

Case Study:

Hertfordshire Urgent Care



credentially

THE CHALLENGE

Hertfordshire Urgent Care provide high-quality, integrated urgent care services for patients.

Since 2008, HUC have established an extended GP Out of Hours Service across Hertfordshire, West Essex, Cambridgeshire, Peterborough, Bedfordshire and Luton.

To achieve this, HUC require a multidisciplinary, extensive and compliant workforce and Covid-19 has only heightened the need to hire more clinical staff.

HUC felt frustrated with the time-consuming and ineffective healthcare recruitment process currently in place- similar to most other Urgent Care Centre's across the UK.

One recent study found average applicant drop-out rates of 66% across healthcare organisations in the UK*!

THE SOLUTION: CREDENTIALLY

HUC engaged with Credentially after learning that their true technology platform automates clinical recruitment, on-boarding and compliance - **reducing the administrative burden by 90% for current customers.**

Condensing an exhaustive manual hiring process into one smartphone-compatible app not only **alleviates operational pressures** and **lowers costs**, but takes prospective employees **only 15 minutes*** to apply for a role while remaining fully compliant throughout.

* Average customer application usage time, Credentially platform.

Preparing an investment case outlining HUC's need for Credentially, they were able to successfully secure NHS England funding to implement these efficiencies.

HUC now achieve a streamlined, automated healthcare hiring process for Covid-19 and beyond.

The introduction of Credentially will generate significant improvements on to the speed and capacity of our healthcare recruitment process.

- Hertfordshire Urgent Care

KEY STATS

Non-exhaustive list of how HUC predict Credentially will help*:



Reduced Onboarding

Decreases process time **by 25%**. Should applicants have all documentation immediately at hand then this could be increased further to **40%**.



Instant Access

Simplified application process **available 24/7** provides flexibility to applicants' after-hours and takes on average **10-15 mins to complete**.



Smartphone-Compatible

Ensuring instant compliance in the **click of a button**.



User-Friendly

Encouraging prospective employees to complete job applications.



Increased Capacity

66.6% more hires p/m from 30 to over 50 clinicians.



Increased Organisation

Over **30 mins reduced** admin time spent filtering through clinical leads in clogged inboxes and chasing outstanding documents p/w.



Operational Efficiencies

Reduces administrative resource time from **1.5 WTE to 0.5 WTE**.



Constant Compliance

30 mins saved receiving and checking and updating compliance in tracker.



Reduces Downtime

Saves 12 hours of HR time p/w monitoring compliance.



Streamlines Reporting

Decreases overall HR reporting time by **1-hour p/m**.

* Once Credentially system and its processes are fully embedded.