

# Collaborative approach to remove off-framework usage

A close-up photograph of a nurse in light blue scrubs, with a stethoscope around their neck, holding a white object. A purple banner is overlaid at the bottom of the image.

## CASE STUDY

**The NHS Workforce Alliance is committed to supporting trusts to work towards eliminating their use of off-framework agencies in line with NHS England and NHS regulatory requirements.**

The East of England NHS Collaborative Procurement Hub, one of the five Alliance partner organisations, recently worked with NHS trusts within the Cambridgeshire and Peterborough Integrated Care Board to help establish a Preferred Supplier List (PSL).

The PSL was established to eliminate the procurement of temporary staff through an unapproved framework or 'off-framework' supplier. Engaging with off-framework agencies carries a risk as suppliers have not been evaluated as having the capacity to meet NHS England regulatory requirements. The PSL provides the trusts with assurance that all new bookings are with on-framework approved agencies, helping to ensure compliance of all workers against the NHS standards, and that the trusts receive value for money by reviewing suppliers against their framework rate cards. It also provided bespoke terms and conditions universally agreed across the region, including Key Performance Indicators (KPIs) to measure and monitor supplier performance.

The trusts meet regularly to monitor and discuss the effectiveness of the PSL. By adopting this collaborative approach, the trusts managed to strengthen their awareness of market conditions, to maintain a stable supply of temporary workers and avoid off-framework usage. In turn, this improved the trusts' compliance with the NHS England agency rules.

This case study represents the ongoing Alliance support with numerous acute, community and mental health NHS trusts within the Cambridgeshire and Peterborough Integrated Care Board.



# Reducing the echocardiology backlog with Insourcing



## CASE STUDY

The COVID-19 pandemic exacerbated existing pressures on NHS waiting lists, with millions of patients now waiting to start treatment. NHS trusts and ICSs have started to explore insourcing models as a way of managing the backlog.

Insourcing is a term used to describe a range of services which might be contracted for, provided and deployed in support of existing in-house provision. Insourcing services can be used in support of the rapid expansion of in-house capacity.

As a result of the pandemic, Norfolk and Norwich University Hospitals NHS Foundation Trust (NNUH) had a significant backlog of patients awaiting an electrocardiogram procedure, which they were under pressure to reduce as quickly and safely as possible. They also required support in reducing their off framework spend.

NNUH worked collaboratively with their local NHS Workforce Alliance colleagues to identify capable suppliers using the Alliance's Insourcing framework: Insourced Services to Support the Provision of Healthcare Services (RM6276).

NNUH's work with the Alliance also included drafting bespoke Call Off contracts, including service specific KPIs to ensure they were getting the most out of their contract.

After engaging with the Alliance's Insourcing framework, NNUH were able to reduce the backlog of outpatients waiting for clinical procedures safely and quickly, whilst remaining on framework.

The insourcing model delivered consistent service standards for NNUH with increased visibility of the patient pathway and greater resilience of local services.

*“The trust has been able to source an insourcing provider, standardise charge rates and reduce off-framework spend. This has supported the trust to deliver backlog clearance and recovery of a service within a viable financial envelope, as well as improved quality of service.”*

**Krystal Foley, Acting Deputy Director of Operations - Medicine**

NNUH and the Alliance continue to work together to monitor the backlog, with ongoing future planning for any potential surges in demand, as well as other services and departments under pressure within the trust.

If you would like to speak to us about how insourcing can support your NHS organisational needs, please get in touch today - [workforcealliance.nhs.uk/contact](https://workforcealliance.nhs.uk/contact)