

Increasing session fill rates and improving GP retention in Sutton

Discover how Lantum's total workforce platform has saved Sutton GP Services precious time and money, through reducing agency fees, increasing session fill rates and improving GP retention.

“ Lantum has been an invaluable partner in helping us deliver a successful Extended Access service across Sutton – they have been truly collaborative and helped ensure we consistently fill 100% of our shifts with very little effort from our internal team. ”
Dr Farhan Rabbani, Sutton GP Services

Sutton GP Services (SGPS) is a GP Federation, set up to provide quality healthcare for the residents in Sutton. The organisation was formed in February 2015, in response to the growing need for change and collaborative working within General Practice. It's made up of 25 local practices, serving over 200,000 patients.

In 2017, SGPS had identified several concerns with its existing workforce management procedures. The included home practice agency spend, rota personnel costs for CQC document compliance and clinical governance checks, operational inefficiencies for manual, repetitive, spreadsheet-based tasks, and significant numbers of unfilled GP sessions.

As well as tackling these concerns, SGPS wanted to improve continuity of staffing and sustainability across their 25 practices. They also needed a robust solution to enable them to offer an Extended Access service.

To address these issues, SGPS partnered with Lantum to create a total digital workforce solution.

Smart e-rostering and a digital workforce bank powered by Lantum

SGPS and Lantum have co-developed a digital solution to reduce expenditure and boost GP recruitment, retention, continuity and resilience.

The partnership has enabled SGPS to offer 8am-8pm extended access hubs, 7 days a week, with both GP and nurse appointments available. It has done this by providing:

Smart e-rostering

SGPS can build rotas and advertise opportunities seamlessly online. Meanwhile, the mobile app allows workers to manage their diaries, shifts and documents on the go.

A multidisciplinary digital staff bank

SGPS now has a bank of both salaried and locum staff, across a number of disciplines, enabling higher session fill rates without the need for agencies.

Priority access and instant booking functionality

SGPS can customise their staff relationships through functionality which allows staff to instantly book onto specific sessions or gives certain staff priority access.

CQC compliance as standard

Staff members in the digital bank are required to provide all necessary documentation to support CQC compliance.

Streamlined administration

E-pension, e-invoicing, calendar management and rapid auto-payment have significantly reduced time spent on administrative tasks.

Business intelligence reporting

Sophisticated online reports have allowed SGPS to easily monitor key workforce figures and carry out workforce modelling.



The results

The partnership is still going strong after two years. Some of the impressive results include:

100+ staff bank including nearly 60 GPs and a range of other staff disciplines such as receptionists, practice nurses and healthcare assistants.

99% continuity the percentage of sessions filled by a GP that's previously worked with the group or is in their bank.

18,000 additional appointments offered in year one.

14,500 additional patients seen in year one.

82% session fill rate and average across the entire region.

75% reduction in rota personnel costs.

Overall, this has brought resilience, integrity, robustness and reliability to the overall primary care and the extended access service 7 days a week.



“ Lantum staff were hugely instrumental in supporting us to achieve our objectives and goals. ”

Farhat Qasim, Hub Manager, SGPS

Next steps

The stability the partnership has delivered to the primary care workforce will serve as a strong foundation for Primary Care Network development in Sutton.

Lantum and SGPS will continue to develop the partnership and expand the offer, as PCNs evolve to integrated care systems. This will include the new extended hours contracts, online consulting, expanding the collaborative workforce banks that operate across sectors and adding in new staff types, such as prescribing pharmacists, social prescribers and paramedics.



Find out how Lantum can support your workforce needs.
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