

## **Addressing the impact of NHS Wales Medical and Dental Agency and Locum deployment in Wales – WHC/2017/042**

### **PROGRESS REPORT to reflect the activity during the period of**

**1<sup>st</sup> February to 28<sup>th</sup> February 2019**

#### **1.0 Introduction**

Welsh Government (WG) issued a Welsh Health Circular WHC/2017/042 on 23<sup>rd</sup> October 2017 “Addressing the impact of NHS Wales Medical and Dental Agency and Locum deployment in Wales”.

The Circular required Health Boards to nominate an Executive Director lead to prepare monthly progress reports for Board level scrutiny, which are subsequently forwarded to WG for information. Abertawe Bro Morgannwg University Health Board (the Health Board) nominated the Executive Medical Director as their Executive lead.

This report reflects the February 19 data following implementation of the capped rates.

The Circular required Health Boards to report on the progress of the implementation plan for capped rates, and specifically required information on the following:

1. An assessment of the effectiveness of the control framework and information about whether any changes have been made as a result of lessons learned during operation;
2. An updated risk assessment incorporating lessons learned from any practical issues which have arisen during implementation, and the ways the risks will be mitigated or managed;
3. A comparison of the actual savings compared to the projected savings and an assessment of the confidence in the accuracy of the data;
4. An anonymised list of the number of agency workers paid (later confirmed by WG to be ‘booked’) above the capped rates, including details of the number of hours/sessions they have delivered and their specialty;
5. An anonymised summary which sets out the expenditure made to each of the ten highest paid (i.e. those paid the highest hourly rate) agency workers including details of the hours/shifts worked, their specialty and length of current assignment with the organisation;
6. An anonymised summary of the longest serving agency workers i.e. those working for the longest consecutive period, including their specialty, details of the hours/shifts worked and length of assignment;
7. An anonymised summary of the number of exceptions that have been authorised for Internal Ad Hoc Locum Cover in excess of the agreed cap including the number of hours/sessions they have delivered and their specialty;
8. An anonymised summary which sets out the expenditure made to each of the ten highest paid ad hoc locum workers including details of the hours/shifts worked;
9. An anonymised summary of any individual paid more than £120 per hour or more including their specialty, details of hours/shifts worked, whether they are providing

Internal Ad Hoc Locum Cover or supplied by and Agency and length of assignment for agency staff.

The Health Board (HB) is confident that the data presented for agency workers by Medacs Healthcare is accurate. There was not the same confidence in the internal ad hoc locum data as the process and systems used were bedding in. The data however has continued to improve in terms of completeness, accuracy and quality giving us now a reasonable level of confidence in its accuracy. The Health Board continues to review processes and systems and where necessary make changes to work towards 100% accurate recording of ad hoc locum data.

**2.0 An assessment of the effectiveness of the control framework and information about whether any changes have been made as a result of lessons learned during operation.**

The Units within the HB are holding weekly local scrutiny panels to consider shifts that breach before escalation to the appropriate Executive Director. There is evidence that the work of these panels is maturing.

A further scrutiny panel is held monthly which is attended by the Executive Directors. At these scrutiny panels, the Executive Directors scrutinise the decisions taken by the Delivery Units to encourage greater challenge or to ratify their work and discuss how to improve compliance with the process.

**3.0 An updated risk assessment incorporating lessons learned from any practical issues, which have arisen during implementation and the ways the risks will be mitigated or managed**

Nature of risk	Description	Mitigating actions
Recording of the Internal Ad Hoc Locum shifts	Further data is required for accurate data.	Updated information recorded and one to one training arranged for front line staff
Breaches of Internal Ad Hoc Locum Price Caps	Some departments have high vacancies and have breached capped rates to secure locums  Alternative is paying Consultants to be resident which has a much higher cost	Breaches scrutinised by each unit prior to Executive scrutiny panel. Review of recruitment options
Exclusion of GPs in the WHC	GP's approached to cover secondary locum shifts have declined as they can earn more as a locum GP.	May be beneficial to introduce a capped rate for GP's although it is accepted however that GP OOHs is

		very fragile at present. This requires WG approval.
Mixed Grades on Rotas	Currently grade of vacancy is paid to ad hoc locums. This is proving difficult as higher grade doctors not content to receive a lower grade locum rate when sharing rotas	Consider if the rate for the grade of the vacancy is paid however, no doctor should receive less than the rate for their grade. This requires WG approval.
SAS sharing rotas with trainees	This is the same point as above however this mix of grades seems to prove more contentious as trainees consider that all on a Middle Grade rota should be paid the same rate	If the proposal above is implemented it should be monitored to establish if this also address issues for Middle Grade rotas

