

## 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 the Supervisor 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 are reviewed on a yearly basis.



### Situation

Michaela has worked at the Trust for 17 years in different departments and previously worked full time. Michaela requested flexible working when the shift patterns in the department changed as she was unable to work across a 24/7 shift pattern due to personal reasons.



### Solution

Michaela felt she was able to approach her line manager to have an open discussion around flexible working.

This solution left Michaela feeling supported and engaged with her work. Michaela felt she would have needed to find an alternative role if a different working pattern couldn't be accommodated.

Michaela is flexible in return and supports with covering additional shifts in the department when they are short.



### Impact

Michaela was able to remain in a department that she enjoyed working in and felt supported by management. As a result of flexible working, Pathology saw sickness absence rates in the department start to decrease.



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

### Why it mattered to me

“I love my job and I would hate to leave but, I might have had to if there was no option to work flexibly due to my changes in circumstances.

Lisa (Supervisor) took the time to listen to me and supported me in finding a flexible working solution that not only benefited me personally, but also worked for the department.

Management have supported all of us with our different needs and it really makes a difference.”



### Why it matters to us

Michaela felt more supported by the Trust and we retained a valuable member of staff.

Through flexible working solutions, Pathology Reception staff 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

