

Case Study...



Preparing for G7 Summit emergency response

Nottingham University Hospitals NHS Trust (NUH) adopt a 'digital first' approach to temporary staff transfers, following a successful high profile use case for the G7 Summit in 2021.

'The easy-to-use NHS COVID-19 Digital Staff Passport ensured we had the right staff ready to deploy at a moment's notice, if needed', says Georgia Scaysbrook, Deputy Resource Manager, Nottingham University Hospital NHS Trust (NUH).

Background

The G7 Summit, held in Cornwall in June 2021, was attended by representatives from the world's leading democracies brought together to reach major new world agreements. An event of this size requires emergency situation planning to ensure incidents are prevented and guests are protected.

As part of the event's emergency support, NUH were asked to provide an on-call burns team to attend the G7 Summit.

How did it work?

The trust registered for the COVID-19 Digital Staff Passport (C-19 DSP) in November 2020, so were in a good position to respond to the request. The Recruitment team accessed support provided by the national DSP team to ensure they were fully equipped to utilise the system and embed it within their current working practice.

Georgia recalls *'We recognised the significant time-saving benefits for the Recruitment team and for the members of staff completing the temporary transfers, and were keen to implement the solution'*

The request for the on-call team was actioned immediately, with Andrea Gerrard, Recruitment Team Specialist at NUH, volunteering to spearhead the pilot. With limited time to attend training, Andrea used the range of resources readily available from the C-19 DSP programme. *'Speed was of the essence for the G7 Summit, so the C-19 DSP user guides were crucial, plus coupled with the fact that the system itself is very easy to use, made the implementation simple'*, says Andrea.

100% of the staff members involved were issued with their COVID-19 Digital Staff Passport and accompanying Employment Credential, which enabled them to be classified as safe and ready to be deployed if an emergency occurred.

Staff commented how simple and easy the process was to receive their passport and could really see how it would support other temporary moves.



Looking forward

The trust was keen to build upon the success of the work undertaken for the G7 Summit and see where they can apply the passport to support other temporary staff moves. Committed to using the system for other temporary transfers, Georgia is working with the East Midlands Neonatal clinical network to scope out the size of the team, the Host Organisations involved and the frequency of use.

Each member of the team has been trained to use the portal and a local step-by-step guide has been embedded in the business processes. ***'To ensure adoption, our team needed a toolkit that would fit with our processes. I used the user guides as a foundation and added the learnings from G7 Summit work, to produce a simple guide and range of email templates.'*** says Andrea.

Benefits to you and your organisation

'The G7 Summit provided a real purpose and focus for using the passport; a process we'd highly recommend to other organisations', confirms Georgia.

Transferring staff between local NHS sites requires an identity check, to ensure correctly approved staff are issued by the Employing Organisation and verified by the Host Organisation. It is vital that these checks are quick, easy and secure, especially in response to an emergency.

The C-19 DSP delivered on all counts.

- The Recruitment team saved time by issuing DSPs to the on-call team via virtual appointments, with no duplicate paperwork checks
- The on-call team saved time by not attending a face-to-face appointment, so were able to provide continuous patient care
- The DSP is held in an encrypted app on the staff member's mobile phone, so their identity can be verified at point of deployment, be it at an NHS site or external location
- Staff holding a digital staff passport are ready to be deployed at short notice, using the same verified data multiple times with multiple different NHS provider organisations

Prior to using the DSP, deploying staff was time consuming and administratively heavy, involving honorary contracts or letters of authority. Employment checks from current employers were repeated too. **Implementing the C-19 DSP reduced the process from 1-3 weeks to 1-2 days.**

Next steps

With business processes in place and a 'digital first' mindset adopted by the Recruitment team; all temporary transfers are considered for use with the C-19 DSP.

'The C-19 DSP has been adopted by our team, but we are conscious that use by staff members is voluntary', says Georgia. ***'We've proved that the digital approach works for us, so we're looking forward to new use cases and making the C-19 DSP business as usual.'***

Further information

To find out more about the COVID-19 NHS Digital Staff Passport and how it can benefit your organisation, visit [the C-19 DSP support website](#) or visit our [dedicated FutureNHS site](#).

