

## Candidate handbook

Expert People. Exceptional Care

V4

# Welcome

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Thank you for partnering with Medical Staffing Limited to deliver urgent and primary care services to the NHS, private clients, and independent GP surgeries. You are receiving this handbook as you are about to start working with Medical Staffing on a Medical Staffing placement and we would like to tell you a bit more about who we are, what we offer and what we expect from our clinician.

Before starting any assignment with Medical Staffing, please have a read through this handbook. If you have any questions, please contact your Medical Staffing Consultant who will be able to assist.

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# Introduction

## About Medical Staffing

Part of the Celsus Group of companies, for more than 15 years, we have been matching GPs, nurses, doctors and allied health professionals with primary care providers, NHS hospitals and local authorities.

Medical Staffing's mission is to connect healthcare providers with the best medical talent in the UK. We put our clients and medical talent at the heart of everything we do to ensure we have care covered.

With UK-wide coverage and a track record for providing timely, efficient, and effective placement. For our clinicians, we fill their diary with more opportunities than any other provider. We foster strong personal relationships with the healthcare practitioners we place and continuously strive to ensure their needs and priorities are being met.

The result? A better match and greater opportunity for a long-term placement.

## What we value

### Elevate others

We empower people to do more than they thought possible

### Grow every day

We don't stand still. There's so much more to learn

### Embrace difference

We create a culture of belonging

### Take responsibility

We deliver our best and own the outcomes

### Go further

We overcome obstacles, find solutions, and deliver results

### Love what you do

We're fun. We're unique. We're us, and we love it

## Ethical practices

### Respect

Medical Staffing clinicians are expected to practice ethically and should always treat patients and Medical Staffing employees in a respectful manner.

### Equality

Medical Staffing clinicians must not behave in a discriminatory manner towards anyone regardless of their race, age, gender, sexual orientation, disability, or beliefs (Equality Act 2010).

### Our quality standards

When on assignment you are representing Medical Staffing and the values we live by. We expect all our clinicians to act in a respectful and ethical, for example we expect our clinicians to:

- Arrive for shifts with enough time to see your first patient at the start time (your Medical Staffing consultant can advise on any parking needs you may have)
- Introduce yourself to all patients by name and role
- Maintain the average number of patients to be assessed/seen every hour
- Ensure you always have your smart card and name badge with you.
- Clearly document your assessment, including Red flags, working diagnosis, PMH, drug history, full assessment, and safety netting. There will be regular audits on your assessments that will be fed back to you.

Please also ensure that you familiarise yourself with the client's local:

- Fire procedures
- Health and safety arrangements
- Infection control and clinical waste procedures
- Safeguarding
- Operational procedures

If you have any queries regarding our quality standards, please contact your Medical Staffing Consultant.

# The Medical Staffing leadership team

## Associate Director of Primary Care

The Associate Director of the Primary Care division manages and oversees Medical Staffing's nursing operations. As part of this role, the Associate Director is responsible for ensuring Medical Staffing provides a smooth and efficient experience for all clinicians who wish to partner with us in the delivery of clinical services, ensuring clients are provided access to high calibre and compliant medical talent.

## Regional Managers

The Regional Managers are responsible for overseeing operations across areas of the United Kingdom. Working closely alongside the Associate Director of Primary Care Nursing division, the Regional Managers oversee a team of consultants committed to providing the highest level of service to our clinicians and clients.

## Head of Clinical Performance

The Head of Clinical Performance is responsible for maintaining and managing relationships with our clinicians and clients. The Head of Clinical Performance ensures that the medical services we provide – and the end patient – are at the heart of everything we do.

## Operations Director

The Operations Director is responsible for managing and overseeing the operations of Celsus Group and its subsidiaries, including Medical Staffing and Key Medical Services. Within this capacity, the Operations Director also manages business priorities and initiatives across the Group.

## Associate Director of Risk and Compliance

The Associate Director of Risk and Compliance is responsible for managing compliance across Celsus Group and its subsidiaries. Working closely with the Operations Director, the Associate Director of Risk and Compliance manages and oversees the clinicians compliance process, as well quality assurance and CQC matters.

# Quality of care and performance

## Compliance

Medical Staffing pride themselves on delivering quality care to patients. Our Associate Director of Risk and Compliance ensures that our compliance processes are as seamless and quick as possible whilst ensuring you maintain your compliance levels. You will be given access to our online mandatory training portal to help you maintain compliance levels. You will be expected to provide all compliance documents requested from you and you will not be able to practice with us until we receive all necessary documentation.

