TEMPO
E-rostering for Primary Care

Tempo is the first e-rostering solution that brings together rota, financial and HR systems with clinical system data to makes sense of primary care.

Designed by GPs and Practice Managers in response to the complexity and operational challenges of modern primary care Tempo can help improve patient outcomes, staff satisfaction and practice profits.

Managing Complexity

With the majority of GP practice spend on staff, ensuring you have the right staff mix working to the top of their abilities is key to making a GP practice run smoothly and cost effectively.

Practice management has become increasingly complicated as practices have grown in size with more staff and increasing diversity of staff types making workforce planning increasingly difficult, add in the complexity of working as a PCN with additional roles and it can feel like chaos.

The complexity in modern general practice requires a change in the way we manage staff rostering. What was once a simple exercise that could be done on paper became a complicated process on multiple spread sheets but with increasing complexity this has become more challenging with multiple over lapping spreadsheets and systems.

Complex systems management requires the capability to bring multiple factors together in one place where interdependencies can be managed with system feedback allowing everyone involved to achieve useful insights and plan for the future.

It's only when you bring together staff working patterns and organisational capacity that you can begin to manage and design system improvements. The need to respond to patient demand whilst keeping staff happy and balancing the books creates conflicting pressures. Viewing organisational design from financial, HR and clinical lenses at the same time gives control.

Staff Wellbeing

Looking after staff is key for a happy workplace and staff recruitment and retention. Enabling staff to work to the top of their capabilities improves cost efficiency and staff satisfaction. Allowing flexible working patterns and leave that enable staff to take time off when they want improves staff satisfaction but increases the challenges of creating a rota that works.

Rota design for all staff types

Administration and Management staff

Simple job plans with hours worked per day can be used for staff not needing detailed rostering such as management admin staff. Their costs can still be captured with salaries and special pay rate rules and overtime & TOIL can be managed with a simple request and approval process. Their leave can be managed against agreed leave allowances and Sickness can be recorded and reported on with an automatic Bradford calculator. Management Teams mean that only approved managers can view and authorise. Staff can be grouped into any team design for leave rules line, management or simply budgeting.

Typical part-time work plan for non-clinical staff user
Monday [▾] ☐ Alternate week rule
Tuesday [8 hours ▾] ☐ Alternate week rule
Wednesday [8 hours ▾] ☐ Alternate week rule
Thursday [8 hours ▾] ☐ Alternate week rule
Friday [▾] ☐ Alternate week rule

A set of leave rules applied to each of defined year weeks, for a Team

Manage team: Riverlodge GP Team   (ID: 30)

Use this page to set team admins and members.

Admins are only able to manage employees who are members of one or more teams they are an admin for.

☑ **Team has max LEAVE allowance**
Tick to define max team leave per day.

Week type allowance %s:

ALL	GP	NURSE	PARAMEDIC	PHARMACIST	HCA	ADMIN	RECEPTIONIST	MANAGER	OTHER HCP

100% => No restriction. 50% => Half the team may be off on the same day.

Normal week [default] ❶	100 %	(max staff on leave: **11**, minimum attendance: 0)
Bank Holiday Friday	100 %	(max staff on leave: **11**, minimum attendance: 0)
Bank Holiday Monday	100 %	(max staff on leave: **11**, minimum attendance: 0)
Easter Holidays ❶	100 %	(max staff on leave: **11**, minimum attendance: 0)
Half Term (Monday BH) ❶	100 %	(max staff on leave: **11**, minimum attendance: 0)
Half Term (No Monday BH) ❶	100 %	(max staff on leave: **11**, minimum attendance: 0)
Summer Holidays	100 %	(max staff on leave: **11**, minimum attendance: 0)
Xmas week ❶	100 %	(max staff on leave: **11**, minimum attendance: 0)

Demand & Capacity hub year week planner

📅 **Week types**

Use this section to manage week type associations.

