

How QX Transformed Compliance for 450 Nurses and 232 Doctors in 12 Months

About the Client

The client is a leading UK healthcare recruitment agency. With 10+ years of experience, they specialise in connecting qualified doctors and nurses with permanent and locum positions within the NHS and private medical sector.



Business Challenge

The client struggled with managing their compliance team due to staff turnover, performance issues, and a lack of skilled workers. To address this, they opted to outsource their compliance tasks. The aim was to cut costs by reducing the need for hiring and training.

How QX Helped?



- › **Initial focus:** Began with compliance activities including 5 candidates in nursing and healthcare.
- › **Operational Expansion:** One assigned per role for admin and data cleansing.
- › **Team Size:** Grew to 12 individuals, including a Team Leader overseeing the project from India.

Steps Taken by QX



QX **recruited experienced staff** for the client, having a deep understanding of the process.



Team members were consistently trained **in diverse activities**, fostering a culture of knowledge sharing. Thus, enabling QX to promptly initiate new tasks for the client.



Within 3 weeks, **new team members were recruited** to match the increased workload, and existing members were promoted to assume additional responsibilities.



QX **ensured ongoing communication** with nurses and doctors, addressing document requirements, ensuring smooth bookings, and offering optimal support.

Activities Outsourced by the Client

- › Pre- Screen/Initial Compliance-Nursing
- › Compliance Maintenance-Nursing
- › Admin Tasks-Nursing/Doctors
- › Pre-Screen /Initial Compliance-Doctors
- › Compliance Maintenance-Doctors
- › Data cleansing/Eclipse data management



Future Expansion



- › Having achieved compliance success, the client initiated the outsourcing of sales to India with the aim of improving gross margin and expanding in the UK through sourcing and booking.
- › The client has implemented pre-audits to delegate initial file checks for nursing and doctors.
- › To enhance customer support, out-of-hours services have been introduced, allowing clients and candidates to book shifts outside regular business hours.
- › QX utilizes automation tools and bots to streamline tasks such as NMC/GMC pin checks, CV formatting, conversion, and document uploading.

Result

Since October 2022, QX's approach strengthened the client relationship, delivering significant results, including:



Establishing a fully compliant talent pool of **450 nurses and 232 doctors** within the last year.



Achieving a **nursing retention rate exceeding 95%**, surpassing the targeted 90%.



One Nursing Maintenance officer achieved a 100% target (Feb 2024).



Confident in the team's abilities, the client is relocating their entire **compliance division to India**.



The team received a perfect **100% score on the C-SAT rating** from the client, reflecting their excellent performance.



The admin team provided support for file checks and managed eclipse data for **450 files**.