



**MSI**  
International

Experts in global healthcare recruitment

# The Challenges of International Recruitment During The Pandemic



# Welcome

MSI International are experts in overseas recruitment; helping our clients access the global talent pool. We deliver high-quality international staffing solutions to the NHS, private and third sector healthcare providers across the UK.

## Get in touch

Interested in finding out more about our services?

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MSI make overseas recruitment easy by:

- Arranging and facilitating overseas recruitment events, with face-to-face or Skype interviews.
- In order for your trust to effectively manage your workforce, we send 'real time' reports to show which stage in the process each nurse is at so we can accurately project their arrival.
- Our mobilisation officer works closely with our candidates, offering support and advice about their future community for optimal process success.
- By using us for large scale nurse recruitment, we are saving our clients millions on their agency spend.
- MSI offers market leading pastoral care to our candidates.
- Our nurses OSCE pass rate is 99%.



We are currently working with over 40 Healthcare Providers to help fill permanent vacancies, helping them save millions on agency spend.



We have a monthly cohort of around 160 IELTS and OET passed nurses.



Since 2017, MSI has helped 3,012 healthcare professionals find jobs in the UK.



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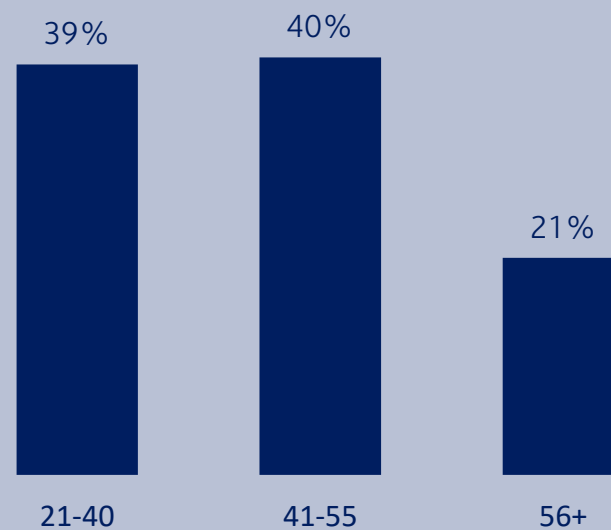
# Why is overseas recruitment needed?

Despite the fact that there are currently a record number of nurses on the NMC register, the UK is still experiencing a chronic shortage of nursing staff and this is likely to worsen.

## An ageing workforce

One of the key concerns for staffing in the health and care sector is that the nursing workforce is ageing - the number of registered professionals approaching retirement age is growing quicker than those under 30. This is particularly true for specialist areas such as mental health and learning disabilities and for those in primary healthcare.

With 21% of registered nurses and midwives already over 55, the healthcare sector could potentially lose nearly a quarter of its workforce in the next couple of years.



## High vacancy rates

Vacancies for NHS nurses and midwives are currently around 40,000, or 12% of total unfilled posts. The Health Foundation estimate that this shortfall could increase to 100,000 by 2029. Nursing remains a “key area of shortage and pressure for the NHS”.

Combined with the ageing nursing workforce (see box), this high vacancy rate could lead to a crisis in UK staffing.

## The Coronavirus pandemic

The pandemic has exacerbated this situation, both by increasing the demand for and threatening the supply of nurses. Workplace stress and low pay has meant the number of nurses intending to leave the profession has jumped from 25% in 2019 to 35%.

The COVID-19 pandemic has also contributed to staff shortages through sick leave or the need to self-isolate.



NHS England statistics show that on 6 January, 99,934 NHS staff were off sick and 49,704 of them either had coronavirus or were self-isolating.

## Brexit

Brexit is having a significant effect on nursing numbers, as nurses from the European Economic Area (EEA) are less likely to choose to work in the UK. From April to September 2019, the number of NMC registered professionals from the EEA fell by 3.2%.

In addition, many EEA nurses currently working in the UK could lose their right to remain if they have not successfully applied for settled status before June 2021. A recent report from the Joint Council for the Welfare of Immigrants suggested that one in seven EU workers still remained unaware of this requirement. With around 113,000 EU citizens currently working in the care sector, this area could be particularly hard hit.

## Staffing the future

In response to this looming staffing crisis, the Conservative government pledged to boost nursing numbers by 50,000 by 2024/25.

