



Hallam Medical Limited

Delivering innovative workforce solutions to
specialist healthcare services across the UK

Contents

1

INTRODUCTION

Introduction	3
Senior Leadership Team	4
Our Vision and Values	10
Database	12

2

OUR PARTNERS

Urgent Health UK	16
The Queen's Institute of Community Nursing	17
The Association of Advanced Practice Educators	18

3

CASE STUDIES

DHU Healthcare	19
Doctor Care Anywhere	20
Integrated Care 24	22
Nottingham CityCare Partnership	23
OneMedical Group	24
'Re-Direct' Pilot Scheme from the Emergency Department	25
Testimonials	26

Introduction

Hallam Medical are clinically led, framework-accredited healthcare recruitment specialists, supplying temporary clinicians to NHS and Private Healthcare providers across the UK.

Based in Sheffield, Hallam Medical was founded in 2007 by Alex Munro and is led by CEO Deborah McCain.

Our Senior Leadership Team comprise of individuals with extensive Advanced Practice, Clinical and Managerial backgrounds across the NHS and commercial organisations.

We support the delivery of excellent patient care in Urgent and Emergency Care, Primary Care, Community, NHS 111, and 999 services with the provision of Advanced and Emergency Practitioners, Community Specialists, Mental Health Nurses and Clinical Advisors.

Our focus is on delivering tailored staffing solutions that strengthen our clients' permanent teams with a reliable, cost-effective temporary workforce, while offering healthcare professionals locum opportunities nationwide.

Delivering a high quality, reliable and consistent service whilst keeping the patient in the forefront of our minds at all times, gives Hallam Medical its national reputation for being the go-to recruitment partner.

Why partner with Hallam Medical:

- ✓ Nationwide access to skilled clinicians
- ✓ Proven track record in supporting NHS and private services
- ✓ Transparent reporting to support workforce planning and budgets
- ✓ Fully compliant with NHS frameworks and governance standards
- ✓ Clinically led team with real healthcare experience
- ✓ Flexible, tailored workforce solutions
- ✓ Established partnerships with national professional bodies
- ✓ Internal quality framework aligned with CQC, NHS Employers & Skills for Health

Senior Leadership Team

Deborah McCain

Chair and Chief Executive Officer

Tel: 07788313661

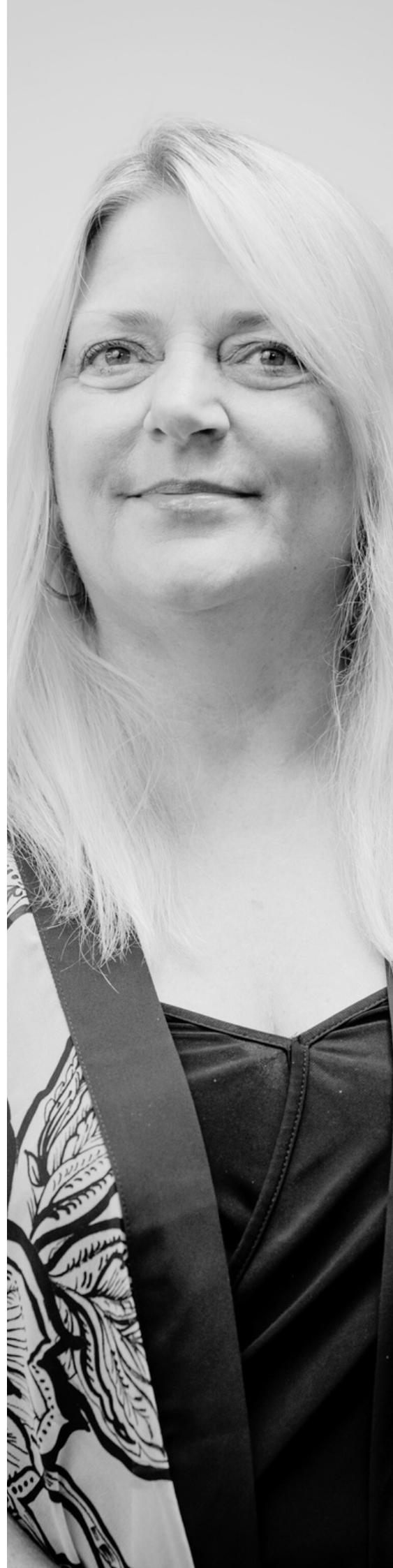
Email: DeborahMcCain@HallamMedical.com

Deborah McCain qualified as a Nurse in 1991 and has worked throughout a number of clinical settings before moving into management roles across Health and Social care.

Recognising the need for experienced solutions to overcome the challenges in workforce management, Deborah joined the Healthcare Recruitment sector and has been responsible for working with providers to deliver safe and competent workforce solutions globally.

Deborah joined Hallam Medical in 2013 to focus on the UK's challenges within Urgent Care, Primary Care and Community Services. She has a proven track record in the development of strong and transparent relationships that have enabled Hallam Medical to become a trusted partner throughout the UK delivering effective solutions across all service providers.

Prior to joining Hallam Medical, Deborah was responsible for developing not only workforce solutions but also managing memorandum of understanding (MOU) agreements across multiple countries and regions to ensure education standards were effectively delivered to enable mobile workforces. This included North America, Asia, Middle East, Australasia, South Korea, and more. Similarly, she has participated in MBOs and has experience working closely with Private Equity Investors.



Senior Leadership Team

Lisa Locker

Chief Nurse

Director of Clinical Governance & Quality

MSc, Adv Dip, RN, Queen's Nurse

Tel: 07399239947

Email: LisaLocker@HallamMedical.com

Lisa is an extremely experienced nurse, holding over 30 years' experience within a number of NHS settings as an Advanced Nurse Practitioner and as a Senior Clinical Manager with additional international experience in Trinidad.

Within a large NHS Trust, Lisa was one of the first ANP's to qualify with her MSc Advancing Health & Social Care Practice course, whilst working as Deputy Nurse Director and separately as Chief Information Officer.

She brings strategic vision, strong leadership, effective management, professional advice, safeguarding lead and has significant clinical expertise. Lisa holds experience within development and maintenance of Same Day Emergency Care (SDEC) services.

As Director of Clinical Governance & Quality, Lisa is responsible for Clinical Governance and Safeguarding, work closely with our clients and support our teams of highly skilled Advanced Practitioners, Community Specialists and 111 Pathways Clinicians. She will help to enable clinical services to deliver excellent care within Urgent Care, Primary Care, Community services and 111.

Lisa also holds the title of Queen's Nurse and this recognition further highlights the dedication and support she gives to both our team and the wider healthcare community. For our clients, this means trusted expertise, innovative approaches to care, and leadership that drives excellence. For our clinicians, it means being supported by someone who understands the realities of frontline healthcare, while championing professional growth, wellbeing, and the highest standards of patient care.

Lisa additionally works closely with our trusted partners:

- 🌿 The Queen's Institute of Community Nursing (QICN) and their Network: QICN Senior & Executive Nurse Network (QICN SENN)
- 🌿 The Association of Advanced Practice Educators UK (AAPE UK)
- 🌿 Urgent Health UK (UHUK)



Senior Leadership Team

Gemma Smith

Commercial Director

Tel: 07572024519

Email: GemmaSmith@HallamMedical.com

Gemma is the Commercial Director at Hallam Medical. Bringing two decades of recruitment experience, she has built a successful career specialising in healthcare staffing, business development and strategic client partnerships.

After graduating with a BA in Philosophy in 2005, Gemma began her recruitment career in 2006. She joined Hallam Medical in 2017 as a Senior Recruitment Consultant and has since progressed through a series of leadership positions, including Managing Consultant, Sales Manager, and Head of Business Development, before being appointed Commercial Director in November 2025.

In her current role, Gemma leads the company's commercial strategy and works closely with NHS and independent healthcare organisations across the UK. She is responsible for developing long-term client partnerships and supporting Primary Care, Urgent Care, Community Health, and NHS 111 services with innovative workforce solutions. Her collaborative approach and deep understanding of healthcare workforce challenges have helped organisations improve service delivery while maintaining high standards of patient care.

Gemma has played a key role in expanding Hallam Medical's client portfolio and has also been pivotal in the development and launch of Hallam Medical's Digital Healthcare division, demonstrating her commitment to innovation and the evolving needs of the healthcare sector. She is recognised for building trusted relationships with clients and delivering tailored staffing strategies that support sustainable healthcare services.

