Sands End Health Clinic improve service to patients with better visibility over unplanned absences

An aCloud TeamSeer case study

The challenge

Sands End Health Clinic is part of the Hammersmith and Fulham Clinical Commissioning Group and has a team of over 20 GPs, clinical support staff and administrators.

The practice was having problems managing sickness and reducing conflicts in absence among GPs.

Unplanned absence was having a detrimental effect across the whole practice as the relatively small team were unable to cope with the additional workload.

On top of this, the antiquated paper-based system for recording absence was impacting the day-to-day running of the practice.

With many team members paid by the hour, it was also important for them to have a system that could calculate absence on an hourly basis.

The solution

TeamSeer presented Sands End Health Clinic with a fast and flexible solution which was far less costly than the impact of unplanned absence.

The reporting functionality provided the practice manager with the tool needed to spot trends in unplanned absences and take steps to prevent it. TeamSeer's visibility of scheduled GP absences also helped organise appropriate cover ahead of time.

With different staff members having different shifts and hours, flexibility in recording working patterns was a key requirement. Employees have also benefited from a user-friendly interface which enables them to monitor their holiday remotely. They can also see their Bradford Factor score which is a measure used to gauge whether their time off has become a cause for concern.

TeamSeer helped Sands End Health Clinic to...

- Enable self service on simple absence information

- Encourage responisble absence management

- Reduce the cost of sick leave

- Provide greater visibility around scheduled and unscheduled absence

- Identify trends and issues through reports and Bradford Factor scoring

aCloudTeamSeer

The results

The implementation of TeamSeer has successfully streamlined absence management at the practice, making dysfunctional paper records a thing of the past. **Since implemented, there has been a noticeable fall in unplanned absences and the cost of sick-leave cover has reduced.** There has also been a significant reduction in the administration and labour needed to manage absence.

TeamSeer provided Sands End with the flexibility needed to allow GPs to cover each other, ultimately driving down costs for the practice.

"Taking control of absence management has really helped us manage our capacity."

Implementing the system was smooth and issue-free. The practice was particularly happy with the friendly and helpful on-boarding and support provided, finding it easy to bring on new users.

TeamSeer has also proved vitally important in easing the practice's transfer from locum to salaried GPs.

"TeamSeer has taken the hard work out of HR management at the practice."

Paul Towey,
Practice Manager
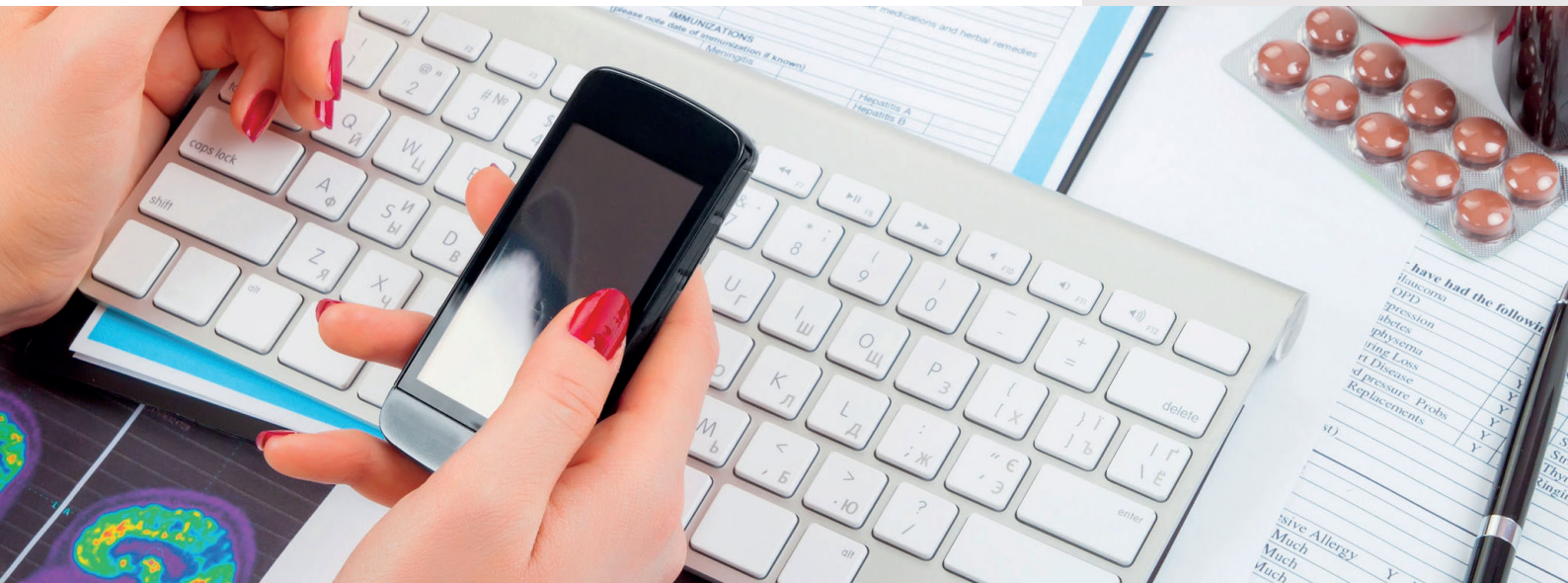
Take control of your absence management

aCloud TeamSeer is a leading absence management software solution used by organisations around the world. It is proven to reduce the admin burden, with HR teams, employees and managers all seeing a reduction in admin time of up to 85%. TeamSeer drastically simplifies absence management and many of our customers see a reduction in employee absence of up to 25%.

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