However, it appears that this commitment has already fallen into difficulties. The Bringing Back Staff scheme designed to enable retired staff to return to the NHS only attracted 1007 nurses out of a potential 71,000.

The drive to entice more nursing students has been more successful, and there has been a 23% annual increase in nursing student numbers, but these students will not be joining the current workforce for several years to come.



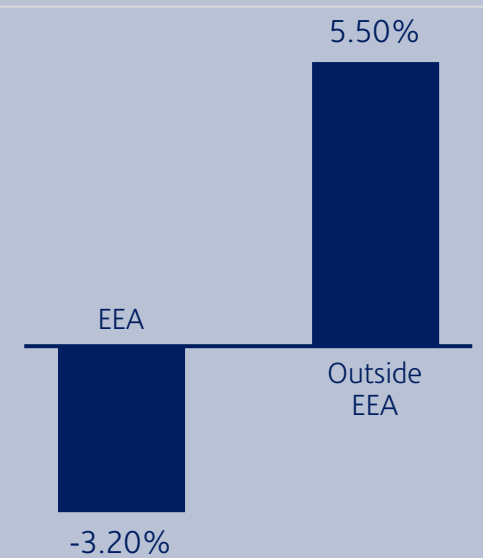
A study from the University of Sheffield study found that being a nurse was associated with higher stress, burnout, anxiety, depression, PTSD symptoms, psychiatric morbidity, and psychological distress compared to being another healthcare worker.

They also warned the distress among healthcare workers could last for up to three years after the initial outbreak of the coronavirus crisis in 2020.

## Plugging the gap

It has been widely reported that 12,500 of the 50,000 new nurses the government has pledged to supply were to be recruited from abroad.

In fact, the UK has been relying on attracting nurses from outside of the EU for some time. Between April and September 2019, the number of NMC registered nurses from the European Economic Area fell by -3.2%, while the number of professionals from outside of the EEA grew by 5.5%.





# What are the main challenges involved?

There is obviously a need for more nurses, and international recruitment seems like an obvious solution, but for many organisations, particular smaller healthcare providers in the private sector, recruiting from overseas can seem extremely daunting.

Following are the main challenges that organisations face and MSI’s advice on dealing with them.

## High up-front costs

Recruiting from overseas is a complicated business and there are many different stages of compliance to go through, meaning there can be lot of different costs involved.

For complete transparency, here is an overview of typical costs:

### Variable costs

Flights	£500-1000	
Initial Accommodation	£1000-1300	It is standard for employer to provide 1-2 month's accommodation
Other charges		There may be other charges or processing fees involved, depending on the country you recruit from

### Fixed costs

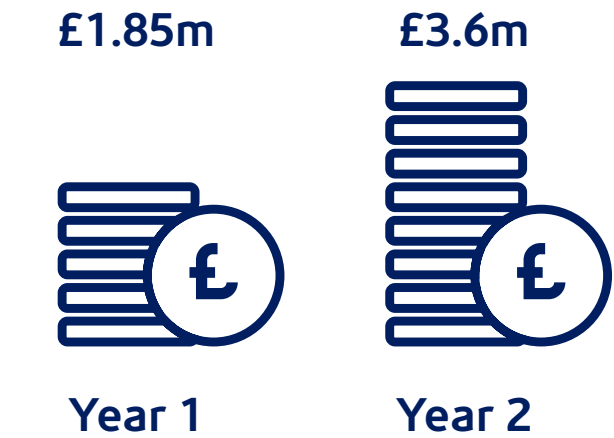
IELTS Exam Fee	£249	International English Language Testing System (IELTS) or Occupational English Test (OET) fee for standard English Language Test (a requirement for NMC registration)
CBT Exam Fee	£130	Part 1 of the Nursing & Midwifery Council (NMC) Registration Process is a compulsory Computer Based Test which examines the nurse’s professional standards
NMC Application Fee	£140	Nursing and Midwifery Council (NMC) fee for initial application to the UK NMC register
OH & TB Screening	£250	This health check is required when the nurse comes to apply for a UK visa, to confirm they are in good health and not a carrier of TB
Tier 2 Sponsorship & Visa	£232	
OSCE Exam Fee	£992	Practical Part 2 of the NMC Assessment undertaken in the UK after candidate has arrived in order that nurse can receive their PIN
NMC Registration	£153	NMC fee for registration and PIN

According to the Nuffield Trust, recruiting a nurse from overseas can cost anywhere between £2,000 to £12,000, depending on the country of origin.

