

## Flexible working success at Barnsley Hospital NHS Trust

# Flexible working

## Success in Pathology Reception



### Background

Pathology Reception have recently TUPE'd across to Sheffield Teaching Hospital. This case study was developed prior to the transfer.

Pathology Reception is made up of 25 members of staff and Lisa is responsible for rostering staff in the department across a 24/7 shift pattern. 9 members of staff currently have flexible working contracts in place, which Lisa reviews on a yearly basis.



### Situation

As a Supervisor, Lisa recognised that everyone's situation is different and in supporting staff to work flexibly, staff were more proactive and supportive in return. However, Lisa wasn't able to support *all* flexible working requests as it wouldn't work for the department.



### Solution

Lisa worked with her staff and with some compromise from both parties, she was able to accommodate a pattern which worked for the department, as well as the individual.

As a way of accommodating individual staff circumstances without affecting levels of customer service/care, Lisa has various types of flexible working patterns in the department, including set days, part time hours and no nights.



### Impact

Lisa noted a specific reduction in sickness absence in Pathology Reception, including a marked reduction in long term sickness absence. Lisa also noted that there was a reduction in sickness related to stress, anxiety and depression.

## Positive impact of flexible working at Barnsley Hospital NHS Trust

### Why it mattered to me

“It is nice to have happy staff, who feel supported at work. Through flexible working arrangements, I feel my staff hold more respect for me and are more proactive in their work which, in turn, leads to better retention of staff overall.

If you're providing the right support for your staff, your staff will support you in return and they will provide the best service for patients.”



### Why it matters to us

Lisa takes great pride knowing that she is supporting staff and thanks to her commitment to making flexible working possible for her team, her department feel valued which aids staff retention.

As a result of flexible working, Pathology Reception saw sickness absence rates in the department start to decrease.



## People Promise

