

BESPOKE RECRUITMENT PROJECTS

A Case Study



TXM Medical 
Going The Xtra Mile

BACKGROUND

NHS Derby and Derbyshire Clinical Commissioning Group (CCG) brings together the combined expertise of 112 local GP practices to commission health services on behalf of over 1,065,000 patients in Derbyshire. The vision is to continuously improve the health and wellbeing of the people of Derbyshire, using all resources as fairly as possible

Mental Health Services in the NHS and Private Sector are currently experiencing unprecedented levels of demand. As a result of this, we are experiencing an acute shortage of Mental Health Professionals resulting in an increased risk to patient safety, extended waiting list times and



CHALLENGE

In order to continue to meet mutual goals of high quality patient outcomes and ensure continuity of care providers are under increasing pressure to develop existing workforce models to meet increasing pressures. TXM Healthcare were approached by a CCG Provider who were in need of support in relocating two patients that require 24/7 4:1 cover. As these patients were being relocated to different parts of the UK, we worked with two separate providers to offer the full management, staffing and maintenance of the rota. This required recruitment of 32 Healthcare Professionals with sub speciality experience in Learning Disabilities & Challenging Behaviour.



SUPPLY/DEMAND INSIGHTS

Index of Trends, 2011/12 = 100
Data Provided by the UK National Office of Statistics

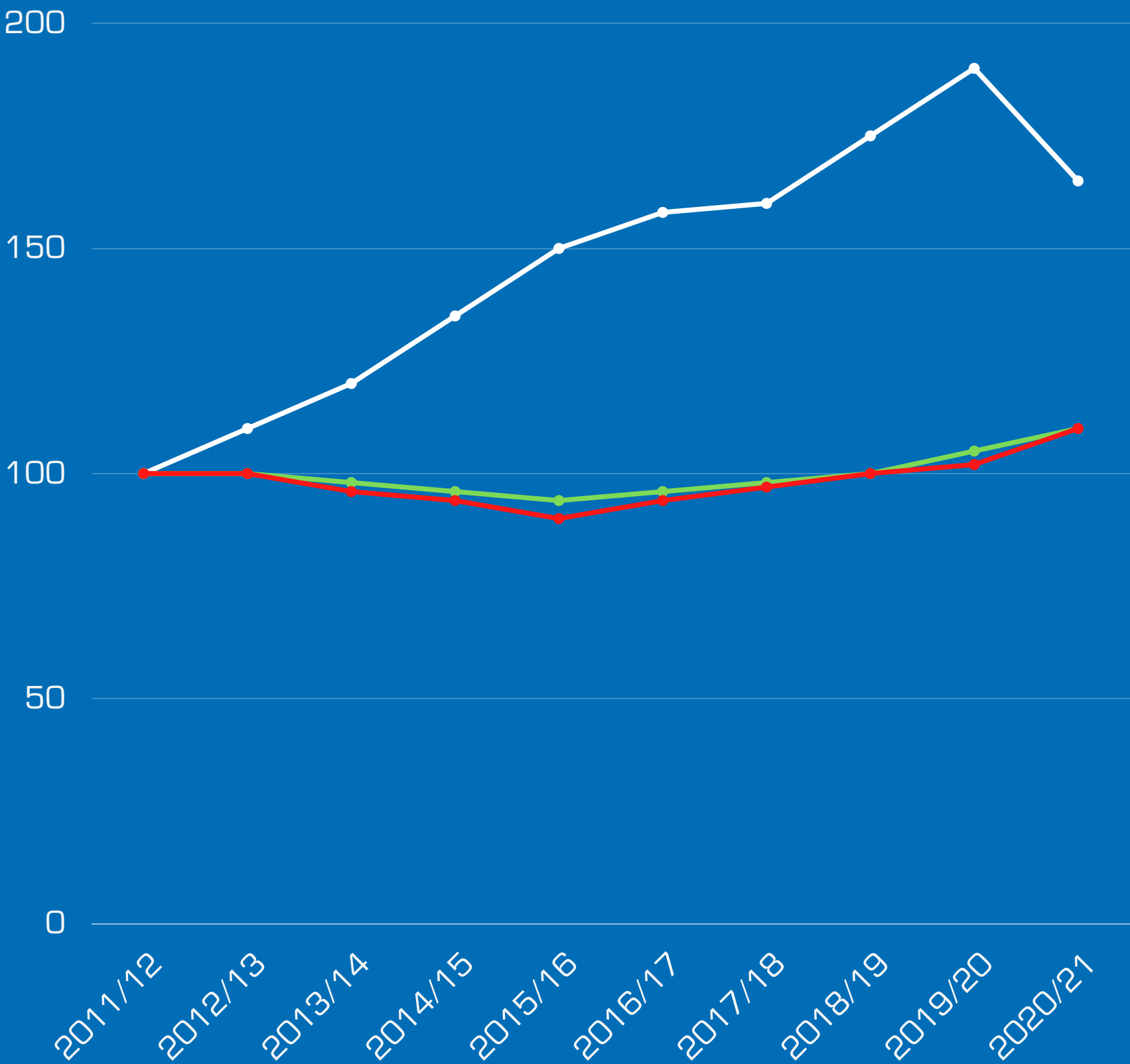
Mental Health Services in the NHS and Private Sector are currently experiencing unprecedented levels of demand. As a result of this, we are experiencing an acute shortage of Mental Health Professionals resulting in an increased risk to patient safety, extended waiting list times and an overstretched workforce.