At first this up-front spend can appear daunting. However, a nurse degree apprenticeship scheme can cost an NHS Trust around £140,000 per nurse. Plus, there is a much longer wait involved while the nurse qualifies. Put in this context, overseas recruitment is actually a cheaper option.

For private organisations, the cost must be weighed up against potential struggles of maintaining levels of care with staffing problems, and the cost of using agency staff to cover gaps.

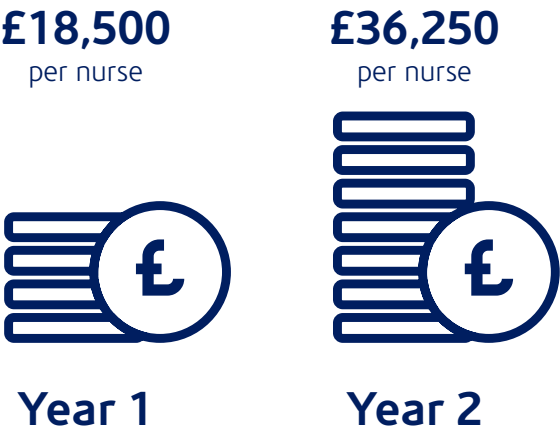
## MSI have helped our clients save millions of pounds in agency nurses costs



Healthcare providers with an average of 100 vacancies save **£1.85m** in the first year alone and **£3.6m** in each subsequent year.

Each overseas nurse saves **£18,500** in the first 12 months

With an additional **£17,750** saved over every following year

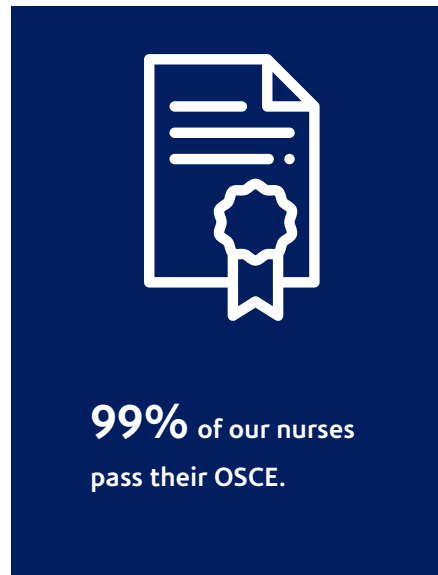


## Requires time and effort from managers

Overseas recruitment requires an investment of more than just money. Managing a campaign brings a great deal of extra work for hiring managers in the organisation. In normal times, they may need to travel abroad, provide guidance for local suppliers and conduct bulk interviews. Obviously, during the pandemic the recruitment process will be primarily conducted online, but it can still be very time-consuming.

Once offers have been made and accepted, employers will need to arrange training, testing, registration, visas, flights and accommodation. All of this takes staff away from other duties.

MSI conducts all of these processes on your behalf, and organisations can be involved as much or as little as they prefer. We have recruited thousands of nurses over the last few years, so have been able to streamline processes to make them as quick and effective as possible.



## It is a complicated process

International recruitment is of necessity a process that involves a lot of compliance, and therefore takes time - an average of 24 weeks. During this time, the role remains unfilled, which can have a negative impact on patient care or require further budget for agency staffing to cover the vacancy.

A further problem is the longer the process takes, the more likely a candidate is to become disengaged from the process and choose to go elsewhere or not to leave their home country at all.

In a survey conducted by NHS Employers in 2019, when employers were asked what would help to make overseas recruitment easier, the top response was a more streamlined registration process.

The NMC are currently fast-tracking overseas nurses on to a temporary register in order to speed up the process during the Covid crisis, but this is only a short-term measure.

For the long-term, employers need a recruitment partner that can keep the process as short and simple as possible and can ensure that candidates remain informed, engaged and excited throughout the process. MSI have standard service levels that ensure we communicate with our candidates frequently by phone or email, both to keep them up-to-date and deal with any concerns before they become real problems.

Our recruitment process is one of the shortest in the industry, ensuring candidates can become productive members of your team in the shortest time possible.



## The market is increasingly competitive

The UK is a very popular destination for international nurses. In a report by the Commonwealth Fund comparing the healthcare systems of the 11 countries who recruit the most nurses from overseas, the UK was rated first.

