

Case Study...

COVID-19 Digital Staff Passport enables staff deployment



Fiona Hibbits works as Head of Workforce Transformation for the North East and Yorkshire region with NHS England and NHS Improvement, but originally started her NHS career as a trained nurse. She wished to support the mass vaccination programme and in particular, to work as a vaccinator at her local vaccination centre in Bradford at the weekends. Fiona was issued with a COVID-19 Digital Staff Passport which enable her to fulfil her wish swiftly and easily.

Background

Fiona has been working closely with the national Enabling Staff Movement team to support the rollout the COVID-19 Digital Staff Passport in Yorkshire and North East region. The region currently has one ICS (Integrated Care System) that is fully rolled out and a further two ICSs are currently undergoing registration and are making good progress.

At her local hospital, where Fiona trained as a nurse in the 1980s, she volunteered to become a vaccinator, and thanks to the COVID-19 Digital Staff Passport this was made simpler. The passport provided a secure and efficient way for Fiona to prove her identify and employment status to the vaccination site. As a site that was already due to roll out the Passport this provided the ideal opportunity to demonstrate it use.

Fiona was fortunate enough to be the first staff member to be issued with a digital passport at Bradford Teaching Hospitals and is now using it regularly to carry out her vaccinator role at the weekends.

How did it work?

It is a very simple, fast and efficient system for HR team and staff members. Fiona was issued an employment credential by her employing organisation which was issued to the Connect.Me secure app on her smartphone, thereby putting the Fiona in control of her own information. She then arrived at Bradford Teaching Hospital, where she simply presented her passport for digital verification by their HR Team. The organisations were amazed it only took seven minutes to issue a credential and even less to verify.

The passport gave Fiona the ability to have confidence that she had all the information on the phone to perform the verification. Additionally, Fiona has the ability to move to other sites registered with the COVID-10 Digital Staff Passport. As part of responding to the needs for COVID-19 this has given a huge degree of flexibility regarding her location of work. Fiona expressed that this was a humbling and proud moment for her to work back at



Bradford, where her career began and where the public of Bradford had invested in her to enable her to complete her nurse training.

“The process was very fast and, in my case, took less than seven minutes to be issued a passport and even less to be verified. I was comforted by the fact this is a national solution and that I would be covered wherever I agreed to be deployed. The COVID-19 Digital Staff Passport has the added benefit that when I turned up at the new organisation I could quickly prove my identity and the role I can do without having to carry around my driving license or any other employment documentation. It took away all the paper management that we used to do.”

Benefits to you and organisation

Speed was the primary factor, it reduced HR administration and processing time, by eliminating the need for an honorary contract and repeating employment checks, and it gives Fiona the confidence that she has the information at hand if asked, when she goes to a site.

Built within the COVID-19 Digital Staff Passport is a national Memorandum of Understanding (MoU), which enable staff to move safe and securely outside ICS's and regions, crossing regional boundaries with those organisation registered with the COVID-19 Digital Staff Passport system. It enables the organisations to see specific personal identify and employment information to provide the assurances required to enable the staff member to start work. Reducing the paper processing and eliminating unnecessary repeating of employment checks.

Next steps for you

“I’m keen to encourage others to uptake the Digital Staff Passport. That means working with more organisations to share the experience and encourage others to do the same. There are many benefits for the staff member and NHS organisations whether they are releasing or receiving staff during this challenging time. The services are under pressure but to do something that is easy and supports reducing staffing pressures is immense for both”

To find out more about the Covid-19 Digital Staff Passport and what it can mean for you and your organisation please visit www.beta.staffpassports.nhs.uk

