

CASE STUDY - PAN MERSEY COLLABORATIVE OF TRUSTS

NHS Professionals International exceed targets for international nurse recruitment across the Pan-Mersey collaborative

- ✓ 657 nurses delivered by December 2021 deadline
- ✓ Above 98% retention rate, post arrival
- ✓ 1,195 nurses delivered since 2021
- ✓ Winner of the HSJ Partnership Award for Staffing Solution of the Year 2023

The Situation

The Pan-Mersey Trusts collaboration was formed in early 2021, specifically for international recruitment. NHS Professionals deliver International Recruitment for 13 Trusts across Cheshire and Merseyside, which were spread across rural and urban locations: 4x Acute, 5x Specialist, 3x Mental Health, and one Community trust.

NHS Professionals International (NHSPI) were appointed to recruit and deliver over 600 nurses by December 2021 and also help the collaborative form successful OSCE training hubs.



The Solution

NHSPI worked collaboratively with hiring managers across the entire collaboration. The largest demand was for district general nurses, and the trusts came together to interview for this specific group. The initial challenges were that the trusts had not worked together in this way before and had limited experience of recruiting internationally, so NHS Professionals International helped to facilitate a collaborative recruitment process.

NHSPI used their expertise and took the administration of shortlisting and pre-interview checks from the Trusts, meaning that they could work collaboratively for interviewing. This was a valuable experience as it allowed Trust officials to share ideas and impart wisdom to each other, creating a strong basis for the future of the partnership.

NHSPI faced a large vacancy number, with local challenges such as sourcing sufficient accommodation, coupled with recruiting from diverse locations and specialisms. To combat this, NHSPI immediately assigned a dedicated team to establish the recruitment plan and mobilised our in-country agents to help with the attraction campaign.

NHSPI were also on hand to help the Trusts form a robust and responsive international recruitment ICS which includes a collaborative interview process, three OSCE training hubs and synergised pastoral support.

NHSPI also supported the international nurses entering during quarantine by organising food shopping the day before they arrived, booking their hotels and setting up a helpline so that they could contact the NHSPI team if they had any issues. By doing this, the candidates felt supported and valued during the pandemic, all while helping to fill a gap in the clinical workforce.

I have found the help and support from NHSPI invaluable during the IR process. This is the first time Clatterbridge Cancer Centre has undertaken International Recruitment, with our first cohort arriving in December 2021. NHSPI were pivotal in ensuring we were meeting our agreed timescales in this process from both from an interview/visa application and arrival perspective for our International Nurse recruits. I have been really happy with the service provided by NHSPI.

Karen Kay,
Deputy Director of Nursing, The Clatterbridge Cancer Centre
NHS Foundation Trust

The Outcome

Due to NHSPI's robust and well-established screening and onboarding procedures, plus a solid existing pipeline, demand was met rapidly, and exceeded expectations. One of the main achievements during this period was the successful delivery of nurses, as NHSPI were able to recruit the nurses within 9 months of interview, all during COVID-19 restrictions.

As a result, the Pan-Mersey collaborative of Trusts has become an incredibly successful and integrated collaborative, with a real focus on partnership to create the best candidate experience.

This work with Pan-Mersey has fostered a strong relationship which has opened up new recruitment avenues between NHS Professionals International and their 12 Trusts. There is a positive future for the partnership and we are now working with the Trusts to recruit international candidates from new source countries, with plans for NHSPI to host face-to-face open days on behalf of the collaborative to support their brand proposition in these areas.

NHS Professionals continues to support us navigate through the challenges of our international recruitment campaign. From the selection process, to onboarding, to flight bookings and arrivals, NHSPI is there to help us. They are always helpful and nothing is ever too much to ask.

Joselito Marinas,
Associate Director of Nursing Workforce and Education,
Liverpool University Hospitals NHS Foundation Trust

