSI cap rates, with the highest proportionate charge rate above NHSI caps across Registrars (ST3+) at 180.44%. All other grades were in excess of 100% between 103.72% - 176.65%.



	Pay Rate (ph)
Consultant	£150.79
Speciality Doctor	£108.11
Registrar (ST3+)	£100.00
Band 8a	£79.73
Registrar (ST1-2)	£76.00
Foundation year 2	£68.28
Band 7	£64.00
Band 5	£60.00
Band 6	£60.00
Foundation Year 1	£50.00
Band 8b	£40.50
Band 4	£25.91
Band 3	£25.41
Band 2	£21.00

Highest Pay Rate Per Hour by Grade

Following the trend of the 'Highest Charge Rate Per Hour by Grade' graph on the previous page, Band 8b roles were booked at a pay rate lower than the NHSi cap rates. For medical specialties, there is a progressive increase in pay rates from Foundation Year 1 at £50 per hour, to Consultant at £150.79. Including Consultants, both Speciality Doctors and Registrar (ST3+) breached the £100 pay rate per hour.

Average Commission Rate by Grade

In Q1, the average commission rate charged was lowest in Band 8b roles under AfC positions at £3.50, in contrast to a similar commission rate between £4.58 - £4.69 for Band 2 – Band 6. For Medical specialties in Q1, commission rates increased gradually from Foundation Year 1 at £3.05 to £8.44 as the average commission rate for Consultants.

	Commission
Consultant	£8.44
Speciality Doctor	£6.25
Registrar (ST3+)	£5.87
Band 8a	£5.72
Registrar (ST1-2)	£5.66
Foundation year 2	£5.38
Band 7	£5.24
Band 5	£4.95
Band 3	£4.91
Band 6	£4.69
Band 2	£4.58
Band 4	£4.30
Band 8b	£3.50
Foundation Year 1	£3.05

WORKFORCE COMPLIANCE

This quarter, we're shining a light on the continued tax avoidance within the healthcare labour market and what to do to ensure your Workforce is Compliant.

We are aware that there remain many non-compliant payroll providers in the market who are targeting healthcare workers with promises of enhanced take home pay. Given the IR35 changes and the Criminal Finance Act being enacted in recent years it has hard to understand why supply chains continue to allow this to happen. HMRC are well aware of this and have recently published a "Spotlight" on the matter.

A recent BBC Moneybox investigation which exposed two such providers targeting healthcare workers in particular highlights that this risk remains very real.

You are protected from this risk when engaging with +Us and our Contingent Worker System. Our CWS provides you with the visibility and controls you need to be sighted on and manage this risk. Combining our CWS with our "on payroll" service takes this risk mitigation further by entirely eliminating this risk

from all of your off-payroll workers (not just those in medical and clinical roles, the service can take into consideration all of your off-payroll resource).

Working alongside your recruitment partners, who find qualified healthcare professionals to work with you, +Us ensure that your off payroll workers engaged through our CWS portal are paid appropriately, with the right tax and national insurance contributions being paid throughout their engagement via our "on payroll" service. Supporting you on-boarding and off-boarding, the administration of employment rights and benefits (including pensions, issuing contracts etc.) and addressing queries from workers with a same day turnaround.

This extends to include full compliance with the IR35 legislation and other PAYE and pension related legislation. Despite seeing a significant reduction of workers using personal

service companies, we work with SRA regulated IR35 specialist law firm, Brookson Legal, to support you with full advice and guidance if you are asked to engage such workers; whether they be in medical / clinical roles or not.

With over 20 years' experience assessing temporary workers IR35 statuses, they have put this expertise towards helping businesses prepare for legislative changes in the public sector in 2017 and the upcoming changes to the private sector in 2021.

Carrying out thousands of employment status assessments each year and providing hundreds of workshops helping key individuals within a business understand the requirements for compliantly hiring temporary workers, they have become essential for businesses who want to put compliant processes in place when hiring temporary workers.

Since 2008, A&E Agency has been a leading recruitment agency for placing specialist doctors in temporary and permanent roles throughout the UK. They supply highly experienced doctors across a range of acute medical specialties, including A&E, anaesthetics, obs & gynae, paediatrics, radiology, surgery and general medicine.