A passionate advocate for workforce innovation, Gemma regularly shares insights on topics including flexible workforce models and collaborative partnerships within the NHS. Her leadership combines commercial expertise with a genuine commitment to improving healthcare delivery through effective workforce planning and strategic recruitment.



Senior Leadership Team

Julia O'Connor

Finance Director

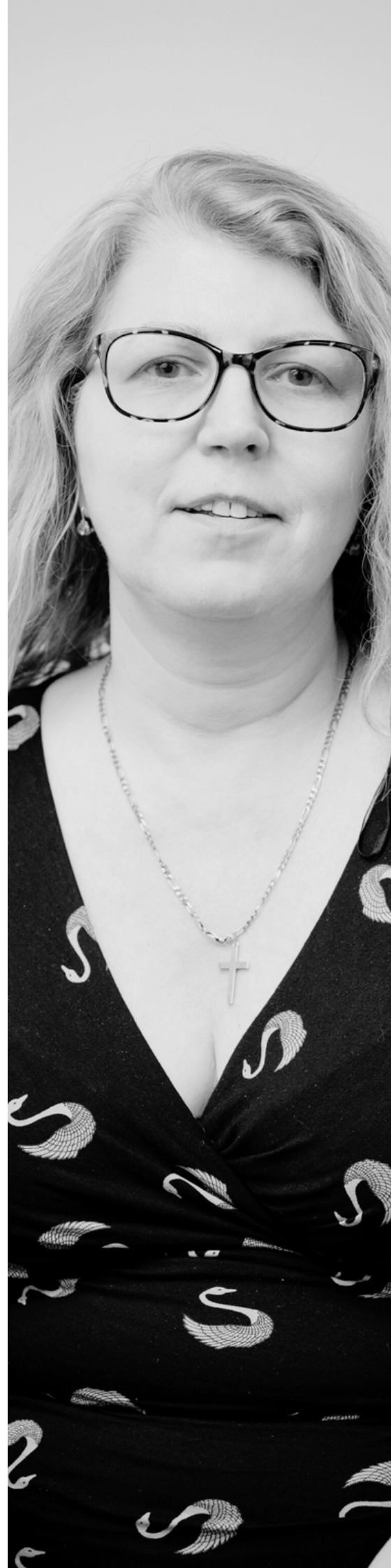
Email: JuliaOConnor@HallamMedical.com

Julia O'Connor joined Hallam Medical in August 2022 as Deputy Head of Finance. By February 2024, she was promoted to Head of Finance and subsequently took on the role of Finance Director later that year.

A Fellow of the ACCA since 2002, Julia brings a wealth of experience to her role. Julia has transitioned through a series of senior financial roles, including Financial Controller, Head of Finance, and Finance Director positions.

At Hallam Medical, Julia leads our Finance Team responsible for payroll, credit control, purchase ledger processing, the preparation of monthly management accounts, and annual budgets.

She also ensures the business complies with HMRC requirements and oversees the company's annual statutory audit.



Senior Leadership Team

Alex Munro

Founder and Non-Executive Director

Tel: 07760995111

Email: AlexMunro@HallamMedical.com

Alex Munro is a Registered Nurse with a background as an Advanced Practitioner within Urgent Care services, including A&E, Walk-In Centres, and the Ambulance Service.

In 2007 Alex founded Hallam Medical to be the only agency that truly understood Advanced Practitioners and how they can support the evolving role of Urgent Care within NHS healthcare.

In addition to working as an Advanced Practitioner, Alex has previously been a Director of an Admission Avoidance healthcare provider and has worked as the Clinical Director of Hallam Medical providing support for the Hallam clinicians, including complaints, education and development and any revalidation needs.

Alex has been invited to participate in the 2023 NMC/Nuffield Trust report on The Regulation of Advanced Practice.

Alex has also gained important experience with MBOs and Private Equity investment, the processes surrounding these and the positive relationships required.



Senior Leadership Team

Simon Ratcliffe

Non-Executive Director

Tel: 07545431415

Email: SimonRatcliffe@HallamMedical.com

Simon Ratcliffe is an experienced finance professional with over 30 years' experience gained in the pharmaceutical, technology and service sectors.

He has held senior management positions in both multinationals and entrepreneurial owner managed businesses, including seven years living and working in mainland Europe and Asia.

With experience of numerous company transactions including mergers, acquisitions, disposals and fund raises, Simon brings a wealth of commercial acumen to the team in his role as Non-Executive Director.



Our Vision

Our Values

Resourceful

Always resourceful in our approach.

Care

We care deeply about what we do.

Positive

With a positive approach we know we can overcome most challenges.

Committed

We are committed to your success.

Team

We know amazing things happen when we work together as one.

Trusted

We uphold the highest standards of integrity.

Deliver

We deliver specialist healthcare workforce solutions.

Our Passion/Purpose

Passionate about providing quality healthcare professionals.

Our Niche

Delivering innovative workforce solutions to specialist healthcare services.

Our Promise

Our promise is to always work to our values and maintain an honest and transparent relationship with our partners, clients, clinicians and team.

Our 3 Uniques

- Partnerships
- Clinical Expertise
- Ability to deliver

Proven Process

- Discovery
- Hallam Solution
- Ability to Deliver
- Implementation
- Review

Value Proposition

We are the UK's leading Advanced Practice healthcare recruitment partner.

- 🌟 We were the global pioneers of specialist Advanced Practice healthcare recruitment.
- 🌟 We have a database of 16,000 Clinicians. 30% of that database are Advanced Practitioners.
- 🌟 We were established in 2007 by Clinicians, for Clinicians and built our service around your needs.
- 🌟 Our Senior Team comprise of individuals with Advanced Practice and Clinical backgrounds.

We are passionate about providing quality health care professionals to Primary Care, Urgent Care, Community Care and 111 Services.

- 🌟 Delivering innovative workforce solutions to specialist healthcare services.
- 🌟 We are the first choice for Primary Care providers for clinical workforce solutions across the UK.
- 🌟 We hold exclusive partnership agreements with Urgent Health UK (UHUK), The Association of Advanced Practice Educators (AAPE UK) and The Queen's Institute of Community Nursing (QICN).

