

Case study

International Recruitment

University Hospital Southampton NHS Foundation Trust

In 2016, University Hospital Southampton NHS Foundation Trust (UHS) were experiencing a high vacancy rate, with over 380 posts that they could not fill locally. The vacancies remained in spite of their strong reputation and a rating of 'Good' from the Care Quality Commission. In order to strengthen their recruitment, the Trust approached *NHSP International* to source nurses from the Philippines.

Our partnership

With a strong track record of successfully managing the Staff Bank at UHS, introducing an international recruitment element was a natural next step for the Trust. This 360° workforce solution allowed the partnership to strengthen over the longer term and identified recruitment savings through reduced agency usage.

NHSP International conducted two in-country recruitment campaigns as well as a series of video interviews with UHS. As a result, the Trust has welcomed over 130 nurses into substantive posts.

“ ***NHSP International*** has been helpful in improving our vacancy position and increasing the number of qualified staff on our wards. ”

Rachel Palmer – Divisional Lead,
University Hospital Southampton NHS Foundation Trust



“ **NHSP International** are efficient, the trips were well organised and the reporting was good. ”

Brenda Carter – Head of Resourcing,
University Hospital Southampton NHS Foundation Trust

How we work with candidates

With candidates relocating to England and leaving home for the first time, *NHSP International* provides a bespoke service, involving on-going support and guidance throughout the entire process. By working collaboratively, UHS and *NHSP International* have been able to build strong relationships with the international nursing community at the Trust which has resulted in an almost 100% retention rate.

Selection via video call

In-country interviews are supplemented by regular video interviewing sessions with nurses that have already achieved the challenging International English Language Testing System or the Occupational English Test. Assessments also include candidates who have already passed the Nursing & Midwifery Council's Computer Based Test. This method resulted in committed nurses arriving quickly and greatly reduced the time to hire.

How we worked with the Trust

NHSP International worked closely with key leads across Human Resources, Recruitment, Nursing and the Education Team to fully understand all their requirements and support the Trust throughout the international recruitment journey.

In-depth reporting

NHSP International analysed the Trust's pipeline of nurses weekly - maintaining constant contact with the Trust so that they have a clear understanding of where their nurses are in the process, every step of the way. This also helped the organisation understand future requirements more fully. This forecasting model allows the Trust to plan arrivals in specific shortage areas where they can be supported, thereby making a huge improvement to patient care.

“ International recruitment with **NHSP International** is going to remain an absolute part of our pipeline for the foreseeable future. ”

Rachel Palmer – Divisional Lead,
University Hospital Southampton NHS Foundation Trust

Interested in International Recruitment?
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