

# Aldershot and Farnborough PCN Vaccine Clinics supported by Rushmoor Voluntary Services



## Hirehand Makes Filling Shifts Simple

With 2 PCNs running vaccination clinics and 1 borough council managing a Covid test site, managing shifts for 200+ responders (and growing) was the challenge faced. Did Rushmoor Voluntary Services find Hirehand up to the task?

Pre-Covid, Rushmoor Volunteer Services (RVS) was a hub that helped its 300–400 member organisations find volunteers. But all that changed with the pandemic, when RVS was asked to put

together its own teams to support COVID testing (at the Rushmoor Borough Council test centre) and local vaccination clinics (at Princes Hall and Southwood surgeries, part of Aldershot and Farnborough PCNs respectively).

Community Development Officer John Monday was brought into the organisation to help deliver the programme. “We initially had a team of 50/60,” he says. “Our challenge was how do we organise these people into shift patterns?”

**“Filling the shifts is easier. Our success rate is high and the app does what we want it to do.”**

**John Monday**  
COMMUNITY DEVELOPMENT  
OFFICER,  
RVS



**“Every shift has been covered which relieves the pressure on the clinical team allowing us to concentrate on administering the vaccine. The rota is clear, so we know which volunteers we have attending each day”**

**Victoria Knight**  
PCN OPERATIONS  
MANAGER,  
SALUS MEDICAL SERVICES

## Shift scheduling v2.0

Unusual amongst the organisations that make Hirehand their healthcare help, RVS was already familiar with shift scheduling. They were using a US-based app that had many positives, but just too many frustrations. “I fought to make it work for a while but I found it clunky and clumsy,” John explains. “Like Hirehand it was web based for me (as administrator) and app based for responders. But it wasn’t easy to use. It often froze on people.”

It was also a passive system, inviting team members to select shifts but doing no more. When shifts were left unfilled, the traditional problem of ringing/messaging round trying to fill them remained. John needed an alternative that would actively fill shifts and remove the manual effort.

## Tailoring Hirehand

John saw that Hirehand offered the proactive, automated shift-filling he needed, but he also needed to make the system 'fit' the local circumstances. Each of the three sites needed a distinct responder pool divided into a different range of roles at each site. The test site needed queue coordinators and testing assistants. Both sites needed car park marshals. And the vaccination centres also had a specific need for Nepali team members who would be able to support a sizable local Nepali community.

Previously, Nepali team members were arranged outside of the existing app. Hirehand made the process far more inclusive.

RVS started using the HireHand app for the PCN run vaccination clinic sites, then added the test centre when it launched a month later. Although John was leading the initial setup ("It was a lot simpler and more straightforward than our previous app," he says), Operations Coordinator Heman Mehta is now in charge of setting up responders on the system. The pool has now expanded to 200+.

**"I found the Hirehand app very easy to use and extremely useful. The processes involved in setting up new centres, volunteers and shifts on Hirehand is simple with easy to understand manuals and training videos."**

**Heman Mehta**  
OPERATIONS COORDINATOR,  
RVS

## Bedding in

"We have some educational needs – for example on accurately setting availability and on encouraging everyone to use the app," John explains, although he notes that most users are comfortable with the app leaving just a handful who've needed additional help. John's team releases shifts as soon as clinics are confirmed so everyone has as much notice as possible. They've also had to learn to trust the AI and give it time to build the data it needs to allocate shifts.

"The Hirehand team have been brilliant at addressing the issues we've had," he stresses, "and being UK based is so important because the response times are so good."

"I find the Hirehand team very helpful and understanding," adds Heman, "taking onboard any new innovative ideas our teams come up with. They are always there to listen, coming up with ideas that may help us improve the way we do things."

As one example, John points to his need to be able to give reports to his lead responders so they knew which team members would be arriving on site every day. The Hirehand team now ensures that information is sent through every day. "We really couldn't ask for more there," he confirms.



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**Heman Mehta**  
OPERATIONS COORDINATOR,  
RVS

## Delivering where it counts

Ultimately, Hirehand exists to help healthcare providers fill shifts with less pain. So is it doing that? "Yes. Definitely," says John. "Filling the shifts is easier. Our success rate is high and the app does what we want it to do. Setting up a new site is now a straightforward process. I'd be confident we could set the system up in a couple of hours. It does what we need it to do – it finds people and fills shifts. From a manager's point of view, I'm happy."