

CLIENT INFORMATION GUIDE

STATEMENT OF PURPOSE

Aims and Objectives

1. To provide temporary and permanent staff specifically for primary care and other approved medical establishments.

Offering reliable appropriately trained staff such as:-

- Medical Receptionists
- Medical Secretaries
- Administrators
- Data Input Clerks
- Record Summarisers
- Practice Managers
- Health Care Assistants
- Phlebotomists
- Treatment Room Nurses
- RGN's
- Practice Nurses with chronic disease specialities
- Nurse Practitioners
- GMS2 Co-ordinators
- Extended Prescribing Nurse Practitioners with EMB A33 degree or equivalent
- Locum General Practitioners
- Complimentary Therapists
- Counsellors

To work alongside existing team(s) within approved medical establishments.

2. To provide assistance with training and development of staff.

Training courses currently offered by MCR Ltd include

Phlebotomy for Beginners (including competency assessment)
 Phlebotomy Annual Re-assessment
 Customer Care
 Basic Life Support and Emergency Aid
 Advanced Life Support
 AED (defibrillator)
 Anaphylaxis
 Advanced Phlebotomy

Registered Provider & Manager:-

Mrs Catherine Hurst
 Management Diploma
 Trained Mentor
 Experienced Primary Care Practice Manager

It is our policy to ensure a high standard of service in all aspects of our business.

Office Opening Hours: 9.00 am 5.00pm Monday to Friday. Answer phone in operation 24 hours a day seven days a week.

At [Medical Centre Recruitment](#) we know the difficulty in offering a quality service whilst short of staff. Our aims and objectives are to provide short and long term employment relief to the NHS and approved medical establishments. We can ensure you continue to offer a first class service to patients despite being faced with staff shortages due to sickness, holidays or training absenteeism.

 Office 41, South Tees Business Centre, Enterprise Court, Puddlers Road, Middlesbrough, TS6 6TL

 01642 438548

 01642 438563

 enquiries@medicalcentrerecruitment.co.uk

 www.medicalcentrerecruitment.co.uk

Registered in England Number: 4901591



We offer reliable and appropriately trained clerical and clinical staff, to work alongside your existing health care teams.

Benefits To You

- Providing all your administrative and nursing requirements.
- 24 hour staff coverage and support.
- No additional charge for short notice placements.
- Registered with the Commission for Social Care Inspection.
- All workers are supplied by MCR on contracts for services.
- Corporate Members of the REC (Recruitment and Employment Confederation)

Medical Centre Recruitment operates continuous evaluation procedures to assess both the quality of staff and clients needs whilst ensuring our service is "Second to None". Our Policies protect staff and clients.

Terms And Conditions

To ensure we meet your specific needs, all staff supplied are vetted and approved by an appropriately trained advisor. Prior to supplying staff we will request a brief summary of the expected responsibilities to enable us to provide a suitable worker whose capabilities and experience match your requirements.

All staff are of the highest calibre and possess the relevant qualifications and/or registration of appropriate professional body. Nursing staff qualifications range from second level SEN's to Nurse Practitioners with EMBA33 degree or equivalent.

All clients will be provided with appropriate details of staff prior to placement

In the event of our staff member being unable to attend due to sickness or should a member of staff prove unsatisfactory we will endeavour to provide alternative cover.

Whilst every effort is made by the Agency in ensuring excellent standards of skills, integrity and reliability from the Temporary Worker(s) and further to provide them in accordance with assignment details, no liability will be accepted by the Agency for any loss, expense, damage or delay arising from any failure to provide any particular temporary worker for all or part of the period of the assignment or from the negligence, dishonesty, misconduct or lack of skill of the temporary worker(s) provided. The Agency reserves the right to substitute another temporary worker at any time.

You will be invoiced weekly for work undertaken by our staff. All charges are inclusive of salary paid to the staff members, holiday pay and agency commission. Payment is requested within seven days of receipt. Failure to comply with these terms will incur an additional 8% surcharge above the current Bank of England base rate. In the event of non payment, the Agency may, without prejudice to its other rights, elect to terminate their contract and withdraw the worker upon three hours notice to the Client.

Our aim is to be consistent with our pricing schedule. An up to date price list is available upon request. All charges are subject to review and you will be notified accordingly.

It is in your interests to read and sign the time sheets supplied by the agency. This acts as a record of hours worked and is final and binding. Terms and conditions will be supplied.

Introduction fees may be waived in circumstances where permanent staff have been requested from the outset and are trialled for a period not less than six months, each individual case should be discussed with the Agency Manager.

Medical Centre Recruitment comply with legislation set down in the Employment Agencies Act 1973 and the Conduct of Employment Agencies & Employment Business Regulations 1976, updated 2004. We also comply with the Commission for Social Care Inspection for the supply of nursing staff.

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Medical Centre Recruitment are covered by public & employers liability insurance up to £5,000,000. It must be noted that any registered/enrolled nurse is personally responsible for their own practice (UKCC/NMC Code of Conduct). It is also advisable to ensure that your policy covers agency staff in your workplace.

The Client shall undertake to insure against all risks to third parties arising out of any acts or defaults of the Worker during the assignment and to indemnify Medical Centre Recruitment against all claims, costs and damages arising out of the assignment. The Client further undertakes to insure the Worker for all risks in respect of claims made by third parties

Medical Centre Recruitment will not be liable to the Client for any loss, liability, damage, costs or expense suffered by the Client arising from the engagement of any Worker however so arising.

Should the agency be made aware of any potential areas of concern directly relating to a client/worker then we reserve the right to terminate any placement immediately pending further enquiry.

Prior to placement Clients will be requested to sign a declaration confirming compliance with current equal opportunities and Health and Safety legislation. This enables us to protect our staff and clients.

If you have any comments or complaints to make about this Agency, or its staff, please complete our complaints form and either hand in to the manager or post to our registered office. If you wish to discuss your comments in person, please make an appointment to see our Manager, Mrs Catherine Hurst. The Agency operates its complaints procedure as specified by the Commission for Social Care Inspection and meets the REC, national criteria.

The Agency will continually audit any complaints received.

How to complain

We hope that most problems can be resolved quickly and easily. We need to know the details of your complaint as soon as possible. This enables us to establish the facts more easily.

To make a complaint you may either make an appointment to see the Agency Manager, OR inform us of your complaint in writing.

What we shall do

We shall acknowledge your complaint within seven working days of receipt.

We shall investigate your complaint within 28 days beginning on the date on which the complaint was made, or such shorter period as may be reasonable in the circumstances and advise you of our findings.

We aim to:

- Thoroughly investigate the events
- Identify any areas of concern
- Keep you informed of developments
- Take action to rectify any problems with our service
- Report any evidence of misconduct by a nurse promptly and in writing to the Nursing and Midwifery Council

What to do if you are still dissatisfied or feel that your complaint was handled badly?

For All **Nursing Staff** you should contact the Commission For Social Care Inspection at the following address:- CSCI St Mark's Court, Teesdale Park, Stockton On Tees, Cleveland Telephone 01642 628960.

Alternatively for **Administrative staff** you should contact the Employment Agency Standards Office. Telephone 0845 955 5105

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