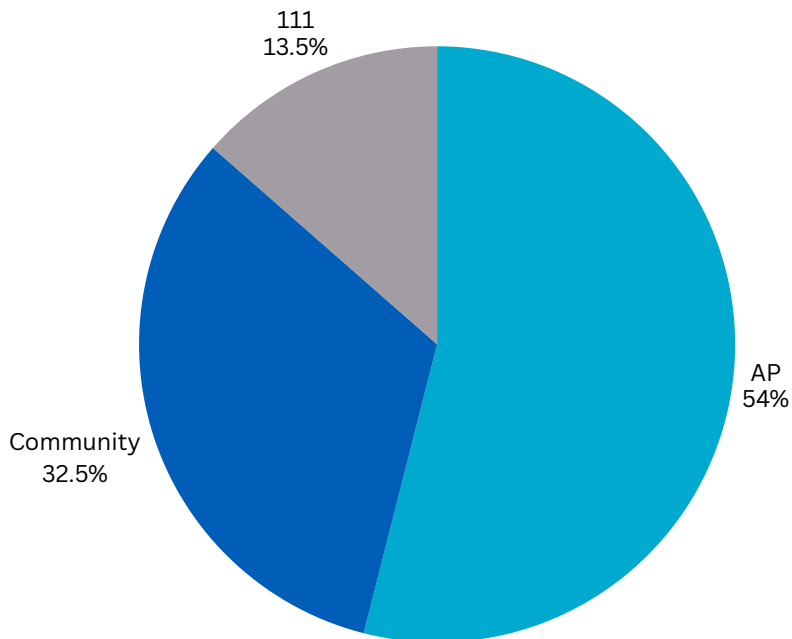


The Queen's
Institute of
Community
Nursing

Database

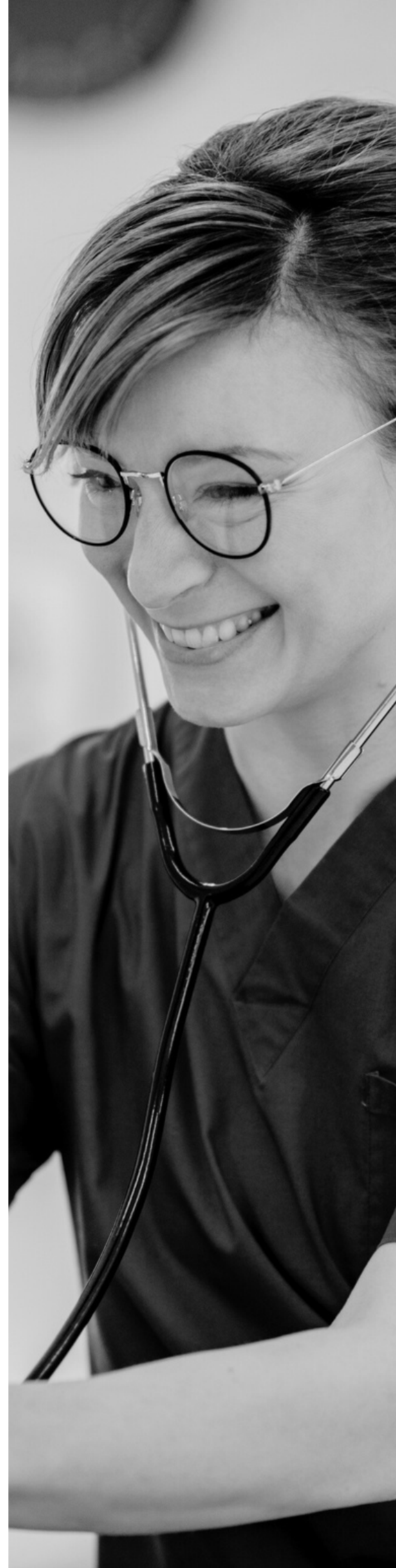
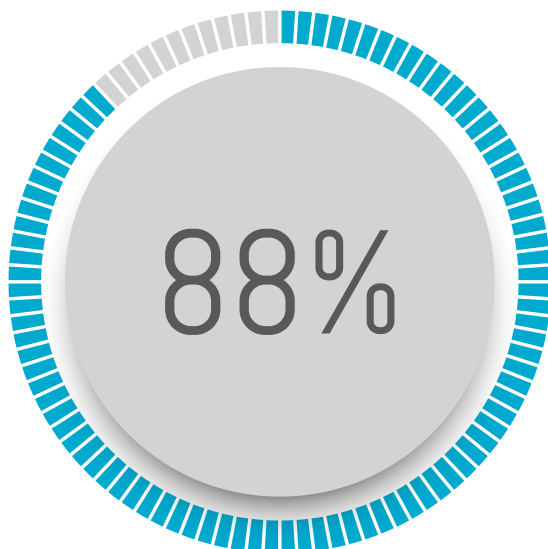
Hallam Medical has a database of 16,000 clinicians with over 8,000 of those being specialists roles including Advanced Practitioners, 111 Clinical Advisors and Community specialists.

From the 8,000 specialists roles, we have over 5,000 Advanced Practitioners, over 2,600 Community specialists and over 1,100 111 Clinical Advisors.



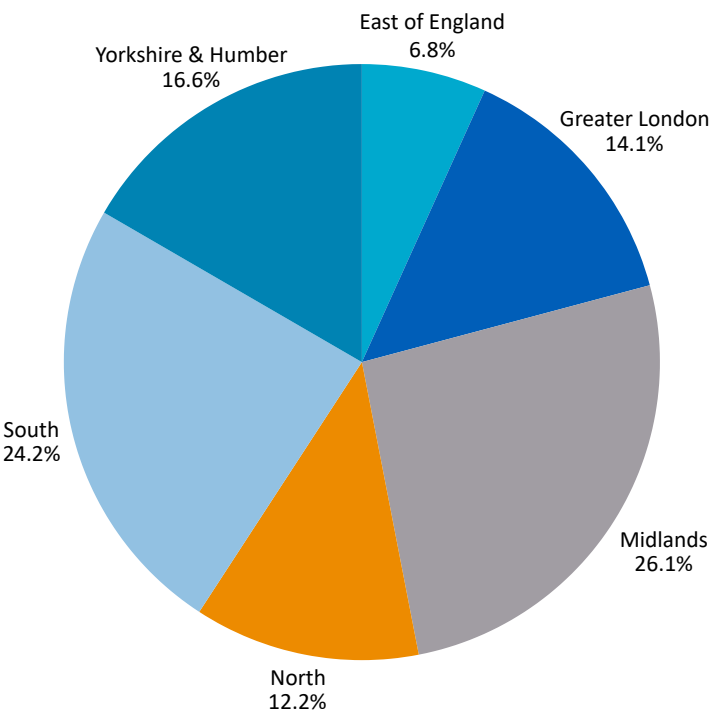
Our retention rate of clinicians on a month to month basis is 88%, demonstrating the loyalty of our clinicians.

This strong relationship ensures Hallam Medical can be trusted to consistently supply experienced and committed locum healthcare professionals to support healthcare services across the country.

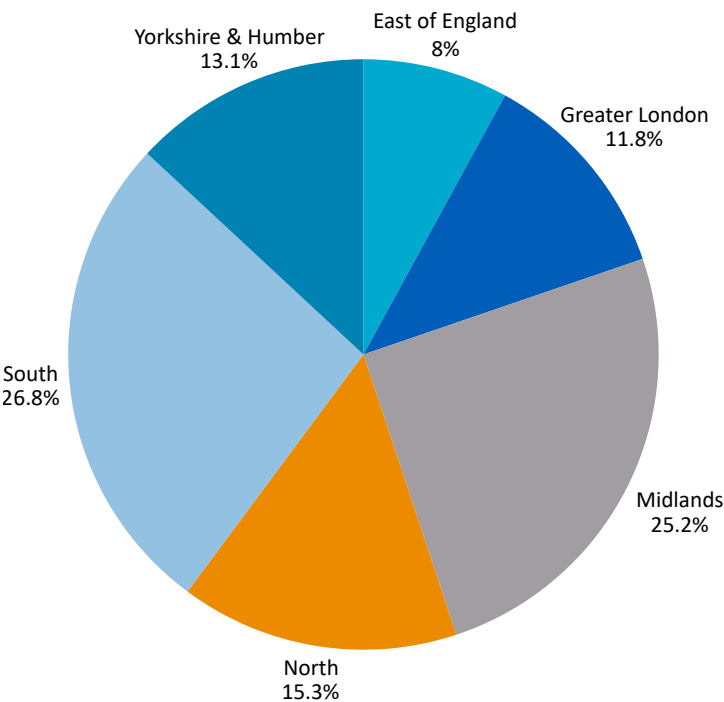


Database

Hallam Medical Clinician Database (Region)

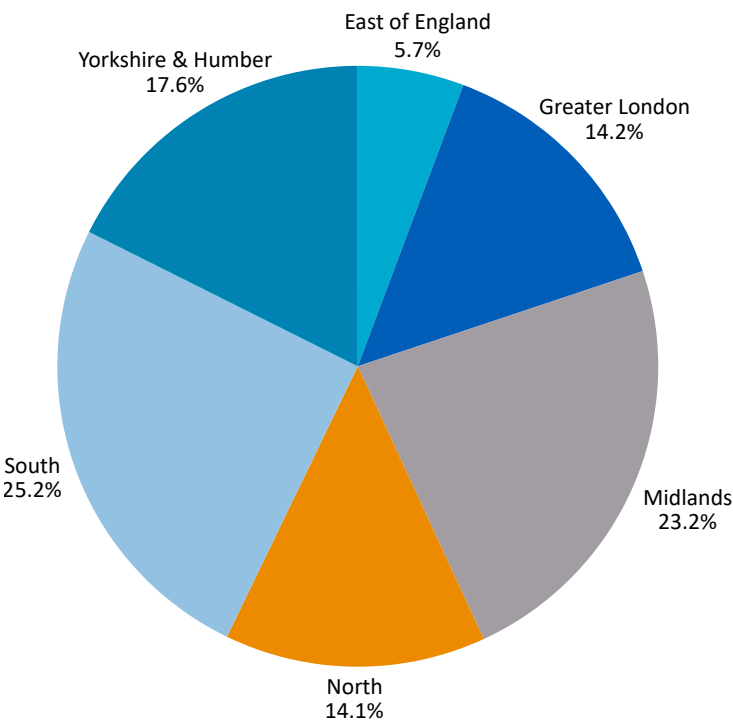


Hallam Medical AP Clinician Database (Region)