Our Head of Clinical Performance will arrange a short introductory phone call before your first placement, and we encourage you to send any feedback to us after your first few shifts. Maintaining a high standard of compliance is essential in the service we provide to our clients, and most importantly, the patients we serve. Prior to your first placement, we will require you to provide us with the following:

- Proof of your eligibility to work in the UK
- National Insurance number
- DBS certificate
- Proof of professional registration (i.e., NMC, GMC, HCPC)
- Proof of nursing diploma or equivalent
- Occupational health information
  - Blood serology
  - Health questionnaire
- Basic life support certification
- Safeguarding adults level 3 certification
- Safeguarding children level 3 certification
  - Any additional mandatory training as required for the role
- Professional indemnity insurance information\*
- Appraisal information
- Up to date CV with all gaps accounted for
- Referee details from the two most recent positions sighted on your CV

It is the individual clinicians responsibility to ensure that you have the appropriate indemnity insurance in place. Please ensure that you have checked your status with your insurer and are covered when carrying out agency work. Some agency work is not covered by crown indemnity and some insurers / unions, e.g., if you work via an umbrella company you will need to supply additional indemnity certification, your umbrella company may be able to help with this.



## Audit

Medical Staffing work in partnership with our clients and encourage any audits undertaken on our clinicians to be shared with our Head of Clinical Performance. All audit results will be shared with you and if there are areas that require improvement, we will support you to complete reflection and action plans.

## Complaints and incident support

All complaints and incidents are taken seriously by Medical Staffing, and our approach with our candidates is to support you. Our Head of Clinical Performance will assist with writing the complaint statement, reflective piece and discuss any learning outcomes, developing an action plan if required.

## Feedback

At Medical Staffing we care about providing a good experience for our clinicians and clients. Your feedback helps us to further improve and develop our service as well as share good practices amongst our clinicians. You can feedback via your Medical Staffing Consultant, our Head of Client Development or Head of Clinical Performance. Feedback does not have to be limited to a particular shift or assignment, we want to develop the service we offer and as such are keen to hear from you about how we performed and any improvements you feel would make your experience with Medical Staffing better.

## NMC revalidation support

Medical Staffing offers support to our Nurses wishing to renew and maintain their registration with the Nursing and Midwifery Council (NMC). To revalidate successfully, the NMC requires the following to be provided as supporting information:

- Evidence a minimum 450 practice hours over the three-year period since your registration was last renewed or you joined the register
- Evidence that you have undertaken 35 hours of continuing professional development (CPD) relevant to your scope of practice as a nurse, of which at least 20 hours must have included participatory learning
- Demonstrate you have obtained five pieces of practice-related feedback
- You must have prepared five written reflective accounts
- You must have had a reflective discussion with another NMC registrant, covering your five written reflective accounts

Our Head of Clinical Performance can help you compile your reflective pieces, provide you with the number of hours that we have placed you and connect you with another clinician for your reflective discussion. In addition, we can guide you through the process should you have any uncertainties regarding the requirements of the revalidation process.

# Referrals

The Medical Staffing referral scheme refers to any instances of a valid clinician referral to Medical Staffing. The scheme gives the referrer the opportunity to receive a bonus payment for recommending a potential new worker to Medical Staffing.

The recommendation bonus will be payable once the referee has worked the qualifying hours during a specified timeframe, this varies by profession. You can refer your friend, family member or colleague by [clicking here](#). You can find an up-to-date breakdown of our referral scheme terms and conditions here: <https://www.medicalstaffing.co.uk/medical-talent/refer-a-friend/terms>.

# Where to go to for further help

## Non-clinical enquiries

If you have any non-clinical enquiries, please contact your Medical Staffing Consultant.

## Clinical enquiries and advice

If you have any enquiries in relation to clinical matters, please contact our Head of Clinical Performance at [Lorraine.gray@celsusgroup.co.uk](mailto:Lorraine.gray@celsusgroup.co.uk).

## Privacy notice

Please refer to our website for Medical Staffing's privacy notice:

<https://www.medicalstaffing.co.uk/privacy-policy>

# Document version control

Version control			
Release date	Version	Reason created	Description of changes
24 <sup>th</sup> January, 2021	Version 1.0	Document created	Creation

If you have any questions,  
please contact us at

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