

# How QX Helped a UK Recruitment Firm Prepare 393 Compliant Candidates for the NHS

## About the Client

The client is one of the UK's fastest-growing recruitment firms. They have a diverse portfolio of brands that provide top-tier talent across various sectors. Their expertise covers the healthcare, public sector, consultancy, infrastructure, and veterinary services.



## Business Challenge

- ▶ Aimed to **improve Turnaround Time (TAT)** for compliant files without affecting the booking numbers of the current candidate pool.
- ▶ Ensure **business scalability** while preventing bookings of non-compliant candidates who lack essential documents.
- ▶ Faced difficulties in **hiring and sourcing skilled** healthcare compliance professionals.
- ▶ Wanted to ensure accurate and **high-quality compliance paperwork** for successful audits.

## How QX Helped?

- ▶ Provided **comprehensive compliance support** for healthcare and non-clinical staff.
- ▶ **Streamlined processes** to boost cost efficiency and turnaround times.
- ▶ Ensured documents met **auditable standards** for successful audits.
- ▶ Converted new candidates into compliant professionals by setting and meeting predefined targets.
- ▶ Ensured **regular coordination** between offshore and onshore teams for seamless operations.
- ▶ Adopted a **personalized approach** to support applicants in completing documentation, keeping them informed and followed up regularly.



## Key Achievements

- ▶ Successfully pre-screened and cleared **25 files with full documentation** for both the NHS and private sector.
- ▶ Increased the **number of compliant candidates to 393**, all equipped with the necessary paperwork to work primarily with the NHS.
- ▶ Between April and June, the **client saved 273 hours on back-office tasks**, which they reinvested in their core activities, delegating non-core functions to QX.
- ▶ Maintained a **daily productivity report spreadsheet** to track active applicants and ensure their files are up to date.
- ▶ Collected and uploaded **1,390 documents** from both ongoing and new applicants.
- ▶ Added **one additional seat** in February '24 to handle administrative back-office activities and update candidate files on the CRM system.

