Lantum

Kent & Medway ICS

Building long-term workforce resilience

Kent and Medway ICS has the lowest GP to patient ratio in the country. They used Lantum to build a multi-disciplinary bank across their system so that all practices can quickly and easily access staff when they need them.

> **"Practices and locum staff find the platform easy to use, and it's an effective way of matching our locums with 400-500 shifts per month."**

Alistair Lindsay
Associate Director, Primary Care Transformation, Development & Improvement, NHS Kent and Medway ICB

354
Staff in the staff bank

186
Practices and branch sites using the platform

>3000
Hours filled each year

Before Lantum

Kent and Medway ICS covers 188 GP practices, 41 PCNs and serves a population of 1.9 million. With the lowest GP-to-patient ratios in the country, and populations in coastal and rural areas, finding GPs and delivering services was often challenging. They relied heavily on locum GPs through agencies which was time-consuming, expensive, and still struggled to meet demand.

When the flexible staff pool funding was released at the end of 2020, they saw an opportunity to adopt a solution that would help them quickly engage more GPs to fill shifts. Lantum was chosen as the preferred provider and started working with Kent and Medway in April 2021.

How Connected Scheduling made the impossible possible

Connecting organisations to staff

Kent and Medway ICS used Lantum to build a multi-disciplinary, flexible staff pool across their system so that all practices can quickly and easily access staff when they need them, at a lower cost than booking locums through agencies.

Today over 186 sites can choose from over 354 staff in the flexible staff pool, including salaried GPs and trusted, local locums to fill their shifts. Critically for the ICS, the staff pool is multi-disciplinary, enabling them to include clinical supervisors and other staff types beyond GPs to expand their capacity to see patients.
Alistair Lindsay, Associate Director, Primary Care Transformation, Development & Improvement, said: *"Practices and locum staff find the platform easy to use, and it's an effective way of matching our locums with 400-500 shifts per month."*

An end-to-end system

As well as helping practices to fill shifts, Lantum helps GP practices reduce admin and save time. The Lantum team supported them throughout clinician onboarding and vetted and checked all compliance documents, which are now stored on staff-profiles for easy reference.

Making staff and locum GPs happier

When surveyed, 94% of Kent and Medway staff said they would recommend the Lantum staff bank to their colleagues. They enjoy having access to reliable locum GPs with direct messaging in the platform for quicker response times. They also find it easier and quicker to post shifts compared to working with agencies.

On the other side, Locum GPs like that the platform manages invoicing and pension paperwork for them, and that it's easy to find shifts and communicate with practices.

Alistair Lindsay said: "It's all in one place, which is really key. What practices can do now is book shifts further in advance and make these available to a much wider pool of primary care staff than was previously possible. Locum staff can also benefit from new shift opportunities being sent out to them rather than having to search for available shifts."

Looking ahead

To continue to address the problem of filling shifts in their rural communities, Kent and Medway ICS is piloting remote consultations with a remote clinical desktop solution. They're hosting the remote shifts on Lantum, seamlessly integrating the local scheme into the wider organisation so their GPs can easily select between remote and in-person shifts – successfully empowering more flexible working, while reaching more patients.