

Pulse

The newsletter from Newcross Healthcare Solutions

Spring 2006

Major contract win

Newcross Healthcare Solutions has been awarded groundbreaking new contract by the Peninsula Purchasing and Supply Alliance (PPSA).

requirements, regardless of the position level or sector experience needed.

Explaining the benefits of the contract, Christopher Spark from the PPSA, said: "We were looking to rationalise our recruitment process and were impressed with Newcross' innovative and quality-driven approach.

"Recruitment in the region will now follow an agreed protocol that will enable us to provide an efficient, high quality service while reducing duplication of effort thereby saving the 11 Trusts in Devon and Cornwall time plus a considerable amount of money."

Chairman of Newcross Healthcare Solutions, Stephen Patrick said: "We are delighted to have been selected as the PPSA's preferred supplier for its healthcare employment needs.

"Newcross is committed to providing a forward-thinking and cost effective service delivered by highly trained staff who are well-motivated and who take pride in their work. Our trial at Derriford Hospital enabled us to really consolidate and strengthen our programme into an entirely bespoke, and extremely successful, service."

He added: "Our use of new technology has also given us a strong advantage. Our on-line booking system which is used to create and analyse bookings and run off detailed time and cost statements, has proven to be an invaluable tool for our client and other preferred supplier who we work with. Staff can also use the system to input availability data. The end result is a more efficient and flexible service with obvious client benefits.

"We anticipate that for the PPSA, cost savings will be coupled with enhancements to the overall quality of service – which is a positive outcome for all parties. I now believe Newcross has the largest staffbank in the South West."



Michelle Patrick MD and Kate Meredith HR Director

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The pioneering contract will last for three years, and will see Newcross deliver a 'One-Stop Shop' addressing all temporary staffing requirements across the 11 Primary Care Trusts in the South West Peninsula.

Newcross' 'One-Stop Shop' initiative has been designed to provide clients with a single port of call for all staffing



Christine Street, New York weekend break winner

BRIGHTON

A warm welcome to the new double-act in Brighton! New branch manager, Sandy Mole, supported by Lucy Baird is keen to build on past successes, and are steering the city centre-based office towards increasing staff numbers and enhancing the already excellent reputation in the town.

BRISTOL

The Bristol branch is continuing to develop rapidly, and new branch manager Anne McTiernan is delighted with the client base and reputation which has been built to date.

Congratulations to Karen Underwood on the purchase of her first house!

EDINBURGH

Business is going well in Edinburgh with branch manager, Stuart Waterfall, concentrating on growing the client base through an intensive recruitment drive.

A warm Edinburgh welcome to bookings clerk, Aiden Walsworth, who joined the branch last June.

FALKIRK

The Falkirk office is busy working on a major contract with Sterling Council to provide care and support across the region.

Our congratulations go to Lynette Grey from the Falkirk office on the safe arrival of her second child.

LIVERPOOL

Expansion is on the cards in Liverpool! The new team – branch manager Nicola Cross, supported by bookings coordinator, Naomi Brooks is overseeing an excellent new contract with Nugent Care, and are continuing to go from strength to strength.

PLYMOUTH

The Plymouth office move has seen the branch double in size to incorporate a dedicated training suite, and double in numbers to cater for 'One-Stop Shop' contracts with the Peninsula Purchasing and Supply Alliance and Mount Gold.

STOP PRESS!

Congratulations to Plymouth-based health care assistant Christine Street, winner of a fantastic weekend break for two in New York in the latest 'Recommend a Friend' competition. Happy shopping, Christine!

TAUNTON

Busy times in Taunton! Currently overseeing a 'One-Stop Shop' agreement with Somerset Care, the Taunton office is providing the resourcing requirements for 19 care homes throughout the county!

RECORD RESULTS

At Newcross we are passionate about delivering the very best and are proud of the thousands of dedicated staff that provide our services. To ensure that we maintain these standards and as part of our continuing drive for improvement, we send out assessments (at least one a month on all staff), that we feedback into our systems.

Our clients have the benefit to monitor our performance, utilising reports from their personal client site (speak to your local branch for details).

The assessments measure staff performance, taking into account everything from punctuality, appearance, and efficiency, to willingness and professionalism. Our clients grade us from 1 to 10 on each of these attributes (10 being top marks).

Over the last year we have sent out more than 5,000 assessments and received back well over 1,500. We have achieved a fantastic overall mark of 80.46%, an outstanding result that we can still build on. Well done everyone.

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A day in the life

Sam Cole



This issue, 'Day in the Life' takes a look into the Newcross purse strings, with group payroll supervisor, Sam Cole!

Moving from her native West Midlands to Torquay for a calmer life in Devon's English Riviera, 28 year old Sam joined the Newcross accounts department two years ago. She and her team now work to ensure that everyone gets paid for their work with the company.

For Sam, a typical day starts at around 7.30am with a coffee and an early-morning visit to Newcross' Torquay branch to pick up the post before a short drive to head office in Berry Pomeroy.

"My day tends to start with a flurry of emails and a mountain of post," says Sam. "I'm usually the first point of call for branches and employees with

information and queries about pay, so my mailbox is usually filled with timesheets, tax forms and directions, bank details, queries from government agencies, and just about anything else which helps to ensure that everyone is paid correctly and on time!"