**4.0 A comparison of the actual savings compared to the projected savings and an assessment of the confidence in the accuracy of the data**

Please refer to Appendix 1 attached.

**5.0 An anonymised list of the number of agency workers paid above the capped rates, including details of the number of hours/sessions they have delivered and their speciality**

**5.1 Agency Workers who had assignments confirmed during February 2019 and (rates agreed after the 13.11.17) who are above the cap**

Number (from highest to lowest paid)	Hours Booked (01.2.19 to 28.2.19)	Specialty	% variance to price cap
1	1,703.00	Radiology	31.51%
2	500.00	Cardiology	25.13%
3	825.00	General Medicine	18.77%
4	300.00	Orthopaedics & Trauma	25.81%
5	160.00	General Medicine	34.16%
6	150.00	Urology	1.24%
7	45.00	Obstetrics & Gynaecology	19.29%
8	48.00	General Medicine	1.72%
9	36.00	Obstetrics & Gynaecology	19.29%
10	48.00	Orthopaedics & Trauma	26.22%
11	48.00	Orthopaedics & Trauma	26.22%
12	48.00	Orthopaedics & Trauma	26.22%
13	26.00	Paediatrics & Neonates	41.42%
14	33.00	Paediatrics & Neonates	9.68%
15	16.00	Obstetrics & Gynaecology	19.29%
16	27.00	Paediatrics & Neonates	9.68%
17	27.00	Paediatrics & Neonates	9.68%
18	27.00	Paediatrics & Neonates	9.68%
19	34.00	General Surgery	0.72%
20	13.00	Obstetrics & Gynaecology	19.29%
21	22.00	Adult Psychiatry	23.27%
22	20.00	Accident & Emergency	23.27%
23	16.00	Accident & Emergency	48.16%
24	16.00	General Medicine	26.22%
25	11.50	General Medicine	40.14%
26	11.50	General Medicine	40.14%
27	10.00	Accident & Emergency	39.60%
28	10.00	Accident & Emergency	39.60%
29	11.00	Adult Psychiatry	36.78%
30	11.50	Adult Psychiatry	23.27%
31	10.00	Accident & Emergency	12.60%
32	10.00	Accident & Emergency	12.60%
33	11.00	Adult Psychiatry	23.27%
34	11.00	Adult Psychiatry	23.27%
35	9.50	Accident & Emergency	23.27%
36	9.50	Accident & Emergency	23.27%
37	9.50	Accident & Emergency	23.27%
38	9.50	Accident & Emergency	23.27%
39	9.50	Accident & Emergency	23.27%
40	8.00	Adult Psychiatry	15.62%
41	6.50	Accident & Emergency	39.60%
42	9.00	Accident & Emergency	23.27%
43	8.50	Accident & Emergency	23.27%
44	8.50	Accident & Emergency	23.27%
45	8.50	Accident & Emergency	23.27%
46	8.00	Orthopaedics & Trauma	26.22%
47	8.00	Accident & Emergency	23.27%
48	8.00	Accident & Emergency	23.27%
49	4.00	Adult Psychiatry	23.27%
50	4.00	Adult Psychiatry	23.27%

