

Case Study

The Client

The client is a prestigious newly built, off-shore hospital blending state of the art health care technology with bright colour and elegant design. There are 20 ward areas, 314 beds; most wards have 4 bed bays plus single en-suite rooms and spacious day rooms offering greater comfort and privacy. The hospital offers full restaurant and café services, with everything cooked freshly on site, including meals for on call and night staff.

The hospital offers various types of accommodation for its doctors depending on whether they are married with children, couple only, or single. Each house or apartment comes with services such as cleaners and there is plenty of parking available on site, with each block, within a very short walking distance of the hospital itself.

The hospital is eager for doctors to continue training, and with this in mind they have a purpose built library, conference and learning centre. Each doctor is encouraged to join a group of fellow doctors who are studying for similar exams.

The Challenge

The hospital requires locum staff on a regular basis across many disciplines and grades. These requirements can sometimes be planned in advance, but more often than not are fairly last minute.

On this occasion the hospital required emergency cover for a Medicine Registrar at extremely short notice for two weeks paternity cover. The phone call came in mid afternoon on a Friday, with the requirement being for Monday. This meant the candidate we provided would need to leave on the Sunday in order to make occupational health first thing on Monday morning.

The Doctors that we had available at the time only had limited availability and the medical staffing office at the hospital closed at 17:00, leaving the team approximately two hours to find a Doctor, obtain approval from the Consultants at the hospital, send confirmation documentation to the medical staffing office and the Doctor and arrange transport and accommodation.

Our Solution

To recruit Doctors our agency Marketing Team uses several different methods including; the internet, adverts in publications such as BMJ and incentives such as referral fees when existing Doctors introducing a colleague to the agency. We also have an extensive database of existing Doctors most of which have changing availability.

Case Study

In this particular instance we did not have time to recruit somebody new, specifically for the locum assignment and therefore used the existing Doctors from the database – in this case, as often happens when there is an emergency, the whole office helped the NHS team to ensure the assignment was filled.

For this particular locum assignment the problems that we faced were mainly related to time, we had approximately two hours in which to find a suitable, available Doctor, so the whole office began contacting our database of doctors to find someone with availability to leave on Sunday. We planned initially to find a doctor to cover at least the first few days, whilst we found another doctor who was available to complete the whole assignment. The next issue was to the Doctor to the hospital before the assignment was due to start on the Monday morning.

The final decision was to send one locum for the first week and another for the second. The only problem we had now was waiting for the Consultants at the hospital to decide if our choice of Doctor was suitable for the requirements of the post. The Doctor that we proposed for the first week of the locum assignment was actually working on the Saturday, further reducing our timescales.

The Consultants were happy with our proposed Doctor which enabled us to begin working together with the Medical Staffing team to arrange out his travel details. We were unable to do this before the Medical Staffing office closed on Friday afternoon, and as a solution one member of our team liaised with the Medical Staffing managers, via her private mobile number over the weekend until the details of travel and accommodation for the Doctor had been arranged.

The outcome of this scenario was that after being given short notice of a locum assignment, we were able to get a Doctor with limited availability to do the first week of the locum and arranged the second week with a different Doctor on the Monday.

With the whole office working together, we provided a suitable Doctor, arranged travel and accommodation over the weekend and successfully met the requirements of the client.

The team have developed a very good relationship with this particular hospital and regularly meet with the Medical Staffing department as part of a service visit or to re-negotiate contracts and over the past year have filled over 85% of the clients requests.