Week types

[Add week type]

Add a new week type or ✏️ edit an existing one.

| ▪ Normal week [default] ℹ️ 🗑️ ✏️ | ▪ Bank Holiday Friday 🗑️ ✏️ | ▪ Bank Holiday Monday 🗑️ ✏️ | ▪ Easter Holidays ℹ️ 🗑️ ✏️ |
| ▪ Half Term (Monday BH) ℹ️ 🗑️ ✏️ | ▪ Half Term (No Monday BH) ℹ️ 🗑️ ✏️ | ▪ Summer Holidays 🗑️ ✏️ | ▪ Xmas week ℹ️ 🗑️ ✏️ |

Calendar

[Show / hide historical months]

July 2023

M	T	W	T	F	S	S
					1st	2nd
3rd	4th	5th	6th	7th	8th	9th

Normal week [default] ⌄
📝AF Registrar Rota | 📝RL Week 1 Paramedic (Tutorial) and FCP | 📝Julie Arrondale 2023 | 📝Claire Vandervelt 2023 | 📝Celine Campbel Home Visit 2023 | 📝Active work plan | 📝Celine Campbell No HV 2023 | 📝
Wendy Older Tuesday Management Time

10th	11th	12th	13th	14th	15th	16th

Normal week [default] ⌄
📝AF Registrar Rota | 📝RL Week 1 Paramedic (Tutorial) and FCP | 📝Julie Arrondale 2023 | 📝Claire Vandervelt 2023 | 📝Celine Campbel Home Visit 2023 | 📝Active work plan | 📝Celine Campbell No HV 2023 | 📝
Wendy Older Tuesday Management Time

17th	18th	19th	20th	21st	22nd	23rd

Normal week [default] ⌄

Managing the Time-off for the team in a real-time manager/user workflow

Manage time off

Filters

| ALL STAFF ⌄ | Profession: No filter ⌄ | Teams: ZZAdmin ⌄ | Location: No filter ⌄ |

Leave bookings

Show: ☑ Requested ☐ Approved ☐ Cancelled

Date	Requested	Amount	State	Type	Name	Notes			
16th Jun 2023	04/05/2023	5.5 hours	Requested	Holiday	Employee user		Approve	Edit	Cancel
4th Sep 2023 to 6th Sep 2023 [21 hours]	09/04/2023	21 hours	Requested	Leave	Employee user		Approve	Edit	Cancel
27th Dec 2023 to 29th Dec 2023	03/01/2023	21 hours	Requested	Holiday	Employee user		Approve	Edit	Cancel
27th Dec 2023 to 28th Dec 2023 [7 hours]	04/01/2023	7 hours	Requested	Holiday	Employee user		Approve	Edit	Cancel
27th Dec 2023 to 28th Dec 2023 [14 hours]	06/01/2023	14 hours	Requested	Holiday	Employee user		Approve	Edit	Cancel

Calendar

[← Go to previous year: 01 Apr 22 - 31 Mar 23]   [Go to next year: 01 Apr 24 - 31 Mar 25 →]

April 2023	+
May 2023	+
June 2023	−

Mon	Tues	Wed	Thurs	Fri	Sat	Sun
			1st ✔ Employee user (2.14) ✔ Employee user (8)	2nd ✔ Employee user (2.14) ✔ Employee user (8.5)	3rd ✔ Employee user (2.14)	4th ✔ Employee user (2.14)
5th ✔ Employee user (2.14) ✔ Employee user (7)	6th ✔ Employee user (2.14) ✔ Employee user (7)	7th ✔ Employee user (7)	8th ✔ Employee user (6.5)	9th No leave	10th No leave	11th No leave
12th ✔ Employee user (8)	13th ✔ Employee user (8.5)	14th ✔ Employee user (8)	15th ✔ Employee user (8.5)	16th ✔ Employee user (4.5) ? Employee user (5.5)	17th No leave	18th No leave
19th No leave	20th ✔ Employee user (8)	21st No leave	22nd No leave	23rd ✔ Employee user (3.64)	24th ✔ Employee user (3.64)	25th ✔ Employee user (3.64)
26th ✔ Employee user (3.64)	27th ✔ Employee user (3.64)	28th ✔ Employee user (3.64)	29th ✔ Employee user (3.64)	30th ✔ Employee user (3.64)		

Reception staff

Staff such as receptionists may also need to be rostered in a more detailed way that ensures there are enough of any staff available to respond to demand such as phone answering or reception at any time. Using an organisational template helps design the target number for any day of the week. This can also be adjusted in a year planner to allow variations across different weeks of the year such as holiday periods when demand may change. Team leave rules are intrinsically connected to your planned year weeks.