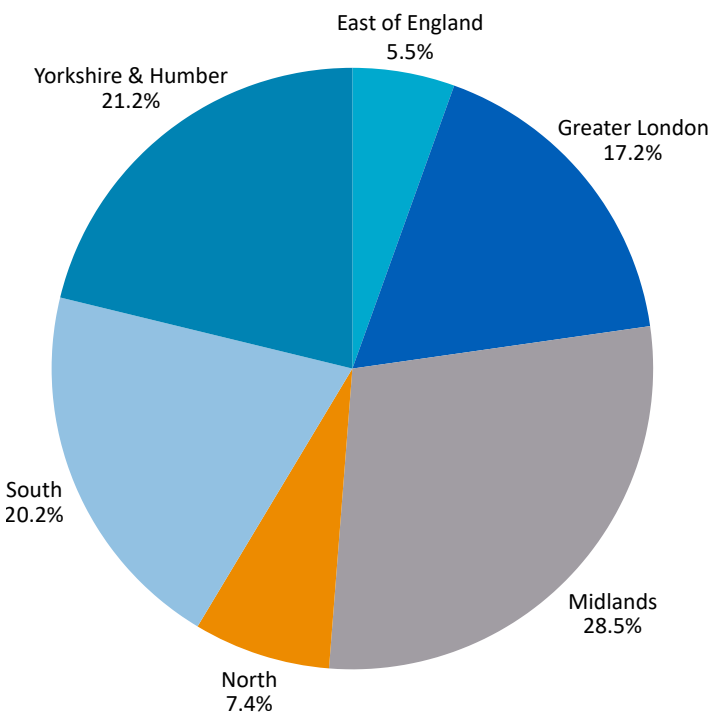


Database

Hallam Medical 111 Clinician Database (Region)



Hallam Medical Community Clinician Database (Region)

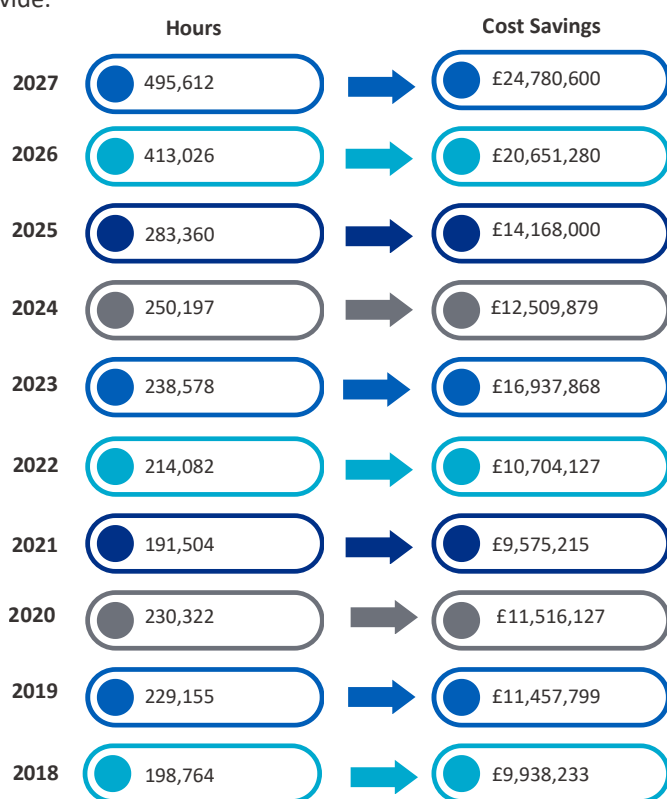


Database

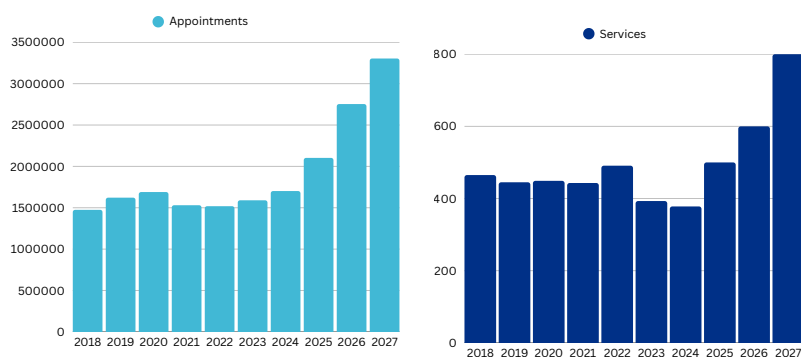
Over the last six years Hallam Medical have enabled cost savings of over £65 million, mainly achieved by the provision of Advanced Practitioners against the supply of Locum General Practitioners.

By working in partnership with healthcare organisations, our real time Management Information enables clients to track spend, monitor and review performance; enabling decision makers to identify workforce needs, plan budgets, as well as helping to deliver on cost savings where required.

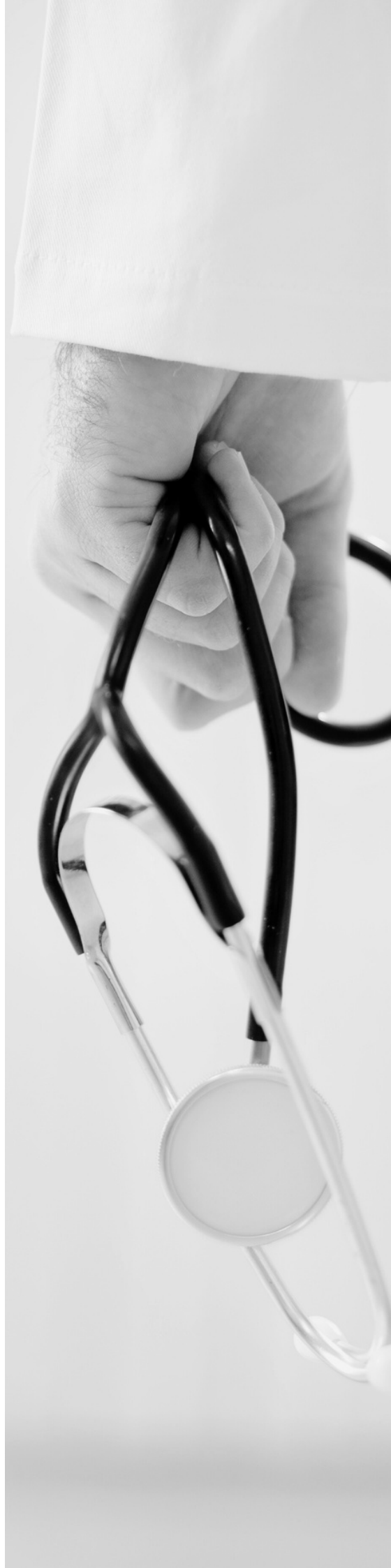
Holding the largest database of Advanced Practitioners, Community specialists and 111 Clinical Advisors in the UK, by applying our extensive knowledge and experience, means we are trusted and will work closely with our clients and the workforce teams to provide strategic solutions to complement and enhance the service they provide.



Since 2018, Hallam Medical has supported over 1,200 in total, covering over 10.1m patient appointments.



By 2027 we aim to increase the services we support to over 800 annually, covering 3.3 million patient appointments with cost savings of £24.7 million per year.



Our Partners



Bringing urgent and integrated healthcare providers together through social enterprise

Urgent Health UK (UHUK)

Hallam Medical is pleased to be working in partnership with Urgent Health UK (UHUK), a network of urgent healthcare social enterprise providers serving approximately two-thirds of the UK population.

This partnership aligns closely with Hallam Medicals mission to deliver innovative, effective, and professional services to its clients.

Both organisations share a commitment to the delivery of high-quality, patient-centred care, with the patient remaining at the heart of all activity.

Through this partnership, Hallam Medical actively contributes to UHUK CEO Strategy Workshops, providing insight and sector expertise to support the continued innovation and advancement of urgent care services.

