

## CASE STUDY - NORTH WEST CLIENT USER GROUP

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# Collaboration, co-operation and communication boosts recruitment performance across the North West.

### The Situation

The North West Client User Group (NWCUG) was formed in 2012 as a collaboration between several NHS Professionals client Trusts in the region.

Since formation, the group has grown, and in 2019, was joined by Greater Manchester Mental Health NHS Foundation Trust, who began working with the below Trusts.

- Manchester University NHS Foundation Trust
- Pennine Acute Hospitals NHS Trust
- Salford Royal NHS Foundation Trust
- Stockport NHS Foundation Trust
- Tameside Hospital NHS Foundation Trust

Before the user group was created, recruitment was often siloed amongst individual Trusts, not necessarily taking advantage of collaborative working, group leverage or associated smarter working and cost efficiencies.



NHS Professionals (NHSP) facilitates the NWCUG in reviewing strategic financial and qualitative objectives with these outcomes scrutinised and acted upon. This group enables knowledge sharing across individual organisations and increased leverage around agency management, leading to improved performance and additional financial benefits to be achieved.



Mark Storey MCIPS,  
Head of Procurement  
(Strategic Sourcing)

### The Solution

The NWCUG holds bi-monthly meetings to deliver performance statistics and to work collaboratively to solve strategic challenges. It also hosts meetings with agencies on a quarterly basis to review staffing supply and to exchange feedback for further service improvement.

### The Results

- During the last year, NHS Professionals has implemented a new set of Framework agreed agency KPI's which have been rolled out across the 28 agencies that serve the six Trusts. NHSP have aligned all acute pay rates across all agencies saving the Trusts approximately £127,580.
- NHSI caps were held and did not increase last year, resulting in a cost saving of £780,211 for the Trusts.
- The group has worked together to align critical pay rates across 3 of the 6 Trusts, resulting in a saving of £782,823 year to date and are looking at a similar exercise across the other members.

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“Manchester University NHS Foundation Trust is an enthusiastic and very active participant in NWCUG – reflecting how important we feel it is in Greater Manchester to collaborate, as opposed to working in competition. This collaboration is with our partner Trusts; our suppliers; our procurement partners and of course with NHSP.

It is a unique approach that ensures a unified position with our suppliers. Clear messaging means clear expectations. We have worked hard to improve fill rate; drive down unnecessary costs and ensure our suppliers have clear lines of communication. NWCUG combines everyone's respective skills for the common good!”



**Simon Walsh MCIPS**, Group Procurement Director

“The valued support from NHSP ranges across performance tracking, benefits realisation, and cap

compliance. There also consolidated supplier monitoring meetings, ensuring no mixed messages or divide and conquer, aligned to a sophisticated agency ranking format aligned to the group's performance and governance criteria / KPIs.”

Mark Storey MCIPS, Head of Procurement (Strategic Sourcing)

Northern Care Alliance

