

## Case Study...



# Enhancing check-in using the COVID-19 NHS Digital Staff Passport

East Lancashire Hospital NHS Trust are the Vaccination Centre Lead employer for Lancashire and South Cumbria and have worked with us to design, build, test and implement the Vaccination Programme credential in the COVID-19 Digital Staff Passport. They have implemented the passport across their vaccination centres to enhance the check-in process for staff, providing a heightened level of security for checking in staff to work.

### Background

Prior to pandemic, Lancashire & South Cumbria ICS had been progressing well on their Staff Mobility agenda, which is aimed at improving staff experience and making it easier for staff to work across the region whenever they need to move, thereby increasing retention rates across the sector. The project was unfortunately paused in March 2020 as focus changed direction to supporting the Covid pandemic. So, when they heard about the rapid development of the COVID-19 Digital Staff Passport, they were keen to get involved as it enabled them to progress their Staff Mobility agenda in a different way.

In autumn 2020, work commenced on expanding the current passport solution to include a new vaccination credential, which was designed to hold key information on staff's ability to work at a vaccination centre. At this time East Lancashire Hospital NHS Trust was identified as the Vaccination Centre Lead Employer, responsible for delivering COVID-19 vaccinations via a number of specifically designed vaccination sites across the East Lancs & South Cumbria ICS area.

### How did it work?

It was recognised that there was a need to move staff from NHS Trusts and between the vaccination sites to enable the service to be delivered. Due to the size and scope of the project, it was identified that a safe and secure check-in process for staff would be needed. This would provide site leads the assurance they required to ensure they have the correctly trained staff to deliver the service each day. By working closely with the national Digital Staff Passport Team, which includes its technology partners, it was quickly realised the COVID-19 Digital Staff Passport could be developed to meet this need.

In the space of a few months the team worked hard to develop the Vaccinator Programme credential. The credential was designed to be issued alongside the Employment credential, thereby providing assurance of identity, employment status and vaccination training status by specific vaccine.

The process involved each staff member being issued with the credentials which took approximately 10 minutes, this was completed virtually or face-to-face. The process was simple to follow and takes just minutes to set staff up on the system. The team found the

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ability to create and save as a draft very helpful, as this enables them to prepare the credentials in advance which led to a quicker appointment time for the staff member.

***“It takes under 3 minutes to set up a credential from scratch, and you get guided through every step of the process by the software”.*** Joanne Hunter, Mass Vaccination Project Co-Ordinator – East Lancashire Hospital Trust

The staff member now equipped with their credentials could arrive on site to work their shift and quickly present their passport to the site lead for verification. Just in the space of a few minutes the site lead was able to receive the required information from the passport to ensure they had the correct person with the correct skills to work that shift.

***“The COVID-19 Digital Staff Passport provides a fantastic fast method to check our staff as they arrive new onsite – no more checking realms of paperwork and multiple systems. Just 3 minutes to verify a passport, to check ID, employment checks and vaccination competencies, and we are done!”*** Anie Santillan, Vaccination Site Manager – Burnley, East Lancashire Vaccination Lead Employer

### Benefits to you and your organisation

By using the COVID-19 Digital Staff Passport we were given greater assurance for patient safety, especially when vaccinations for under 18 years came in, as we were able check DBS levels easily and therefore allocate the correct staff to this area.

It also enabled us to reduce the administrative process of receiving staff in, no more checking realms of paperwork which allowed quicker set up time, particularly useful when staff are moving across to different sites so are unfamiliar to site leads.

***“Using the COVID-19 Digital Staff Passport in our mass vaccination centres has provided a perfect opportunity to trial and implement the passport by the lead employer, ELHT, which in turn has been enormously helpful in encouraging its adoption across the other Lancs and South Cumbria trusts, therefore benefitting our whole ICS system.”*** Simone Martland, Project Officer – Workforce Mobility at Lancashire and South Cumbria Health and Care Partnership

### Next steps for you-

We are taking steps to engage with senior managers and site leads with an aim to embed the COVID-19 Digital Staff Passport in local standard operating procedures, such as the onboarding process of new recruits. Once all staff are issued with a passport, the site leads will then complete regular verification of their credentials to provide ongoing assurance.

We are also now working with trust leads within our ICS to utilise the passport beyond the vaccination centres and embed it into business-as-usual processes. The aim is to implement the passport as the primary mechanism in enabling staff to move to a different trust for a temporary period, therefore replacing honorary contracts or letters of access manual processes.

### Find out more

To find out more about the COVID-19 NHS Digital Staff Passport and what it can mean for you and your organisation please visit [www.beta.staffpassports.nhs.uk](http://www.beta.staffpassports.nhs.uk) or visit [Covid-19 Digital Staff Passport - Enabling Staff Movement - FutureNHS Collaboration Platform](#)