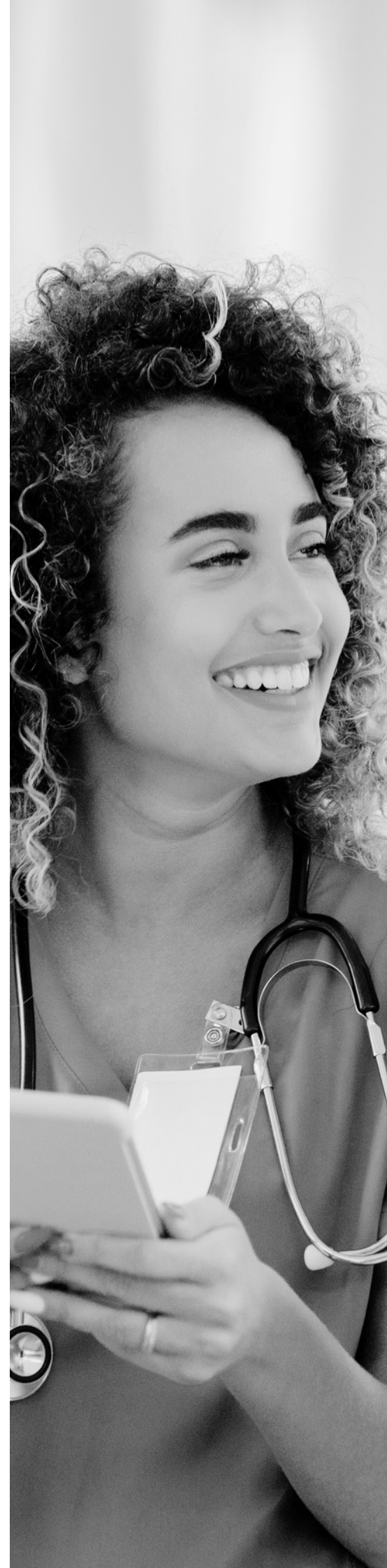
Hallam Medical also participates in additional UHUK meetings, ensuring ongoing engagement with sector developments and enabling close and effective collaboration with the UHUK team.

In addition, Hallam Medical attends the annual UHUK Conference, engaging with key stakeholders, and contributing to strategic discussion and the wider development of urgent care provision across the UK.



UHUK's social enterprise members are mission-driven entrepreneurs who innovate to develop the very best urgent and integrated care solutions for their communities. By collaborating and facilitating close working with partners, both parties gain a deeper understanding of the workforce needs and issues. These shared insights result not only in fit-for-purpose but fit-for-the future solutions. We look forward to developing this partnership with Hallam Medical and learning from their many years' experience as a healthcare recruitment partner.

Tonia Culpin, Director of Partnerships at Urgent Health UK



Our Partners



The Queen's Institute of Community Nursing (QICN)

Hallam Medical are proud to have an exclusive partnership and support the ongoing work of the community nursing charity The Queen's Institute of Community Nursing (QICN)

The Queen's Institute of Community Nursing is a national, influential charity that campaigns for the best possible nursing care for patients at home and in the community.

Our partnership agreement with the QICN provides sponsorship to the annual conference, support to the QICN professional networks and helps raise the profile of the amazing commitment and care nurses bring every day to individuals, families, carers, and communities across the country.

We are passionate about providing experienced healthcare professionals to support community and primary care services across the UK. Working in partnership with The Queen's Institute of Community Nursing, enables us to continue to provide our clients with a forward-thinking, effective and professional service.

Sharing best practice wherever possible is important to us. By supporting the QICN means we can support healthcare professionals working in the community and primary care services, in their continuous professional development and training.

Working in partnership and supporting the ongoing work of the QICN enables us to:

- Demonstrate our commitment to providing our clients with experienced healthcare professionals to support community and primary care services.
- Provide our Clinicians the latest news to emerge from Community Nursing and Primary Care.
- Remain at the forefront of best practice.
- Continue to provide our clients with forward-thinking, effective, and professional service.

We sponsor the QICN Senior & Executive Nurse Network (SENN), which brings together senior community nursing leaders to share expertise on workforce, education, policy, and service planning. The network supports collaboration across health and social care to improve practice and outcomes across the wider system.

“

Our partnership agreement with Hallam Medical helps us to raise the profile and voice of nurses working in the community and primary care settings. It is thanks to this ongoing partnership with Hallam that we are able to work sustainably and provide the information and other resources that nurses need in their challenging roles.

Chief Executive of the Queen's Institute of Community Nursing - Steph Lawrence MBE



Our Partners



The Association of Advanced Practice Educators (AAPE UK)

Hallam Medical are delighted to have an exclusive partnership and support the ongoing work and development of The Association of Advanced Practice Educators (AAPE UK).

The Association of Advanced Practice Educators represent an influential collaborative network of Higher Education Institutions (HEI's) across the United Kingdom (UK) who are providers of advanced clinical practice programmes of education for interprofessional groups. AAPE UK is chaired by Anna Jones and is an independent, non-governmental, not-for-profit association. The mission of the AAPE UK is to coordinate and represent a collaborative network of HEI's Academics and Professionals across the UK who have a common interest in the education, development, and advancement of advanced practitioners.

At Hallam Medical, we are passionate about Advanced Practice. As the UK's leading provider of Advanced Practitioners; Advanced Nurse Practitioners, Advanced Clinical Practitioners, Emergency Nurse Practitioners and Emergency Care Practitioners to both our NHS client and private healthcare providers, this partnership is vitally important to us

Our sponsorship agreement provides advanced practice HEI's across the UK to join AAPE UK with no fees and sponsors the annual conference which provides healthcare professionals, who are educated at an advance level, the opportunity to listen to the latest discussions, debates, and education within advance practice.

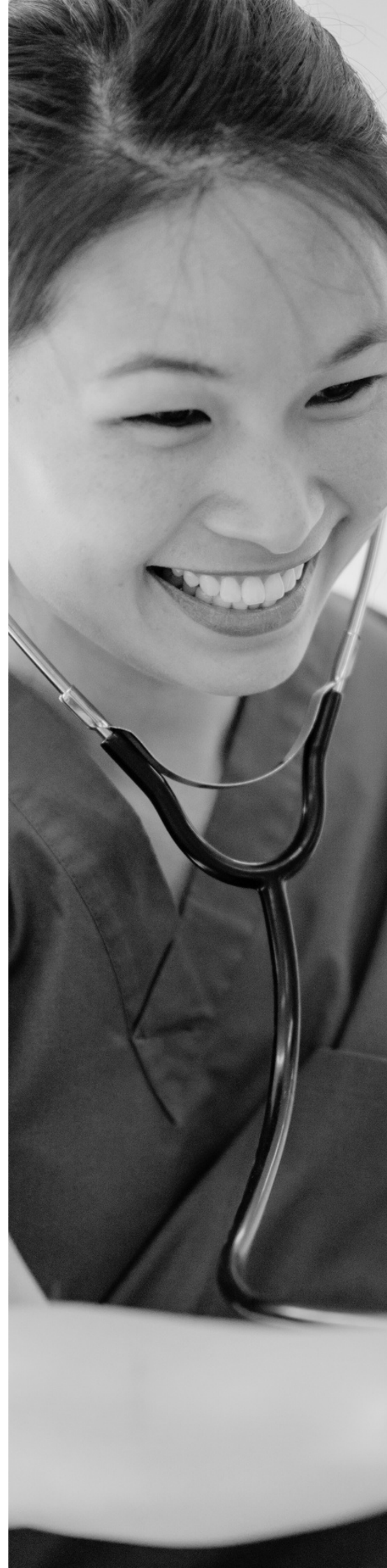
By working together with this influential organisation helps us to:

- 🔑 Remain at the forefront of best practice.
- 🔑 Strengthens our commitment to ensuring all healthcare professionals are educated at an advanced level.
- 🔑 Provide our clinicians the latest news to emerge from Advanced Practice
- 🔑 Enables us to provide our clients with real and innovative recruitment solutions.

“

The reach of AAPE UK in supporting Advanced Practice Education and Advanced Practitioners on a national and global scale would not be possible without Hallam Medical's support. We as AAPE UK are extremely proud to work with such a dynamic company who truly understand and appreciate the impact of Advanced Practice in healthcare.

Chair of AAPE UK Anna Jones



DHU Healthcare

A case study showcasing how DHU Healthcare's partnership with Hallam Medical has delivered cost savings, time efficiencies, clinical support, quality assurance and productivity while laying the foundation for future growth and flexible workforce models.

Improvements in Compliance within Temporary Workforce Recruitment

To enhance efficiency in the temporary workforce recruitment process, DHU Healthcare introduced the Certificate of Compliance (CoC).

This initiative has delivered measurable improvements in compliance assurance, onboarding speed, and overall operational efficiency.

