

# CASE STUDY

Nuffield improves its efficiency in the management of bank staff and achieves significant annual savings by implementing MCH Staffing

# Introduction

- Nuffield Health is the UK's largest healthcare trading charity.
- Excessive amounts of money were being spent on agency fees.
- Inefficient manual staff management processes restricted the bank size.
- MCH Staffing provided Nuffield with a single platform for simple, quick and direct access to bank staff avoiding excruciating agency fees and manual processes.

## The story of Nuffield

Nuffield Health has been working to build a healthier nation for more than 60 years. They have a network of 37 hospitals, 114 fitness and wellbeing centres, medical centres and workplace wellbeing facilities. They work in collaboration with the NHS and help people to prevent illness and injury. They develop national unmet health and wellbeing needs in local communities. Their flagships help young people understand and improve their own health, help people living with joint pain, and help rehabilitate people still experiencing the long-term effects from COVID-19.

As a trading charity, Nuffield does not fundraise and they invest all their profit back into their purpose to build a healthier nation.

Before using MCH, Nuffield was spending up to £10M on agency staff per annum. These soaring costs threw a spotlight on this issue and it became vital for Nuffield to find an alternative way to manage staffing.

Nuffield chose to work with MCH Software Solutions because they needed to drastically reduce their agency spend and manage an increasing bank more efficiently.

# Why Nuffield chose MCH Software Solutions

After looking at a number of solutions, MCH was chosen based on the simplicity and speed of implementation and the cost of use.

Also attractive was the fact that the platform is powered by and hosted on the Google Cloud Platform which ensures robust security measures, reliability and scalability, API enablement, European hosting compliance and scalable infrastructure and services.

## How Nuffield used MCH Staffing

The MCH Staffing product centralised Nuffield's bank staff management across their estate. The intuitive design allowed clinical staff to advertise shifts to candidates with the right competencies, whilst simplified registration removed friction for healthcare professionals joining the bank.

By moving from fragmented manual processes to a single, transparent platform, Nuffield established a stable bank that gave them genuine visibility and control over staffing allocation. This proved so effective during the initial 3 hospital trial that it demonstrated the clear potential for a national rollout.

MCH Staffing has provided huge benefits both in terms of cost, morale and process. It has simplified shift advertising, to the right people with the right competencies, saving huge amounts of administration time. Before MCH Staffing, the management of our bank would take clinical staff members 4-7 hours a week to organise the on duty roster. MCH reduced this to 2 hours of an administrator's time.

**Wouter Vandenbrande,**  
Chief Strategy Officer, Nuffield Health

# The results

## 30% reduction of the 2023 agency bill and 8x ROI

- A 6 month trial across 3 hospitals led to a national procurement and roll out
- MCH Staffing helped reduce the barrier for HCPs to join the bank
- Shift advertising was made easy, to the right people with the right competencies, saving huge amounts of administration time, estimated at 4 hrs per week for the theatre manager alone
- Staff interaction was easy with simple registration and clear shift advertising and acceptance
- Greater certainty of shift allocation, removing the often onerous back and forth on the phone or WhatsApp together with added security benefit and transparent management reporting
- Full time staff could more easily join the bank for overtime work
- The establishment of a stable bank allows greater flexibility in the proportion of staff so that the FTE equivalent core master establishment is kept as lean as possible

The ultimate goal was that with a single platform and a greater centralised view of the bank staffing across the estate, Nuffield can move to regional and perhaps national banks allowing greater movement of staff across their network.

If your healthcare organisation is interested in benefiting from the huge savings that can be made using MCH Staffing, please contact us today on

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