

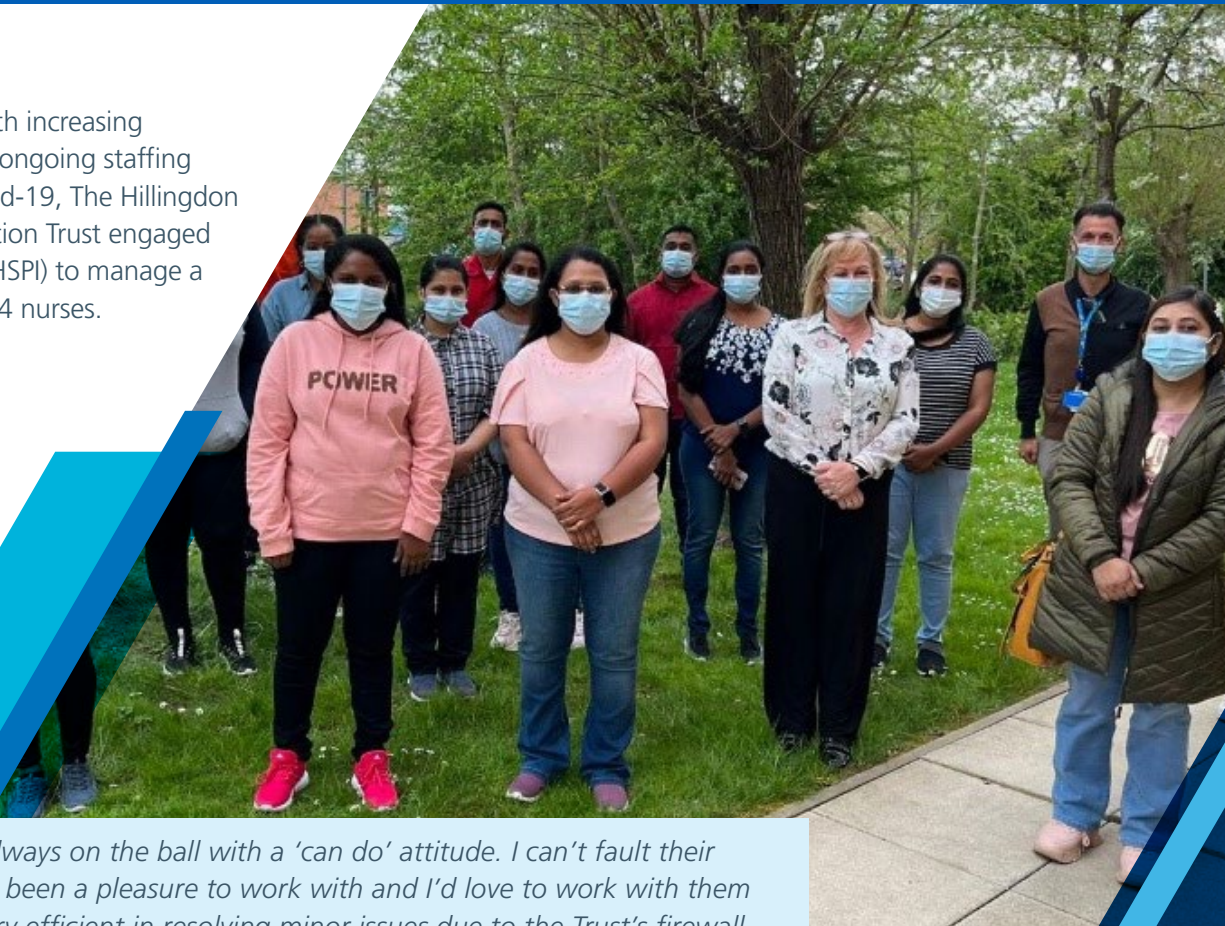
CASE STUDY - THE HILLINGDON HOSPITALS NHS FOUNDATION TRUST CASE STUDY

Steady stream of international nurses successfully delivered for Hillingdon Hospitals

- ✓ 64 international nurses deployed ahead of schedule + an additional 4 nurses in the pipeline
- ✓ An 85% interview-to-offer rate achieved across all hires
- ✓ Fresh talent coming from newly approved source countries, increasing diversity and skillset for Hillingdon

The Situation

In December 2021, with increasing nursing vacancies and ongoing staffing challenges due to Covid-19, The Hillingdon Hospitals NHS Foundation Trust engaged NHSP International (NHSPI) to manage a recruitment drive for 64 nurses.



“ NHSPI were always on the ball with a ‘can do’ attitude. I can’t fault their work ethic; they have been a pleasure to work with and I’d love to work with them again. NHSPI were very efficient in resolving minor issues due to the Trust’s firewall which was stopping their emails from reaching us. They would always reassure us they had already sent communications through and would resend to ensure we did not miss anything. Great communication despite these issues. ”

Jacqui Scarlett,
Employee Service Manager at The Hillingdon Hospitals NHS Foundation Trust

The Solution

NHSPI rapidly organised a series of virtual interviews with a pool of pre-screened prospective candidates, the majority of whom had already passed IELTS/OET and CBT*. Building a positive and open working relationship with the Trust, NHSPI worked flexibly to navigate the unique challenge of interview panel availability over the busy winter period, in order to meet the target required. Additionally, an unprecedented problem arose as the Ukrainian crisis developed in early 2022, causing the priority visa service to be suspended which increased processing times. NHSPI responded by making the Trust aware of the potential impact of these delays, enabling the Trust to put a contingency plan in place to support later cohorts arriving and subsequently later OSCE training dates.

The Outcome

NHSPI exceeded the Trust's expectations, delivering a steady stream of nurses, despite challenging circumstances. As of February 2022, the 64 candidates have been deployed into the Trust with a further four candidates set to arrive in July 2022. These candidates were delivered ahead of time and NHSPI have also exceeded the target, continuing to provide international recruitment support at the Trust on a rolling basis.

A priority focus on presenting high quality and thoroughly pre-screened candidates has kept the time spent by Trust representatives on interviews to a minimum, with an 85% interview-to-offer rate achieved across all hires to date.

International nurses were sourced from a variety of countries which included India, Zimbabwe, St Vincent & The Grenadines, The Philippines and Nigeria. In alignment with the NHS People Plan, NHSPI were also able to showcase the benefits of the relationships they have built in these newly approved source locations, in order to solve the Hospital's workforce challenges. Having a wide spread of countries around the globe to draw upon not only ensured NHSPI are able to source only the highest quality candidates, but also meant that they are able to benefit from greater diversity in their workforce, with nurses from many different cultures, religions and backgrounds.

As a result of the work NHSPI did with Hillingdon, recommendations were made by the Trust for them to join the Capital Nurse Consortium. NHS Professionals are now supporting the Capital Nurse programme, which supports 28 Trusts in the central London area, with international nursing requirements.

“ NHSPI were really professional and very responsive, providing us with a great service for international recruitment. They were fast, efficient and supportive to the teams at the Trust. ”

Annamaria Hardwick-Sulaiman,
Head of Resourcing at
The Hillingdon Hospitals NHS Foundation Trust

“ It has been an absolute pleasure to work with NHSPI; so seamless. I'm so pleased that NHS Professionals International will be working with Capital Nursing Consortium – this is a testament to their excellent work ethos and I'm sure they will work wonders there too! ”

Alice Chingwaru SCPHN RN,
Pastoral Support for Overseas Nurses at
The Hillingdon Hospitals NHS Foundation Trust



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* International English Language Testing System, Occupational English Test, Computer Based Training