Background

Previously, staffing providers were required to submit a full set of compliance documents for every candidate, including right-to-work evidence, professional registration, mandatory training certificates, references, and occupational health clearance.

Although thorough, this process was time-consuming and often caused delays in verifying and onboarding new colleagues into the DHU Healthcare system. In addition, variations in documentation standards and formats across providers created inconsistencies and administrative burden.

Time was being lost on the duplication of work and effort as, when we analysed Hallam Medical's performance, we identified that there had never been incidence of any discrepancy.



The New Process: Certificate of Compliance (CoC)

Under the new system, a Certificate of Compliance is submitted, confirming that all required checks have been completed and verified in accordance with DHU Healthcare's standards.

The certificate summarises key compliance details and references all supporting documents, which remain held by the provider and can be requested at any time. This approach allows candidates to be processed more efficiently while maintaining full compliance assurance and traceability.

Improvements

Since introducing the Certificate of Compliance, onboarding times have improved significantly:

- 🔑 Before CoC process: Average onboarding time: 49.14 working days
- 🔑 After CoC process introduced: Average onboarding time: 5.6 working days

“

Our partnership with Hallam Medical has shown what can be achieved when two organisations share a genuine commitment to innovation and quality. By introducing the Certificate of Compliance, we've transformed how quickly and confidently we can bring clinicians into service. This collaboration has set a new benchmark for efficiency, governance, and patient centred workforce delivery.

Damian Hudomei- Deputy Head of Talent Acquisition, DHU Healthcare

This represents an 88.6% reduction in onboarding time, allowing temporary workers to begin work much sooner while maintaining DHU Healthcare's compliance standards.

This also represents an annualised cost saving opportunity of £438,833 due to the reduction in onboarding time and the rate reduction which Hallam Medical were able to provide to DHU Healthcare.

Ongoing Compliance and Audit Assurance

Although providers are no longer required to submit full compliance files for each candidate during onboarding, they are still required to maintain complete documentation and provide it to DHU Healthcare upon request for audit or quality assurance purposes.

To confirm the effectiveness and reliability of the new system, an initial audit was conducted with Hallam Medical, reviewing compliance documentation for a sample of candidates.

The audit achieved 100% completion, confirming that all required compliance documents were in place and accurately reflected within the Certificates of Compliance submitted.

This outcome provides strong assurance that the new process maintains compliance integrity while improving efficiency.

Key Benefits

- 🔑 **Significant Reduction in Onboarding Time:** Average onboarding reduced from 49.14 to 5.6 working days.
- 🔑 **Streamlined Process:** Reduced administrative workload for both DHU Healthcare and Hallam Medical.
- 🔑 **Consistent Standards:** Standardised documentation and format across all temporary staffing partners.
- 🔑 **Audit Readiness:** Providers remain fully auditable, ensuring ongoing compliance with regulatory standards.
- 🔑 **Enhanced Collaboration:** Strengthened working relationships through clear expectations and mutual accountability.
- 🔑 **Speed to delivery:** Enhancing patient safety through appropriate levels of staffing in line with DHU Healthcare's standards of service excellence.

Summary

The introduction of the Certificate of Compliance has proven to be a highly effective enhancement to the recruitment process at DHU Healthcare in partnership with Hallam Medical.

It has dramatically reduced onboarding times, ensured continued compliance reliability and fostered stronger collaboration with partners all while maintaining robust audit controls and governance standards.

Doctor Care Anywhere (DCA)

**Doctor Care Anywhere and Hallam Medical:
Transforming access to high quality Private
primary care and reducing wait times through
Advanced Nurse Practitioners (ANPs).**

Introduction

Hallam Medical is one of the UK's leading Advanced Practice healthcare recruitment partners and are framework accredited healthcare recruitment specialists supporting both the NHS and private healthcare services across the country with the provision of experienced Healthcare Specialists.

Founded in 2007, Hallam Medical were the only healthcare recruitment agency that truly recognised and understood the value Advanced Practitioners added to a service. As the global pioneers of specialist Advanced Practice healthcare recruitment, Hallam Medical has provided over 3800 Advanced Practitioners to support Primary Care, Urgent Care, Community Care and 111 Services across the UK.

Hallam Medicals Senior Team hold Advanced Practice and Clinical backgrounds. Their experience and knowledge delivering healthcare services across multiple settings throughout the UK and Internationally makes Hallam Medical the go to recruitment partner for locum staff across the UK healthcare market.

Doctor Care Anywhere Group PLC (DCA) is the UK's largest private provider of telehealth services, offering private online GP and ANP appointments, 24 hours a day, 365 days a year via video and phone. DCA works with insurers, healthcare providers and corporate customers to provide patients with a range of digitally enabled telehealth services on their proprietary platform.

Doctor Care Anywhere is committed to delivering the best possible patient experience and clinical care through digitally enabled, joined up, evidence-based pathways. They are a leading digital platform, with a clear vision to be the primary care provider of choice for digital healthcare – and that all starts with DCA's brilliant team. Their story started back in 2013, and they have continued to grow, and always looking for different ways to enhance their offering and finding the very best talent to help achieve their ambitious goals.

“

We chose Hallam Medical specifically for their standards of excellence and affiliation with recognised national institutions supporting best practice.

- Doctor Care Anywhere

Adoption of digital health platforms

Digital health platforms have exploded in the last few years, seeing high growth rates being driven by patient's need for accessible care. Following the pandemic, healthcare services have seen a change in consumer behaviours, shifting from face-to face to a more digital experience. Doctor Care Anywhere has been no exception to this shift, with demand for appointments increasing by 65% from January 2020 – December 2022.

Over the last 10 years, DCA has grown to cover 2.7 million patients; in May 2023 they delivered over 65,000 GP consultations, the highest month in the company's history and they've been working hard to meet this increasing demand, continually onboarding new GPs, and growing the network of clinicians.



With declining GP numbers in the UK, rising demand for appointments and the struggles to recruit GPs have meant that patients in the NHS have faced challenges and longer wait times when trying to book appointments.

These factors, and the easy digital nature of the service, have seen an increase in patients turning to services like Doctor Care Anywhere to access the services they need.

The NHS Long Term Plan (NHS England, 2019) advocates nurses being at the forefront of primary care, with the introduction of an Advanced Nurse Practitioner (ANP) role in the NHS primary care setting. In 2020, 48% of appointments in the NHS were not carried out by GPs and therefore ANP's are widely used.*

For Doctor Care Anywhere, the addition of Advanced Nurse Practitioners is part of this solution to provide high quality and timely care to patients.

Evolving technology

Doctor Care Anywhere has evolved their technology to enhance the online booking journey, embedded additional patient safety features and to help minimise clinical risks.

In Spring 2023 DCA enhanced its platform which included the introduction of improved and additional pre-consultation questions along with all patients being asked to select a health category and a health concern. This improvement enabled a better understanding for patients' reason for appointment and collect more information for our clinicians. This enhancement to the platform enabled clinical resources to be allocated to specific pathways and in what volumes, with the aim to optimise resource allocation. It also enables DCA to support more patients at their time of need.

Convenience, flexibility, and quality

The introduction to ANPs to consult on the DCA platform improves patient access to care, reduces wait times, and enhances overall healthcare delivery.

With this new approach they can direct patients to the clinician that best matches their health need, so they can get the right type of care quickly and efficiently.

Why it matters to patients

-  Faster access to care – Reduction in wait time with more choice of appointment times.
-  Convenient - Availability at a time that suits patients. Wherever they are.
-  Empowering – Access to health advice, treatment, or prescriptions from ANPs and GPs.

Why it matters to our Channel Partners and corporate customers

-  Efficient - By addressing simple health concerns, DCA maximises GP appointment availability to patients that need them. This will provide a better customer experience for customers.
-  Value - Offer great care to customers and realise value for every £ that's spent. (ROI on absenteeism) and its cost-effective for customers and channel partners and a fraction of the cost of PMI
-  Flexible - A broader service for employees means they have more healthcare options. Giving them the tools and guidance to make informed choices throughout their healthcare journey.

Transforming access to high quality primary care

Doctor Care Anywhere understood to get the project up and running they would need to start with Locums to build confidence with the ANP workforce of the digital ways of consulting. When planning for the launch of ANPs onto the platform, DCA wanted to partner with an organisation that were known for sharing their passion of great talent. Following an in-depth procurement process, Hallam Medical were awarded the sole supplier contract in February 2023. Hallam Medical were asked to support by building a pool of 100+ locum Advanced Nurse Practitioners to consult on the DCA platform.

