

## Case Study...

# Staff Movement at Kings, using the Interim NHS Digital Staff Passport



King's College Hospital NHS Foundation Trust is using the (COVID-19) Interim NHS Digital Staff Passport to enable staff movement across London. In this case study, Peter Absalom, Associate Director of Workforce Operations and Robert Bentley, Consultant Craniofacial and Oral and Maxillofacial Surgeon discuss the rollout and use of the NHS Digital Staff Passport.

## Background

The NHS is not a single employer. It's compiled of multiple different employing organisations, which presents a number of challenges to HR teams when staff move between them. The (COVID-19) Interim NHS Digital Staff Passport tackles these challenges head on, by providing a simple, effective digital product that supports the movement of staff information that provides the assurances for HR teams to manage the move safely and securely.

It's proving to be a popular initiative for both HR professionals and clinical staff alike and directly supports the work outlined in the NHS People Plan. NHS staff have been asking for some time for a simple way to move staff and because of escalated work to meet the COVID-19 responses, the first of a kind NHS Digital Staff Passport has been built.

Before using the Digital Staff Passport, when a national incident occurred our HR Team and those of our neighbouring NHS organisations were required to agree MOUs and undertake employment checks at a rapid pace, when time is off the essence. It would take time to identify the staff that were required to move, identify and contact HR teams to obtain employment check information and to ensure the workforce sharing agreements were in place. This negatively impacted the speed in which the care could be delivered. Replacing these old processes with the Digital Staff Passport has had a positive impact on enabling care to be delivered quicker with less of the administrative burden.

## How did it work?

The involvement of the HR team began when Mr Robert Bentley contacted Peter Absalom about the passport. Mr Bentley was keen to see how the Digital Staff Passport could be used to enable consultants to rapidly work in other parts of their network. This was particularly important in respect to COVID-19 and the issues that they were having with capacity within the Trust at King's, and it made absolute sense to be able to treat patients in other hospitals that were part of that Major Trauma network.



## COVID-19 Digital Staff Passport

Peter was aware of the Digital Staff Passport: *“What resonated with me was the work that Robert Bentley and his colleagues did in Major Trauma and with this product there couldn’t be a better example of how the HR community can help their front line clinical colleagues carry out their critical work for their patients as smoothly as possible.”*

*“The use of the Digital Staff Passport ensured that the clinician was legally protected to treat a patient from a clinical negligence NHS resolution, identity and employment checks, border control perspective and that the CQC would be satisfied that the person was employed appropriately. In essence, everything is covered.”*

The HR team have now implemented the Digital Staff Passport as normal working practice, and this is now the first process considered when temporarily moving staff. The HR team explained that having 86% of London’s NHS organisations registered with the Digital Staff Passport meant that moving staff using the passport was a simple and easy process for HR teams and the staff.

### Benefits to you and your organisation

In real terms, once registered, the setup of the Digital Staff Passport only involved a few members of the administrative team who completed the necessary training with the central team. From their perspective, some HR IT systems can be daunting, but they found this very quick and easy to use. The team only needed 15 minutes to get up to speed and be able to process their first Digital Staff Passport.

Peter says: *“From my perspective, the key enabling points were ensuring all the organisations in the network were registered and that the HR teams were trained and confident using the system. We found once they issued and verified a passport, they found the process very straight forward and were confident in issuing and verifying more.”*

### Next steps for you

The HR team at King’s are keen on supporting the national initiative and would like to encourage more organisations to register and implement the passport. Even though the passport was initially designed to directly meet the needs of staff moving for the COVID-19 response, they quickly identified how it can be used effectively for non-Covid moves, and explained that with the support from the central team, they were able to register and implement the project at pace. They are keen to support other NHS organisations to do the same.

*“By using the passport with the Major Trauma network like this, we have been able to learn more about the passport system and have been able to deploy the passport very quickly to the benefit of the consultants. It has been well received by the consultants, many who have commented that they can see the current and future potential of the passport.”* To find out more about the (COVID-19) interim 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)

