
**INTERNATIONAL PERMANENT NURSE RECRUITMENT CAMPAIGN CASE STUDY: Cromwell
Medical Staffing**

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INTRODUCTION

The below case study outlines Medway NHS Foundation Trust's (Medway) experience of collaborating with Cromwell Medical Staffing (CMS) with regards to international permanent nurse recruitment. The case study is broken in to 3 sections to include the problem, solution and conclusion.

PROBLEM

In September 2017, CMS met with myself and a team of stakeholders at Medway to discuss our acute shortage of qualified nurses. Currently we rely on our Bank, agency nurses, domestic recruitment and international recruitment to fill our substantive gaps. We have worked with several agencies previously, with varied success. As such, we wanted to better understand how CMS could support in building and supplying a pipeline of international permanent nurses, reducing our dependency on agency nurses, improving patient outcomes and ensuring continuity of patient care.

SOLUTION

CMS recommended that we focus on a medium-term solution. Previously we had worked with agencies recruiting nurses who did not possess the requisite English language scores (IELTS 7/OET B in all 4 parameters) to register with the NMC, and have had varied success. As a result, through working with these agencies, lead times have been incredibly long, with a huge amount of time having been spent flying clinicians and HR/recruitment teams out to countries such as the Philippines, and interviewing nurses. Many of these nurses are yet to pass their English language tests. Not only has this cost us time, it has cost us a huge amount of money.

As such, we agreed that the best approach was to recruit international nurses from India who already possess the requisite English language scores (IELTS 7/OET B in all 4 parameters). In turn this would ensure that these candidates were eligible to register with the NMC immediately (pending successful completion of their CBT).

We were very happy with the proposed approach and so provided CMS with several interview dates. The CMS team have remained exceptionally professional and provide us with quality nurses. We have collaborated with the CMS team, ensuring interview panels are available, interviewing between 8 and 15 nurses via Skype in any 1 event. In our first event, we were astounded by the quality offering 8 out of 8 nurses who were interviewed. Statistics outlining the success of our partnership to date can be seen in the graph below. We have conducted 100 interviews, offered 92 nurses, with 84 acceptances and 23 starters.

CONCLUSION

CMS have listened to us and understood our requirements. This has resulted in the almost-perfect interview to offer ratio. They provide regular updates with regards to the progress of our nurses and forecast start dates.

CMS support nurses through the entire relocation process. Over 40 nurses have successfully passed their CBT and started with us/are awaiting NMC decision letters. They have supported the nurses through the COS and visa process, booked flights, picked the nurses up from the airport and ensured they arrive and transition safely to their accommodation, where they are greeted by our internal recruitment team. In further good news, all CMS nurses have passed their OSCE exams – additional proof of the quality they provide.

In short CMS have gone above and beyond in supporting us with our international permanent nurse recruitment endeavours. They have been completely transparent and managed our expectations throughout. Thanks to Steph and Lizzie, we now have a steady pipeline of nurses coming through, bridging our recruitment gap, leading to a steady reduction in agency spend. In time, this should lead to improved patient outcomes and continuity of care, and for this we are eternally grateful. Thank you!

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Signed:



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