Hallam Medical are the first choice for Primary Care providers for clinical workforce solutions and have extensive knowledge and experience within the healthcare industry. Hallam Medical have delivered innovative workforce solutions to Primary Care, Urgent Care, Community Care and 111 services across the country.

Hallam Medical worked closely with the Doctor Care Anywhere recruitment and on-boarding teams to fully understand the requirements, company culture and timescales. They put together a project team to deal with the sourcing, on-boarding, and compliance of the required ANPs and began to support DCA through their recruitment process.

The recruitment process included sourcing, Hallam Medical registration, candidates having to complete a full Scope of Practice form ahead of interviews, competency-based interviews with DCA's lead ANP team, IT tech check, online clinical and mandatory training, compliance, and ongoing rota management for all 100 ANPs going through the end-to-end process.

Conclusion

By recognising the evolving landscape of healthcare, and with a commitment to delivering the best patient and clinical care Doctor Care Anywhere have strategically integrated Advanced Nurse Practitioners (ANPs) on to their platform, with the partnership of Hallam Medical.

The introduction of ANPs on the DCA platform has positively impacted patients by providing faster access to care, increased appointment flexibility, and empowering them with access to a range of healthcare professionals. Channel Partners and corporate customers have also benefited from this innovation through greater efficiency, value, and a more flexible and comprehensive healthcare service for their employees.

Doctor Care Anywhere remains dedicated to providing excellence in digital healthcare, embracing technological advancements, and continuing to meet the needs of patients, partners, and corporate customers alike.

Hallam Medical continues to be committed to delivering against the healthcare market's needs, providing the right staffing solutions to complement and enhance the client's permanent workforce, as well as meeting their ever-changing locum needs.

Integrated Care 24 (IC24)

Integrated Care 24 (IC24) provides vital and innovative Primary Care services to over 4 Million patients across the UK via a range of services including, GP Out of Hours Services, NHS Walk-in Centres, Urgent Care Centres, NHS 111 Services and Community Services.

Background

During an extended period of rapid growth, covering a wide geographical reach and broad spectrum of services, IC24 found they were utilising a large number of recruitment agencies to meet their ever growing demand.

This type of agency usage is not unusual and brings with it a range of commonly encountered issues such as:

- Variation of Agency Staff & Skills -> Lack of Continuity for Patients & Services
- Increased Agency Cancellations & Decreased Fill Rates -> Increased Admin time for Clinical Leads, Staff Bank & Rota Managers
- Variation of Agency & Charge Rates -> Increased Spend and Loss of Financial Control

As part of our consultative approach Hallam Medical presented a Preferred Supplier List (PSL) solution to the IC24 Board and Senior Management Team.

Our innovative PSL solution was tailored using Tier Levels based upon our understanding of IC24's specific requirements.

Following a rigorous procurement process, involving 4 agencies in total, Hallam Medical was awarded the PSL Tier exclusively for the supply of Temporary and Permanent Clinical Staff including:

- Advanced Nurse Practitioners
- Community Nurses (Band 5, 6, 7 and 8a)
- Emergency Nurse Practitioners
- Clinical Streamers
- Emergency Care Practitioners
- 111 Clinical Advisors

The Challenge

To provide high quality, readily available and reliable agency staff to support IC24 services, and the ever increasing demand upon those services.

The solution must be cost effective and provide real cost and efficiency savings whilst increasing skill mix via the delivery of a new clinical staffing model.

“

Hallam Medical meets all our high quality and professional clinical requirements. We feel reassured that we will get a true 'IC24' candidate at each placement. The team at Hallam understand what we mean by professionalism and quality and they understand how important this is for any NHS provider.

Managing Director, IC24

Action

The starting point for all successful agency/supplier relationships is a true partnership approach.

Working closely with the IC24 Board, Service Managers and Clinical Leads we developed a full understanding of not only the individual challenges and requirements of each service but also the overall aims and objectives of IC24 as an organisation.

This approach was integral in allowing us to:

- Visit each IC24 service building trust and relationships
- Understand and share best practice between all IC24 services
- Identify process driven efficiency savings for rota management
- Standardise Pay & Charge Rates across all IC24 services
- Jointly develop workforce plans to enhance skill mix within all IC24 services
- Develop joined up Advertising and Marketing Campaigns increasing staff retention
- Introduce dedicated Account Managers to increase and improve communication



Outcomes

This approach has allowed Hallam Medical to become a true recruitment partner to IC24.

This has far-reaching benefits including:

- Cost savings of up-to 45% on agency staff via skill mix and standardised rates.
- Time/efficiency savings for IC24 staff via streamlined processes.
- Streamlined recruitment process allowing for rapid staff ramp up for new services.
- Real time Business Intelligence (MI) providing Hours, Fill Rates and Actual/Forecast Costings.
- Consistent high quality agency staff providing continuity of patient care.
- Total transparency and control over temporary workforce.
- Compliance and Clinical Governance from an LPP National Framework approved agency supplied.

Nottingham CityCare Partnership (NCCP)

Nottingham CityCare Partnership (CityCare) is an award-winning Community Health services provider, dedicated to working in partnership with the NHS to improve long-term patient health and well-being.

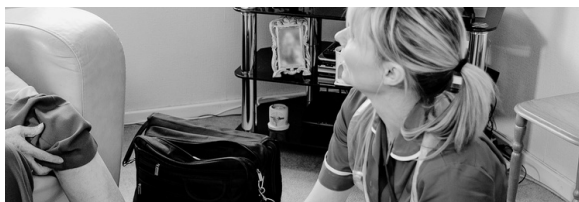
Background

As a Social Enterprise, CityCare invest all profits back into front line services, patient care, staff training and community benefit projects.

Currently commissioned to deliver to over 65 healthcare services, CityCare offer a wide mix of Community NHS services in a variety of locations including Health Centres, Children's Centres, GP Practices and other Community settings.

CityCare continues to grow through meeting the increasing demands for Admission Avoidance via a number of Community services.

Following our continued support of the CityCare Walk-in Centre with Advanced Nurse Practitioners, we have now extended our support to cover the increased demand for Community services with the provision of specialist Community Nurses at Bands 5, 6, 7 and 8a.



The Challenge

To provide high quality, readily available and reliable agency staff to support Nottingham CityCare Partnership Community services, and the ever increasing demand upon those services. The solution must be cost effective and deliver high volume requirement within short time scales.

Demand required x25 FTE fully compliant and appropriately experienced Community Nurses to be provided at short notice for the following services:

- ✿ Walk-in Centre (Band 7)
- ✿ Patient Flow Team (Band 7)
- ✿ Respiratory Specialist Nursing Team (Band 7)
- ✿ Care Home Advanced Practitioners (Band 7)
- ✿ Reablement/Intermediate Care Team (Band 6)
- ✿ Community Nursing Services Teams (Band 5)
- ✿ Care Home Nursing Team (Band 5)

“

Hallam have consistently provided our Walk-in Centre with a very high standard of reliable Advanced Nurse Practitioners to ensure we can continuously deliver the service. We have a very strong relationship with Hallam Medical and rely on them for both planned and unplanned absences and the delivery of new services.

Practice Development Nurse,
Nottingham CityCare Partnership

Action

Working closely with the individual Service Managers and Clinical Leads at CityCare, we developed a full understanding of each service and the specific skill sets required, including:

- ✿ Fully autonomous Advanced Nurse Practitioners to see, treat, diagnose and refer patients with undifferentiated and undiagnosed conditions (Walk-in Centre)
- ✿ Patient assessment skills and Community experience (Patient Flow Team)
- ✿ Rehabilitation and Community experience for (Reablement/Intermediate Care Team)
- ✿ Experience and qualification in Management of Respiratory conditions such as COPD, Asthma, Spirometry (Respiratory Specialist Nursing Team)

Requirements clear, we worked in partnership with the Nottingham CityCare Procurement Team, as an exclusive Tier 1 agency to develop a specific recruitment model to deliver support across all of their community services.

Ramp up targets were identified as an initial x8 FTE (Day 1) increasing to x18 FTE (Week 4) and continuing to a full x25 FTE (Week 12).