51	1.00	Paediatrics & Neonates	29.13%
52	1,703.00	Radiology	31.51%
53	500.00	Cardiology	25.13%
54	825.00	General Medicine	18.77%
55	300.00	Orthopaedics & Trauma	25.81%
56	160.00	General Medicine	34.16%
57	150.00	Urology	1.24%
58	45.00	Obstetrics & Gynaecology	19.29%
59	48.00	General Medicine	1.72%
60	36.00	Obstetrics & Gynaecology	19.29%
61	48.00	Orthopaedics & Trauma	26.22%
662	48.00	Orthopaedics & Trauma	26.22%
63	48.00	Orthopaedics & Trauma	26.22%
64	26.00	Paediatrics & Neonates	41.42%
65	33.00	Paediatrics & Neonates	9.68%
66	16.00	Obstetrics & Gynaecology	19.29%
67	27.00	Paediatrics & Neonates	9.68%
68	27.00	Paediatrics & Neonates	9.68%
69	27.00	Paediatrics & Neonates	9.68%
70	34.00	General Surgery	0.72%
71	13.00	Obstetrics & Gynaecology	19.29%
72	22.00	Adult Psychiatry	23.27%
73	20.00	Accident & Emergency	23.27%
74	16.00	Accident & Emergency	48.16%
75	16.00	General Medicine	26.22%
76	11.50	General Medicine	40.14%
77	11.50	General Medicine	40.14%
78	10.00	Accident & Emergency	39.60%
79	10.00	Accident & Emergency	39.60%
80	11.00	Adult Psychiatry	36.78%
81	11.50	Adult Psychiatry	23.27%
82	10.00	Accident & Emergency	12.60%
83	10.00	Accident & Emergency	12.60%
84	11.00	Adult Psychiatry	23.27%
85	11.00	Adult Psychiatry	23.27%
86	9.50	Accident & Emergency	23.27%
87	9.50	Accident & Emergency	23.27%
88	9.50	Accident & Emergency	23.27%
89	9.50	Accident & Emergency	23.27%
90	9.50	Accident & Emergency	23.27%
91	8.00	Adult Psychiatry	15.62%
92	6.50	Accident & Emergency	39.60%
93	9.00	Accident & Emergency	23.27%
94	8.50	Accident & Emergency	23.27%
95	8.50	Accident & Emergency	23.27%
96	8.50	Accident & Emergency	23.27%
97	8.00	Orthopaedics & Trauma	26.22%
98	8.00	Accident & Emergency	23.27%
99	8.00	Accident & Emergency	23.27%
100	4.00	Adult Psychiatry	23.27%
101	4.00	Adult Psychiatry	23.27%
102	1.00	Paediatrics & Neonates	29.13%

**5.2 New assignments sourced at cap since 13.11.17 booked in February 2019 have included:**

<b>Number (from highest to lowest paid)</b>	<b>Hours Booked (01.2.19 to 28.2.19)</b>	<b>Specialty</b>	<b>% variance to price cap</b>
1	750.00	Adult Psychiatry	0.00%
2	637.50	Orthopaedics & Trauma	0.00%
3	637.50	Adult Psychiatry	0.00%
4	680.00	Accident & Emergency	0.00%
5	500.00	General Medicine	0.00%
6	200.00	Orthopaedics & Trauma	-27.70%
7	80.00	Orthopaedics & Trauma	0.00%
8	40.00	Orthopaedics & Trauma	0.00%
9	46.00	General Surgery	0.00%
10	37.00	General Medicine	0.00%
11	34.50	General Surgery	0.00%
12	34.00	Accident & Emergency	0.00%
13	34.00	General Surgery	0.02%
14	34.00	General Surgery	0.02%
15	33.00	General Surgery	0.00%
16	33.00	General Surgery	0.00%
17	23.00	General Surgery	0.00%
18	23.00	General Surgery	0.00%
19	23.00	General Surgery	0.02%
20	16.00	Adult Psychiatry	-89.36%
21	10.00	Accident & Emergency	0.00%
22	9.00	Accident & Emergency	0.00%
23	11.00	General Surgery	0.00%
24	10.00	General Surgery	0.00%
25	9.00	Accident & Emergency	0.00%
26	8.00	Accident & Emergency	0.00%
27	7.00	Accident & Emergency	0.00%
28	1.00	Radiology	-74.04%

