

ttm

Healthcare Solutions

We Power Potential

Healthcare Assistant Workforce Solutions
Case Study



Ongoing partnership gives NHS foundation trust the HCA provision it needs

TTM has filled temporary Health Care Assistant (HCA) vacancies for one NHS foundation trust since 2015. Last year, TTM temporary staff provided 129,841 hours of care and support for the trust's service users, helping to keep the day-to-day operation of essential services running.

THE CHALLENGE

Like all NHS foundation trusts, TTM's client struggled with ongoing staff shortages across its 2 principal sites and roster of 15,000 staff. To keep essential services running, the trust needed a reliable healthcare recruitment specialist to fill its temporary HCA roles. TTM had all the credentials that were required.

Approved framework suppliers to



HEALTHTRUST EUROPE

International Recruitment Approved Supplier
NHS Workforce Alliance
Collaborating for a Sustainable Workforce



THE SOLUTION

TTM has filled over 90% of the trust's HCA vacancies since 2015 and is now its sole HCA supplier, handling every element of the process including payroll. TTM supplies an average of 1,000-day, night and weekend shifts a month across the trust's multiple sites. With an on-call 24-7-365 service for clients and candidates, the service brings the rapid response the trust needs.

TTM's partnership approach means the service has evolved over the years and gives the trust a compliance-focused, results-driven solution. This is enhanced by TTM's account manager, who has worked with the trust for 7 years, so brings an outstanding understanding of both client and candidate requirements. Her dedicated team bring in the support of other TTM functions across brand, finance and more as required.

TTM's compliance division works independently of the team that works with the trust to ensure complete impartiality. All files are audited by the compliance manager prior to submission to ensure the required standards are maintained.

Highlights of the relationship include:

- Working closely with the trust to allow all TTM HCAs to clock in and out of shifts electronically. The successful implementation of the new approach has given the trust greater transparency, helping to improve its governance, audit and payment processes.
- Holding regular open days with existing staff to facilitate excellent candidate care and communication, ensuring a constant pipeline of compliant, qualified registrations to increase the volume of available workers.
- Making tactical changes with the trust to increase the speed of compliance to work-ready. Year-on year, the time taken has reduced from 58 to 31 days.

THE RESULT

TTM has expanded its service to the trust to help meet its growing requirements for temporary HCA staff and now has a compliant staff book of over 160 staff. Over the past six years, TTM has provided at least 22,500 hours of care and support for the Trusts service users per year and in 2022 provided 129,841 hours.

CLIENT QUOTE

“ Working closely with TTM we have a relationship which exceeds requirements when needed. If there are any pressures, I can be rest assured that Cristina and her team will endeavour to address and resolve where practicable. I look forward to working with TTM going forward. ”

STAFF BANK MANAGER



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TALK TO US TODAY

Paul McCormack

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Discuss your current requirements with Paul or send an enquiry via the form at www.ttmhealthcare.co.uk/client-enquiries

www.ttmhealthcare.co.uk