Outcomes

This approach allowed Hallam Medical to meet the increasing demand for Community services for CityCare resulting in many positive outcomes including:

- ✿ Enable the delivery of Community services in line with CCG and patient demand
- ✿ Streamlined communication and recruitment process allowing for rapid staff ramp up for new services
- ✿ Enhanced service delivery and patient outcomes
- ✿ Financial savings via standardised pay and charge rates
- ✿ Time/efficiency savings via streamlined processes for management equivalent to x4 days per month
- ✿ Consistent high quality agency staff providing continuity of patient care and high staff retention
- ✿ Accurate skill matching of Nurses to services based on a detailed understanding of requirements
- ✿ Real-time Management Intelligence (MI) providing hours, fill rates and actual/forecast costings
- ✿ Compliance and Clinical Governance from an LPP National Framework approved agency supplier
- ✿ Total transparency and control over temporary workforce

OneMedical Group

OneMedical Group is home to talented GPs, nurses and other clinicians working together with experts in primary care, acute care, health and wellbeing, healthcare estates, technology and innovation, along with strategic leaders, collaborators and transformers.

Background

Hallam Medical and OneMedical Group have worked together since December 2009 when OneMedical Group was awarded the contract to deliver the service for the Sheffield Walk in Centre. Since then, the relationship has gone from strength to strength with Hallam Medical supporting OneMedical Group across the country.

Corby Urgent Care Centre is a perfect example of both parties understanding the need to work closely together to achieve the best outcomes.

OneMedical Group contacted Hallam Medical to discuss the possibility of Hallam assisting with the staffing of a service that they have recently tendered for.

As a long-term Tier 1 supplier and with commercial assurances in the form of a Non-Disclosure Agreement, OneMedical Group were able to disclose that the tender was for Corby UCC.

The Challenge

To provide high quality, readily available and reliable agency staff to support OneMedical Group services, and the ever increasing demand upon those services.

The solution must be cost effective and provide real cost and efficiency savings whilst increasing skill mix via the delivery of a new clinical staffing model.

Action

Hallam Medical developed a strong and effective supply chain relationship to ensure the correct level of support to deliver the required staff to support the service.

Knowing about a potential requirement for staff in the area Hallam Medical were able to make initial enquiries into candidates who may be interested in work in the area.

Once all the contractual deadline had been met, OneMedical Group informed Hallam Medical that they had been successful in their tender and that assistance would be required in the initial staffing of the service.

“

Hallam Medical are our chosen recruitment partner, they consistently provide us with high quality practitioners and a high quality service.

Operations Director, OneMedical Group

As a result of knowing in advance of the potential requirement of candidates, Hallam Medical were able to provide CVs and availability to cover the whole rota requirements to OneMedical Group within 10 days of the initial contact.

Working closely with OneMedical Group, all CVs were approved within 2 days, leaving Hallam Medical enough time to finalise the rotas and secure these in-demand Practitioners for OneMedical Group ready for when the service went live.



Outcomes

The finalised rota was provided to OneMedical Group by Hallam Medical covering every date that had been requested all with fully compliant and approved candidates. A week later this was confirmed meaning that the service was 100% staffed on the nursing side from the go live date.

Being the only provider OneMedical Group liaised with regarding Corby UCC meant that they were able to benefit from only having to communicate needs and any changes once. CVs were all formatted in the same way for efficient clearance and the pricing was standard across the department for ease of invoicing.

These time efficiencies meant that OneMedical Group members of staff didn't need to worry about the temporary workforce and were able to focus on successfully launching the new service.

This core of staff continued to work until OneMedical Group recruited permanent members of staff which gave continuity to the staff who had gone through TUPE to OneMedical Group but also to the patients as well.

Supporting Winter Pressures: Hallam Medical and the 'Re-Direct' Pilot Scheme from the Emergency Department

As the demand on healthcare services continues to escalate during the winter months, innovative solutions are essential to maintain patient care and ensure efficiency in emergency settings.

At Hallam Medical, we're proud to have partnered with a client to implement a forward-thinking 're-direct' pilot scheme designed to alleviate winter pressures and improve patient outcomes.

The Challenge

Our client approached us seeking support with delivering locum Advanced Nurse Practitioners (ANP), Advanced Clinical Practitioners (ACP), and Emergency Care Practitioners (ECP) who hold Advanced Health Assessment qualifications.

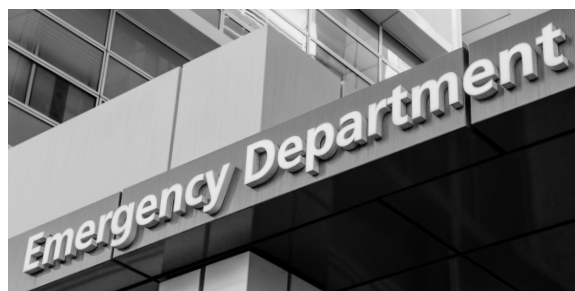
The goal was to ensure patients receive timely and appropriate care, minimising unnecessary admissions and reducing strain on emergency departments (ED).

The Solution

Through this pilot scheme, our highly skilled locum Advanced Practitioners worked across key areas, including:

- 🚑 **Ambulance bays:** Assessing and signposting patients directly from ambulances to the appropriate care pathways.
- 🚑 **ED waiting rooms:** Seeing and treating patients promptly to reduce waiting times and redirect those who could be managed elsewhere.
- 🚑 **Majors areas:** Identifying patients suitable for redirection to more appropriate services, ensuring ED resources are reserved for critical cases.

Patients were directed to services such as single points of access, Urgent Treatment Centres (UTC), Same Day Emergency Care (SDEC), Minor Injury Units (MIU), Medical Assessment Units (MAU), Primary Healthcare, Community Services such as District Nursing and Home Visiting Teams or returned to an existing cared for facility with additional support. This approach streamlined the patient journey and supported ED teams in maintaining operational flow.



Why Is This Service Beneficial?

The 're-direct' pilot scheme offers numerous advantages, including:

The A&E pit stop approach ensures new arrivals are quickly assessed and routed to the most appropriate care. Patients who can be effectively treated through ambulatory care pathways are transferred to Ambulatory Care Centres for fast-track diagnostics and treatment. This prevents unnecessary admissions, freeing up hospital beds for those in greater need.

With clear pathways and a focus on timely intervention, patients receive the right care, in the right place, at the right time. This leads to better outcomes and improved patient satisfaction.

By utilising the expertise of ANPs, ACPs, and ECPs means critical cases receive the attention they require while others are managed in suitable alternative settings. At Hallam Medical, we're committed to supporting our clients with tailored solutions that not only meet immediate needs but also lay the groundwork for sustainable healthcare delivery.

Testimonials

“

As one of our Platinum Sponsors, we would like to thank Hallam Medical for their generous support in making our DHU 2023 Care Awards possible. Hallam's sponsorship was crucial in celebrating the exceptional contributions of our healthcare professionals. Their commitment to excellence aligns perfectly with our mission at DHU Healthcare.

- DHU Healthcare

“

We are very please to be working with a professional organisation that understands us, our service and the type of staff we need. Most importantly, Hallam Medical always puts compliance at the top of their agenda which is essential.

- Nottingham CityCare Partnership

“

At Bromley Healthcare we have extremely high standards. We are confident the clinicians and nurses Hallam Medical provide are going to do a fantastic job for us out in the community.

- Bromley Healthcare

“

The service we have received from Hallam Medical is excellent. The staff who Hallam Medical provide to support the Urgent Treatment Centre, are all professional and good workers.

- Ashford & St Peters

“

We are very happy with the service Hallam Medical provide. They are very quick to respond to requests and efficient in booking staff in that match our requests.

- Medway Community

“

Hallam Medical provide an excellent service to us. The team go above and beyond to always fulfil our needs for staff, even when we give them short notice, they will work tirelessly to come up with a solution for us. They are the best agency I have ever had the pleasure of working with.

- Erewash Health Partnership

“

I would highly recommend Hallam Medical as a company if you are looking for clinical staff or are looking to register with an agency.

- Coventry UTC

“

Hallam Medical are very prompt and professional at all times. The clinical staff booked in are very good and adhere to our expectations without there ever being an issue.

- GP OOH

“

Hallam Medical as been a tremendous support since we started working with them. Very efficient in providing clinical staff for the service.

- Nimbus Care



HALLAM MEDICAL

Hallam Medical Limited
2nd Floor Westfield House
60 Charter Row
Sheffield
South Yorkshire
S1 3FZ

0333 800 0395 | 0114 2720557

recruitment@hallammedical.com

www.hallammedical.com