**5.3 Summary of hours booked in February 2019**

Hours booked at Cap	3,960.50
Hours booked above Cap	4,425
Extensions to bookings made prior to 13.11.17 above Cap	

Job Extensions- 6,568

New Bookings - 1,817.50

**6.0 An anonymised summary which sets out the expenditure made to each of the ten highest paid (i.e. those paid the highest hourly rate) agency workers including details of the hours/shifts booked, their specialty and length of current assignment with the organisation**

Number (from highest to lowest paid)	Total Cost hourly rate	Hours Booked (01.2.19 to 28.2.19)	Specialty	Length of current assignment	Expenditure
1	£127.85	1,703.00	Radiology	1/10/18 – 29/9/19	£217,728.55
2	£121.65	500.00	Cardiology	4/3/19 – 2/6/19	£60,825.00
3	£115.97	45.00	Obstetrics & Gynaecology	18/3/19 – 19/3/19, 19/3/19 – 19/3/19, 22/3/19 – 25/3/19, 29/4/19 – 29/4/19 & 3/5/19 – 6/5/19	£5,218.65
4	£98.89	48.00	General Medicine	23/2/19 – 25/2/19	£4,746.72
5	£97.22	750.00	Adult Psychiatry	1/1/19 – 28/6/19	£72,915.00
6	£97.22	637.50	Orthopaedics & Trauma	18.2.19 – 14.6.19	£61,977.75
7	£97.22	637.50	Adult Psychiatry	2/2/19 – 31/5/19	£61,977.75
8	£80.68	26.00	Paediatrics & Neonates	8/3/19 – 10/3/19	£2,097.68
9	£79.95	11.50	General Medicine	24/2/19 – 24/2/19	£919.43
10	£79.95	11.50	General Medicine	22/2/19 – 23/2/19	£919.43

**7.0 An anonymised summary of the longest serving agency workers i.e. those working for the longest consecutive period, including their specialty, details of the hours/shifts worked and length of assignment**

A list of the Top 10 have been presented.

Number (from longest consecutive period)	Specialty	Aggregate of Hours worked	Length of assignment
1	Obstetrics & Gynaecology	10,700	29.12.18 – 31.3.19
2	Paediatrics & Neonates	10,350	28.1.19 – 30.3.19
3	Haematology	1,850	18.2.19 – 23.8.19
4	Rehabilitation	4,700	1.2.19 – 30.4.19
5	Orthopaedics & Trauma	3,500	21.12.18 – 2.8.19
6	Oncology	3,350	11.2.19 – 28.6.19
7	Adult Psychiatry	3,350	4.6.19 – 28.6.19
8	Adult Psychiatry	3,150	1.2.19 – 28.6.19
9	Obstetrics & Gynaecology	2,000	1.4.19 – 2.6.19
10	Adult Psychiatry	1,850	8.10.18 – 12.4.19

**8.0 An anonymised summary of the number of exceptions that have been authorised for Internal Ad Hoc Locum Cover in excess of the agreed cap including the number of hours/sessions they have delivered and their specialty**

Breached capped Rate	Service	No. of Bookings	Hours Worked	Percentage of Compliance*
<b>Yes</b>	Accident & Emergency	13	93	18.57%
	Anaesthetics	51	331.50	31.10%
	General Medicine	26	356.00	25.24%
	Paediatrics	6	64.00	18.18%
	Surgery	8	118.00	8.70%
<b>No</b>	Accident & Emergency	57	580.30	81.43%
	Anaesthetics	113	1293.50	68.90%
	Dental	28	559.50	100%
	General Medicine	77	1029.17	74.76%
	Obstetrics	4	104.47	100%
	Paediatrics	27	389.61	81.82%
	Psychiatry	63	686.50	100%
	Surgery	84	1189.70	91.30%

\*Percentage of the total returns in that specialty

**9.0 An anonymised summary, which sets out the expenditure made to each of the highest paid ad hoc locum workers including details of the hours/shifts worked**

No.	Specialty	Grade	Unit	Hrs Booked	Avg Hourly Rate	Sum of Total Cost
1	Cardiac	Consultant	Morrison	15	£333.33	£4,999.95
2	Cardiac	Consultant	Morrison	22.5	£333.33	£7,499.93
3	Cardiac	Consultant	Morrison	15	£333.33	£4,999.95
4	A&E	Consultant	Morrison	6	£160.00	£960.00

There were 17 Consultants with an hourly rate of £154.40 with a total cost of £30,687.00 attributed to Anaesthetics Morrison/Singleton and 6 Consultants with an hourly rate of £154.40 with a total cost of £8,685.00 attributed to Anaesthetics in Princess of Wales/Neath Port Talbot Hospitals.



