



How did FirstCare help to reduce absence by 37% in Queen Mary's Sidcup?

Queen Mary's Sidcup **Leading the way in absence management**

Like most NHS Trusts, Queen Mary's Sidcup were keen to meet the stringent service levels required to meet the challenges of the National Audit Office's (NAO) 2006 report, "Improving the Use of Temporary Staff."

The findings of the NAO report revealed that a lack of sufficient management information significantly prohibited NHS Trusts from understanding the many complex reasons for staff absence.

Outcome

The FirstCare service went live during the implementation of Electronic Staff Records (ESR). By working closely with Queen Mary's Sidcup, FirstCare was able to replicate the complex hierarchy of QMS employees for notification and reporting purposes. Since the implementation of FirstCare Attendance Management in 2006 Queen Mary's Sidcup has seen:

- Absences reduced by 20%
- Use of bank and agency staff costs reduced
- Significant reduction in hours lost to long-term absence
- Staff supported back to work by direct referrals
- Patient care enhanced

Queen Mary's Sidcup has seen such significant results in the first two years of service that it further cemented the partnership by signing a three-year service contract in May 2008.

"Working with FirstCare and the management information they provide has enabled us to reduce absence by 20%. We are now in a stronger position to understand and manage absence within the Trust and focus our resources where they are most needed"

Deborah Tarrant
Director of Human Resources
and Organisational Development

The Trust and FirstCare have been short listed for a 2008 Employee Benefits Award based on the on the successful outcomes of implementing the FirstCare service.

FIRSTCARE[®] **Valuing People**

To find out how the FirstCare service can help you reduce absence rates in your organisation please contact us by either calling 08456 041 999, emailing info.ukolutions@sungardps.com or visiting www.sungardfirstcare.co.uk



About FirstCare

FirstCare is an absence management specialist that has extensive experience of supporting clients in reducing absence in their organisations.

We are a dynamic, client focused company and a market leader in absence management in the UK. Our clients are from both the public and private sectors and include NHS trusts, train operating companies, utility companies, retailers and professional service providers.



About FirstCare Service

From the start of an absence and in conjunction with a client's existing policies and procedures, FirstCare will:

- Record absence and return to work details
- Provide confidential medical advice to employees
- Immediately notify managers via our automated system
- Provide real time absence and accident trend information
- Produce comprehensive management reporting
- Provide best practice in absence management

Stage 1 Employee Calls

A dedicated number is available 24/7 to report absence and consult with a nurse.

Stage 2 Confidential medical advice is provided

Employees are given confidential medical advice and a back to work date is agreed.

Stage 3 Immediate notification of absence

Employer receives immediate notification of absence with reason, and return to work date via email/SMS text/pager.

Stage 4 Medical follow-up

All employees are contacted by a nurse for a follow-up conversation; managers are automatically updated.

Stage 5 Return to work notifications (RTW)

Manager receives confirmation of return to work and all materials required to complete RTW interview in line with policies.

Stage 6 Triggers

Tailored alerts to prompt appropriate action by managers.

Stage 7 Management reporting

Real-time, confidential absence analysis to enable organisations to spot absence trends and problem areas.