

Case Study

The Client

The client in this case is a group of private hospitals based throughout the UK. The hospital in question is a prestigious modern building located in the countryside. It is a 30-bedded unit and has 1 main operating theatre, a dedicated physiotherapy block and has its own haematology laboratory for dealing with blood reports.

The hospital runs at 80% occupied most of the year, with occasional drops. They provide private medical and surgical services to a large number of clients. Their aim is to provide the very best independent surgical hospitals, with unparalleled services to their patients' needs and care.

Every room is on suite in the hospital with direct telephone call system to the nurses and the on site RMO. The working environment within the hospital is very much based around team work and delivering the very best in patient satisfaction.

The Challenge

The client required cover for 24 hours a day, 7 days a week, all year through and each doctor would be needed to work a week on week off rota.

Further challenges brought to our attention included;

- There was rarely a consultant on site unless required
- The workload sounded extreme due to working 168 hours per week
- It was a non training role
- The clinical experience required by each doctor varied depending on the patient
- Each doctor was required to assist in theatre even if they had no previous experience
- Doctors needed to have up to date ALS and PALS
- How we would find doctors with this kind of availability

And the final challenge was that each hospital did not have enough accommodation to house more than 1 doctor at a time.

Our Solution

Providing the client with experienced RMO CV's to enable them to select their preferred candidate, we supply two RMOs on a 6 month rolling contract, who work one week on, one week off. This provides stability to the hospital and regular work for both of our doctors.

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With a dedicated account manager, who keeps in regular contact with the hospital, any issues are addressed immediately. Doctors provide weekly timesheets to show work and rest times, which are signed off by the client before submission.

Some of the solutions included:

- Getting the doctor to work closely with a team of nurses.
- Reporting directly to the hospital matron.
- Relevant paperwork and checks carried out by AHG.
- Using A&E and ambulance specialists with experience to cover all the patient groups.
- Utilising a spare room in the hospital as the doctors accommodation.
- Assessments from the matron on a regular basis.
- Appraisals done by the consultant on a bi-annual basis to identify training needs.

As the project is completely rota managed, we are able to ensure that cover is consistent and should any emergencies occur, can provide cover on a one off basis using our existing database of UK-wide RMOs. Regular meetings address candidate performance and as a result of this one to one service, the contract continues to be renewed.
