

# Case Study

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## The Client

A London based agency who offer a wide range of care services mainly within care homes and also in a domiciliary setting.

## The Challenge

Our client had a contract to supply staff to a London PCT and needed skilled Phlebotomists to work in a number of Doctors Surgeries within that PCT. Although they had a number of carers in the area they had a shortage of this particular skill. In addition to the requirement for skilled locum staff, there was also a need to ensure that the compliance needs of their client were met and that third party information remained secure.

## Our Solution

Our Allied Health Professionals Team, based within the Advantage Healthcare Doctors Division, has a number of Phlebotomists based within the London area. We were able to supply staff immediately. This not only allowed our client to address the initial short-term needs of the PCT but also to engage a number of the other PCT surgeries, who were immediately impressed with the diligent and professional nature of the staff we supplied.

In addition to providing top calibre professionals, our AHP Team were able to provide full rota-management for the now busier service taking away the headache of having to continually staff individual sessions. This made it much easier to provide continuity of staff to each surgery and rotas were booked and confirmed through a single point of contact within Advantage Healthcare.

Our services can be made flexible to a client's individual needs and we were happy to extend our compliance level to incorporate that of the PCT, though this was unnecessary as our own compliance level was deemed more than sufficient. We were also happy to assure our client that both their, and any third party information, would remain confidential within Advantage Healthcare Group.

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