

# Case study

## International Recruitment

### East Suffolk and North Essex NHS Foundation Trust (ESNEFT)

Colchester Hospital University NHS Foundation Trust began their partnership with *NHSP International* in August 2016, when the trust had over 200 registered nurse vacancies. In July 2018, the trust merged with neighbouring Ipswich Hospital NHS Trust to form East Suffolk and North Essex NHS Foundation Trust – becoming the largest NHS organisation in the region. Due to the success of international recruitment at Colchester, the merger offered *NHSP International* the opportunity to fill 85 vacancies at Ipswich as well.

#### Highly successful international recruitment

*NHSP International* have conducted eight in-country recruitment campaigns with the trust in the Philippines, India and the Middle East, which have resulted in 230 nurses employed into substantive posts, with a further 60 nurses arriving in 2020. Not only has this recruitment been a resounding success, the calibre of nurses has been strongly complimented. The trust is now almost fully staffed, with a steady stream of nurses arriving each month to cover new vacancies.

“ We needed nurses that were able to hit the ground running and we definitely got that. ”

**Lynda Keating** – Specialist Senior Nurse  
East Suffolk and North Essex, NHS Foundation Trust



“ The information **NHSP International** have provided all the way through has been excellent. We always know how many nurses were interviewed and how many are in the pipeline. Every step of the way, we know where we are. ”

**Lucy Archer** – Service Manager, Emergency Department  
East Suffolk and North Essex 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. Our support to candidates has ensured a 99% retention rate at 2 years and a reputation of being totally dependable.

### Selection via Skype

In-country interviews are supplemented by regular Skype sessions with nurses that have already achieved the International English Language Testing System or the Occupational English Test and even the Nursing & Midwifery Council's Computer Based Test as well. This method resulted in nurses arriving quickly at the trust.

### How we worked with the trust

NHSP International worked closely with key members from the trust including Human Resources, Recruitment and the Practice Development Team to provide an individually tailored service. There was full support given to the trust right through to on-boarding, advice and guidance at pre-campaign meetings, arranging well organised interviews and providing exceptional compliance standards.

### Objective Structured Clinical Examination (OSCE) – intensive training programme

NHSP International and ESNEFT worked together to create a programme to support nurses who had failed to pass the OSCE at other trusts. This 6 week intensive OSCE programme offered distressed candidates another chance to fulfil their dream of working in the NHS for the rest of their careers. Thanks to the hard work of the Practice Development Team at the trust, this programme proved to be a huge success. The national OSCE pass rate at the time was only 47%. Since the introduction of this successful training programme ESNEFT's pass rate is 92% at the first attempt.

“ I think the nurses stay because of the communication **NHSP International** have with them before they arrive here. They develop a relationship with candidates and that contributes to unprecedented retention rates. ”

**Gennine Pelayo** – Recruitment Partner  
East Suffolk and North Essex NHS Foundation Trust

Interested in International Recruitment?  
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