Sam deals with the payroll for all agency, home care and salaried staff, and on average deals with around 8,000 timesheets a month. "Thankfully I don't have to handle them

all at the same time!" says Sam. "Timesheets accounting for agency work, which number about 1,500 a week, are processed between Monday and Wednesday, and then sent to the bank for payment every Thursday.

"Home care timesheets, for which there are around 1,500 a month, are paid on a four-weekly basis, and salaried staff are paid monthly. Sometimes the payrolls coincide with each other, and that's probably a good time to stay out of my way – as a team we're just so busy!"

"I also monitor and process holiday requests, and deal with a great many queries relating to sickness and maternity pay. If staff are unsure as to whether they qualify or how much they are entitled to, then I am usually able to respond to their questions."

Sam adds: "In addition, I handle payments relating to our introductory incentive. When a member of staff introduces a nurse or carer who goes on to work six shifts or more for Newcross, the introducer receives a £50 bonus. I ensure that payments are always made to the right person at the right time."

At the end of the day, Sam heads for home at 5.30pm, arriving back in Torquay at 6pm for something to eat, a long bath and an evening with her nose in the books. "With Newcross funding, I'm currently studying for a diploma in payroll management, so my spare time is often taken up with reading and college work. My life isn't all about payroll though – at the weekends, I love hitting the town for a bit of a boogie!"

One stop success at Derriford Hospital

"October 2005 saw Plymouth's Derriford Hospital commence a trial of Newcross' latest resourcing innovation – the 'One-Stop Shop'.

Just a couple of months on and the trial has been declared a resounding success, with the Trust making six-figure cost savings while improving the quality of service for the hospital's patients.



Newcross' 'One-Stop Shop' service is designed to address all temporary resourcing requirements through a single point of contact. Acting Director of nursing, Madeleine Jephcott says of the new service: "What a difference a few months can make. The 'One-Stop Shop' has revolutionised the way that Derriford deals with the selection and sourcing of temporary staff.

"Not only has the service enabled us to reduce costs and reinvest savings into improving our patient offering, it has

also reduced the amount of time we spend fulfilling our resourcing needs.

"The online booking system has been particularly useful, as it allows me to monitor the Trust's current booking status at any time of the day and control potential problems with shifts as and when they arise.

"I am also impressed with the transparency of the system and the information it gives me access to, such as the previous training and skills of the staff I employ before they arrive at the hospital."

Madeleine adds: "The openness and honesty of the Newcross approach has made a huge impact on our experiences sourcing temporary staff. If the Newcross team feel that fulfilling any aspect of the contract will be tough, they tell me so, and then work closely with me to resolve the issues. I still meet with Newcross on a weekly basis to iron out any niggles and talk through ongoing requirements.

"Overall, the 'One-Stop Shop' is a totally different type of resourcing service, and moving forward, one which I would be happy to see continue."

If you would like to find out more about benefiting from the new 'One-Stop Shop' service, contact our chairman Stephen Patrick on 01803 867800 or email Stephen.patrick@newcrosshealthcare.com.

Newcross thinks pink

It's not every day that men and women worry they're not wearing enough of the colour pink to work. But this was a top concern for Newcross staff, who celebrated national 'wear it pink' day in support of the Breast Cancer Campaign.

Staff at Newcross' 15 offices throughout the UK were invited to pay £2 for the privilege of wearing pink – from a pair of pink socks to a full-blown flamingo outfit!

Chairman Stephen Patrick, who donned a Pink Panther outfit for the day said: "Breast Cancer is a disease that affects a large number of people and 'wear it pink' day is a great opportunity for everyone to raise money and awareness for the charity and have some fun in the process.

"We had a fantastic response from our staff and managed to raise nearly a thousand pounds."



Taking Pink Day out of the office

Stephen meets the Derriford Hospital team

Lyndsey Jackson, Siobhan Harrigan, Jo McKenzie, Kate Meredith, Madeleine Jephcott

From Small Beginnings

**STEPHEN PATTRICK,
CHAIRMAN NEWCROSS HEALTHCARE SOLUTIONS**

In 2006, we will be celebrating the 10th anniversary of Newcross Healthcare Solutions. And once again, the New Year has started on a positive note, with our anniversary promising to be our biggest and most successful year to date.

After a period of restructuring and strategic development, this year will bring growth and consolidation, as well as the introduction of a range of exciting new initiatives across the organisation.

A number of high-profile contract wins will see a host of opportunities plus enhanced training and development for members of staff, while new initiatives will enable us to deliver an enhanced service for staff and clients alike. Our 'One-Stop Shop' initiative at Derriford Hospital has now



been live for three months, and the joined-up approach is already making tangible cost savings for the Trust.

Other bespoke solutions and innovative technological improvements launched in 2005 are also now well established and thriving. Our specialist nursing

division is going from strength to strength, with the paediatric care department expanding to provide a totally unique service both regionally and nationwide. More details to follow shortly.

Our operation in Scotland continues to expand with a new branch and specialist divisions. We are pleased to welcome new members of staff with responsibilities for these areas, including a new branch manager for Hamilton.