Moorfields Eye Hospital NHS Foundation Trust — NHS

Please answer the below questions in relation to your organisations staff bank utilisation for each staffing group	Medical & Dental	Allied Health Professionals (AHPs)	Nursing & Midwifery	Non-Medical Non-Clinical (including admin and estates)	Comments
1a. Does your organisation have staff bank? (an entity of staff managed by either the organisation or a third-party, who are temporarily contracted to take on shifts)		Yes	Yes	Yes	
1b. If yes, what type of bank is in place: i) Internal bank supported by third-party technology ii) Managed bank iii) Outsourced bank iv) In-house (no third-party involved, possibly managed on Excel)		Outsourced bank	Outsourced bank	Outsourced bank	
2a. What is the monthly average number of workers (headcount) on the bank in the last 12 months?		44	676	467	
2b. What is the monthly average utilisaton rate for your bank in the last 12 months? (calculated based on the % of vacant shifts filled by bank workers)		94	91	86	
2c. What is the average utilisation rate for your bank in November 2019?		96	92	83	
2d. What is the average utilisation rate for your bank in December 2019?		97	91	84	
2e. What is the average utilisation rate for your bank in January 2020?		93	92	79	

Please answer the below questions in relation to the organisations staff bank supplier for each staffing group	Medical & Dental	Allied Health Professionals (AHPs)	Nursing & Midwifery	Non-Medical Non-Clinical (including admin and estates)	
3a. Please state the name of the third-party supplier(s) used to manage the supply of your bank staff, inclusive of any outsourced or managed arrangements (i.e. NHSP, Patchwork, Allocate, Liaison, PlusUs, Locum's Nest etc)		Bank Partners	Bank Partners	Bank Partners	
3b. Please state the name of the software used to book and manage your bank staff (i.e. NHSP:Connect, TempRE Bank, Allocate BankStaff etc.)		Allocate BankStaff	Allocate BankStaff	Allocate BankStaff	
3c. Do your bank workers book shifts via a mobile app? If yes, please state the name of the app being used		No	No	No	

3d. Do your bank workers submit electronic timesheets using the software?		Yes	Yes	Yes	
3e. Does your organisation make use of an API (Application Programming Interface) i.e. allows for interaction/communication with other software.		The trust makes use of API's to interact/ communicate with other software.	N/A	N/A	
3ei. If yes to the above, please state the software integrations that are currently being utilised e.g. Ryalto with NHSP, Reed with Patchwork etc.		The trust uses Rhapsody health as the trust Integration engine to interact between multiple systems such as PAS, Galaxy, Forum, and etc., We do not use any specific APIs for Bank staff. This is purely for patient-centric data.	N/A	N/A	
4a. What framework was used to procure the supplier?		under the CCS RM1072 framework.	under the CCS RM1072 framework.	under the CCS RM1072 framework.	
4b. What is the contract start date? (dd/mm/yy)		01/09/2017	01/09/17	01/09/17	
4c. What is the contract end date? (dd/mm/yy)		31/08/21	31/08/21	31/08/21	
4d. What was the average monthly fee paid to the supplier in the last 12 months?		£1,564	£12,259	£17,522	Please note: this is the commission paid to the outsourced bank service. The trust also pays a separate fee for the administration of the service which is commercially sensitive bound by contract and is exempt under Section 43 of the FOI Act which would likely prejudice commercial interests.
4e. What is the pricing structure of the fees paid to the supplier? I.e. % of costs processed, fixed transactional fee, license fee etc		Transaction fee, monthly management fee	Transaction fee, monthly management fee	Transaction fee, monthly management fee	