CASE STUDY

How a UK Healthcare Staffing Firm Achieved £1M in Revenue in Just One Year

About the Client

The client is a leading independent healthcare recruitment firm in the UK, specialising in staffing solutions for hospitals and clinics.

Client's Challenges

- Struggled to manage last-minute shift requests, causing delays and poor customer service.
- Experienced revenue loss due to these challenges.
- Many doctors and nurses failed to meet compliance standards.
- Aimed for rapid growth to compete with industry leaders.

How QX Helped?

- Developed a one-year strategic plan with a team of 9 recruiters and 6 OOH consultants.
- Delivered specialised training to address shift management and compliance issues.
- Implemented efficient processes, generating revenue in the first quarter and exceeding targets in six months.

Key Achievements

- Generated over **£334K** in profit in one quarter.
- The team grew by **20%** in just one year, now with over 65 full-time employees.
- Achieved a **10% year-on-year gross margin** growth.
- The OOH team worked **153K hours**, earning **£1.07M** in profit (23% of the total margin).

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