In January of this year, we can remember contacting our doctors with precautionary updates regarding the Coronavirus outbreak, when the Public Health England (PHE) alert status remained at moderate. From this, to abruptly finding ourselves amidst a global health pandemic, it's fair to say that these have been challenging times for all, and in particular for our NHS.

Come March, as the UK government began imposing lockdown and our offices were forced to shut, our teams were rapidly mobilised to work remotely, continuing to place doctors and striving to meet the increasing demand from the NHS during the first wave of COVID-19.

In a virtual world, our recruitment, compliance and operational support teams worked day and night to source, place and redeploy as many doctors as the NHS required to ease the additional pressures

in hospital departments and COVID-19 emergency response sites.

A&E Agency was a key supplier of the specialist doctors who were deployed to work with the NHS Nightingale in London. We received an overwhelming response from more than 500 doctors who were willing and able to provide their services to the dedicated COVID-19 hospital.

Across the UK, we observed the initial spike in late February as our teams drafted in additional locum doctors to respond. Between March and May, our supply of hours to Plus Us clients was maintained from the previous quarter, but as expected we have seen a shift in the demand profile.

Whilst many departments have had little or no requirements, the demand for Medicine and A&E has risen. We have worked to increase our supply in these areas and maintained our overall supply rate for our

+Us Customers.

We are committed to recruiting expert doctors in areas where we continue to see a high demand and are now working closely with our clients to forecast their changes in staffing requirements, as we all work towards a 'new normal' in healthcare.

Over the past three months, our teams have remained focused and dedicated to placing specialist doctors in areas of demand. We have taken a huge amount of pride seeing how our entire team adopted their new way of working, whilst rising to the challenges and continuing to provide a vital service throughout a global health pandemic.

Our commitment and personalised service during these turbulent times has evidentially resonated with our doctors, as we look at the results from a recent survey where 96% of those who are currently registered with A&E Agency would recommend working with us.

+US WORKFORCE SERVICES

A true healthcare partner. Our primary focus is supporting the NHS & Scottish Health-Boards when it comes to the procurement and engagement of agency personnel, through a combined use of technology, process and supply chain management.

By using our combined services, we are able to generate sizable savings which can then be reinvested into those areas that matter most. Ensuring patient care and patient services are never compromised.

What Services do +Us provide to the NHS?

+Us already provides services to over 25 NHS Organisations. All these organisations engage with the +Us Contingent Workforce Services Platform for all their Medical, and Non Medical, Non Clinical temporary staffing needs. This provides the hirer with complete control, visibility and compliance at every stage of the process. From issuing the vacancy requirement, through to documentation upload, to weekly worker payments for shifts completed.

What sets us apart is our "People"! From our client partnership and engagement teams, through to our on-site specialists and implementation personnel to our central shared services team who handle an average of 5,000 enquiries every month, +Us know how to create the difference and provide the ultimate customer experience.



JASON PALMER

Head of Client Partnerships

TESTIMONIALS & FEEDBACK

We all benefit if our health, education and other public services are able to improve whilst meeting increasingly complex demands and reducing costs. Solving complexity requires greater collaboration and adapting to new ways of working, we've shared some of the feedback from the suppliers and NHS Organisations we support.



I wanted to take the opportunity to say how well received Nicks efforts are on site.

NC Healthcare work with a number of DE models across the UK but there is a noticeable difference in how smooth placements go when there is an onsite co-ordinator.

Nick has been a pleasure to work with and my team members all agree that since his implementation at Salisbury, placements have been conducted by our candidates in a much more fluid fashion with no pay issues.

He is a compliment to your team and if more sites had co-ordinators I do believe that throughput from agencies would increase, given that it promises a more robust procedure for our candidates.

Should you wish to discuss anything further to our meeting last week, please do advise and I will endeavour to assist.

AARON WEEKLEY

Director

NCHEALTHCARE



Nick commenced on site with +Us back in August 2018 where he quickly established himself in the role and the task that was being asked of him. Since then, Nick has continued to support the Trust in managing locum supply by working directly with the Directorates, managing the agency relationship on the Trust's behalf as well as suggesting and making improvements to Trust processes and ensuring they are followed.

Although not employed by the Trust, Nick has become an integral part of the Trust which has been demonstrated throughout the year.

SHARON HOLT

Head of Resourcing



Salisbury
NHS Foundation Trust