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"We need our mental health workforce more than ever"

Tim Kendall, National Clinical Director for Mental Health

White Line = Demand
Red Line = Mental Health Staff Supply
Green Line = Mental Health Nurse Supply



SOLUTION

Working in partnership with our Clients and Healthcare Professionals we have been able to conduct extensive market research into evolutions and innovations in the Mental Health Space. As a result of this we have developed a number of solutions centred around fully staffed rotas.






For a leading UK Provider of Mental Health Services ensuring high quality continuity of care is paramount to ensuring compliance with their own governance procedures and ability to run services.

TXM Healthcare are currently offering a number of bespoke services to Clients focusing on overcoming workforce challenges. These included but are not limited to Long Term Locum Bookings, Locality Incentives and Fixed Term / Direct Engagement. After a brief period of Consultation it was agreed that the best route forward was a fully managed rota service, which encapsulated the full recruitment process as well as subsequent responsibility for continuity of care during the full duration of the project.

In partnership with the existing CCG and the newly responsible two providers TXM were tasked with the recruitment of two full teams providing **24/7** coverage with patients that required **4:1** observation. Following the discovery period we were afforded **3** working days to fully recruit and onboard subspecialists with experience in **Learning Disabilities & Challenging Behaviours**. Due to our family of locums approach we were able to achieve this goal. This has resulted in an additional **24 Mental Health CSW's** and **8 RMN Band 5 Nurses** being added to the **Workforce**.

RESULTS

Overview of Project Performance

	3 Days Notice	100%	Meeting Requirements
	8 RMN Band 5s Recruited	100%	Compliant Candidates
	24 Specialist HCAs Recruited	0%	Gaps in Rota
	Rota Management & Maintenance	33%	Budget Saved
	24/7 Cover	100%	Client Satisfaction

FEEDBACK

"The most proactive I have ever seen. They help with absolutely everything from timesheets, contacts, payments and are always available. There are no more things they can do to adapt a job for you. Also they have an excellent sense of humour"

BEATRICE - RMN BAND 5

"Having worked with TXM over the years we have developed a trusting relationship. The service was second to none working with efficient staff who follow up with ones welfare in the placement provided. They are a business you can rely on"

LOUISE - NHS TEAM LEADER

TXM Healthcare
Walnut House, Blackhill Drive,
Wolverton Mill, Milton Keynes
MK12 5TS
commercial@txmhealthcare.co.uk
01908 326 400

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For more information please visit www.txmhealthcare.co.uk



Timothy Hunter

Mental Health Project Lead
Timothy.Hunter@txmhealthcare.co.uk
07772 350 434



Matthew Maple

Commercial Director
Matthew.Maple@txmhealthcare.co.uk
07398 194 477

FIND OUT MORE INFORMATION