



Last Minute Recruitment with Hoople

Background

Wye Valley NHS Trust provides health services primarily for the people of Herefordshire. As an organisation, the Trust aspires to provide patients with the right care, at the right time, every time.

The Trust's Health Records Department ensures patients' notes are where they need to be, when they need to be. Around 1,100 sets of notes are moved by the team every single day, meaning that team members must be highly organised and show great attention to detail.

Our client is the Health Records Supervisor, who has been in post for more than 12 years. She is responsible for a team of 28 and for ensuring the smooth running of the records department. It is up to her and her team to deliver patients' medical records for clinics, emergency and elective admissions to the hospital.

Use of Hoople

Over the years, Wye Valley has used Hoople Resourcing

on many occasions for help with recruiting new members of staff. Starting in November 2012 and continuing to the present day, many of these appointments have started on a temporary basis and then led to permanent contracts being offered.

Most recently, the client contacted Hoople Resourcing for help late on a Friday afternoon, hoping to find two temporary members of staff to start the following Monday. She had been charged with delivering a major project and needed extra staff to meet tight deadlines. Within 20 minutes, Hoople's commercial recruitment consultant, Becky Dunsford, had submitted a number of CVs for consideration. By the following Monday, two Hoople temps started the assignment and the project was completed on time.

She says: "If the temps had not been available, my existing staff would have had to work very long days to get the job done. Thanks to Hoople finding me suitable temps, this wasn't necessary."

Testimonials

The Hoople consultant is Becky Dunsford and our client has been impressed with the levels of professionalism shown.

She says: "Becky is always totally professional. She responds very quickly to my requests for help – which are usually made at short notice - and regularly exceeds my expectations."

She continues: "Hoople is a professional and proficient company that I would recommend to others."