Clinical Staff

Clinical staff availability also needs to map different appointment types. This ensure that teams & rotas will have the right clinical capability to deal with different patient needs and consider availability of types of urgent, routine or proactive care.

Session designs in practices have evolved with the organisation, with a system design that is unique to that practice mix of staff patients and physical space. All of these factors need to be included in the organisational and staff user session and week designs. In order that these designs can work together within a rota, staff user week templates contain a mixture of pre-defined and flexible session types, maximising use of staff flexible sessions for the goals of the organisational template.


Staff roles and capabilities are part of user profiles along with documentation to ensure compliance. Any Practice can use any combination of pre-set roles, capabilities and bespoke roles that can ensure the right patient sees the right clinician. Teams design means different staff members can be brought together to consider mixed roles for service design such as ANP and GPs both providing on the day capacity.

Demand and Capacity Planning

Appointment counting can be grouped to show any type of demand and capacity planning. This enables staff leave and locum use to be planned as soon as a design is created. Using the experience of the current year can give ideas to plan for next year enabling time for staff recruitment or training and budget planning to improve cost efficiencies.

Room Planning

Room planning means room use can be maximised and ensure that the right equipment is available and the room is the right size or with enough desk spaces when more than one person can use a room at the same time.
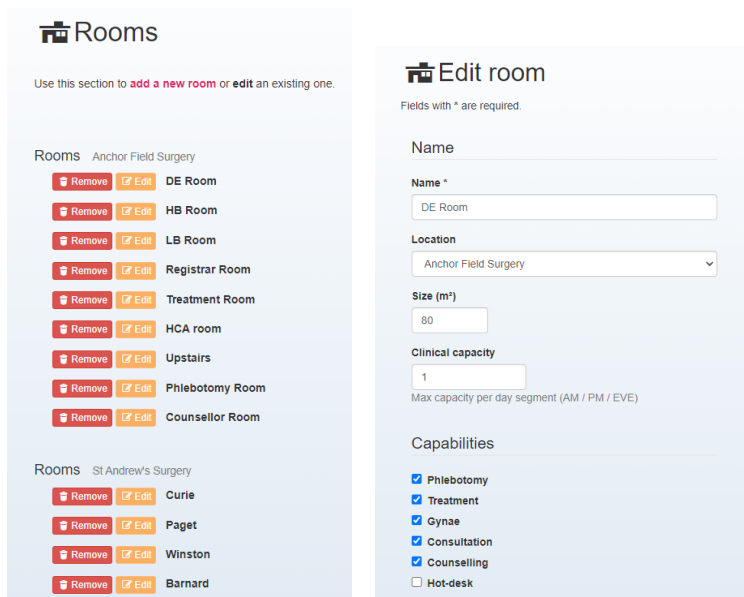
Equity

Logical rules can be set to ensure equity and transparency, using a combination of detailed work plans and organisational design means that everyone is treated fairly but with ability to retain flexibility as the system continually calculates assignments that can viewed by staff.

Flexible Staff Pools

Integration with GP networks and the ability to create a flexible staff bank gives the ability to advertise additional shifts to the staff of your choice. Staff can be selected with support to show who may be preferable based on criteria you can set such as staff pools or location.

Overtime and financial Management

Overtime, TOIL or locum payments can all be captured automatically with Rostering. Pay rates can be set by shift, staff rate or special rates to fit any circumstances. Overtime reports generated each month to inform payroll. Locum invoices are created automatically along with pension forms A and B simplifying locum payments. Capturing all staff costs simplifies budgeting and tracks costs which can be viewed in a variety of ways including staff types, teams or service lines

Collaborative service design across organisational boundaries

Service design can be constructed with dependencies that ensure the right skill mix or supervision is always highlighted to ensure a safe service. Complicated service design can easily be copied and adjusted with templates. The modular approach to rostering allows Practices, PCN's and federations to evolve and work together.

Meaningful Data analytics

Linking with data from clinical, telephone and online consultation systems can give insights into effectiveness of your rota design and help support improvement. Reporting creates transparency to demonstrate equity in staff rota and give an evidence base to practice development.