**Please note:**

In 2011 Welsh Government brought in an additional sessional payment guide for Orthopaedic Services and currently this stands at £585 per session and therefore although a breach of capped rate is in line with the T&Cs.

The Amendment to the National Consultant Contract in Wales paragraph 3.8 also states, *“In exceptional circumstances where a Consultant is requested and agrees to be immediately available i.e. resident on call, this will be remunerated at three times the sessional payment at Point 6 of the Consultant salary scale”*, this would equate to £566 a session giving an hourly rate of £151.15, this is a breach of the capped rate but in line with the T&Cs.

**10.0 An anonymised summary of any individual paid more than £120 per hour or more including their specialty, details of hours/shifts worked, whether they are providing Internal Ad Hoc Locum Cover or supplied by and Agency and length of assignment for agency staff.**

Due to the numbers please refer to Appendix 4 attached for February 2019 data.

**11.0 Compliance with the CCS framework to procure agency workers**

Number of Drs Booked	Number Drs Booked MasterVend	Number Drs Booked outside MasterVend	Number Drs booked outside CCS Framework
33	33	0	0

ABOVE CAP – 21

AT / BELOW CAP – 12

**13.0 Other useful Key Statistics**

**Agency**

Attached as Appendix 2 is the spreadsheet relating to Agency shifts. The total number of external agency assignments booked in February was 79. It has not been possible to chase the breach forms for doctors outside the mastervend so this month the figures do not include this detail. 28 (35.44%) of these were paid at the capped rate or below the cap. 96% of these assignments were booked to cover vacancies, with remaining 4% to cover sickness, maternity absence and winter pressures. The cost attributed to engaging external agency doctors for February 2019 was £718,239. Princess of Wales Hospital has utilised the greatest spend of agency doctors bookings at 32 assignments at a cost of £275,779. Morriston Hospital utilised 29 assignments at a cost of £215,278, followed by Mental Health 11 assignments at a cost of £140,501. Singleton utilised 5 assignments at a cost of £25,002 and Neath Port Talbot also booked 2 assignments with a related cost of £61,667.

## **Ad hoc Locums**

Attached as Appendix 3 is the spreadsheet relating to internal ad hoc locum shifts. In February 2019, of the 557 ad hoc locum booked assignments, (81%) were paid at or below the capped rate. The value of internal ad hoc locum usage was £464,088.40 (includes on costs). Morriston utilised the greatest number of bookings: 267 with 56 breaches of the cap. POWH booked 122 with 18 breaches. Singleton utilised 92 with 24 breaches of the cap, of which 8 breaches were attributed to Anaesthetics Morriston. Neath Port Talbot booked 13 with 5 breaches of the cap rate associated to Anaesthetics (funded by POWH); Mental Health 63 bookings with no breaches of the capped rate.

Mental Health also reported the highest number in increases in rate over the previous 12-months.

### **13.0 Conclusion**

The HB continues to work hard in embedding the process. There is high confidence in the Medacs data. A substantial amount of work has been undertaken to improve the quality of the internal ad hoc locum data. There is growing evidence that external supply is being affected due to market forces. It is also thought that the inability to pay accommodation and travel is having a negative impact on supply. It is critical therefore given that this is now the ninth report that the HB and NHS Wales begin to look for alternative solutions to improve the supply of doctors in a number of specialties to reduce the reliance on Agency or ad hoc locum doctors. The HB would also welcome feedback from Welch Government on the data and reports submitted so far.

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**(Executive Director Lead for WHC/2017/042)**