However, other countries are facing the same staffing pressures as the UK, making the recruitment of overseas nurses increasingly competitive. Countries such as New Zealand, Switzerland and Australia already recruit around 20% of their nursing workforce from abroad (compared to the UK which has around 15%).

The UK's neighbour Ireland, also accepts candidates with a slightly lower IELTS or OET score making it an attractive prospect for nurses.

As the demand for nurses from overseas grows, employers will need to diversify from traditional source countries and look further afield. Working with a recruitment partner like MSI, who have links to many different countries, can give the best range of options.

Healthcare providers also face competition for overseas nurses from other organisations within the UK. Many overseas nurses would prefer to work in London or other cities that they are familiar with. If your vacancy is based in a more rural location, it can be more difficult to attract candidates.

MSI create an info pack for every client they work with, containing details on the workplace, area, local attractions, shopping, schools etc. We help to get candidates informed and excited about working for you.

## Turnover

While the majority of overseas nurses stay in post for a number of years, it is an unfortunate fact that some may choose to move on after a fairly short period of time. Some nurses wish to move to a different employer in the UK, see the UK as a stepping stone to working in other countries, or decide to return to their home country.

Arriving in a new country for a new job can be incredibly daunting, and if a candidate feels uncomfortable in their role or their new location, they don't always feel able to speak to their employer about it. To improve retention and maximise their return on investment, employers have to make sure their nurses are looked after until they are completely assimilated.

MSI not only sort out arrivals and accommodation and welcome our candidates at the airport, we remain in constant contact for the first 12 months of their new role. We act as a neutral third party and both help to settle candidates in the UK and get them familiar with their new home, but also head off any problems at work before they become an issue.

MSI also put our candidates in touch with other nurses from their home country, connecting them via social networks, WhatsApp groups, phone and email to facilitate a support network that will help them feel more at home and settle more quickly.



**Nurses from the Philippines and India make up 72% of NMC registrations from overseas.**

**MSI resource nurses from all over the world and in line with the WHO code of ethical recruitment.**

**We have an ever growing pipeline of over 200 nurses available each month for interview.**

# MSI's services



Founded in 2012, MSI International helps hiring managers achieve their permanent staffing objectives through the overseas recruitment of doctors, nursing staff and Allied Health Professionals, across all grades and specialities, into UK NHS Trusts and private sector healthcare providers.

We enable healthcare providers to access the global talent pool, fill key staffing gaps and reduce agency costs.

## Why choose MSI?



### Strict compliance

We ensure every new member of staff is fully qualified and cleared to work in the UK (IELTS, OET, CBT passed). We have a Platinum award for compliance from Neuen.



### Huge network of candidates

We work with our overseas recruitment partners to arrange regular recruitment trips and have an extremely strong global referral network.



### In-depth experience

We are an approved permanent supplier on the HTE and Workforce Alliance Frameworks and currently supply staff to around 16 NHS Trusts.



### Excellent candidate support

We have a dedicated team of experienced recruitment consultants who expedite the full nurse recruitment journey, from initial Skype interviews to arrival in the UK.



# Candidate support

MSI support our candidates throughout the recruitment process, from when they obtain a job offer until 12 months after their start in the role:

1

## After offer accepted

Once a candidate has passed their IELTS / OET, we monitor and guide them throughout the process of obtaining NMC approval and CBT, including providing training assessing documents prior to submission.

Our dedicated Candidate Experience Team make contact with candidates at least once a week to ensure they continue to progress and answer any queries. We continually ask about their wellbeing (especially during COVID) and address any concerns in regard to the employer, the local area, travel arrangements and life in the UK.

4

## On arrival

MSI "meet and greet" nurses at the airport to ensure they land safely and arrive at their allocated accommodation. We provide all nurses with a welcome pack with some basic essentials such as a face mask, SIM card, water, snacks, maps and gadgets.

2

## CoS and Visa application

Once the candidate passes CBT and meets NMC requirements, we collect all the documents required for compliance and apply for their Visa once the CoS (Certificate of Sponsorship) has been issued.

5

## After arrival

We contact our nurses on a daily basis for their first week and then weekly until they pass their OSCE, in order to offer any support they need to settle in and answer any queries they might have.

3

## Prior to arrival in the UK

We liaise with both the candidate and client to arrange start dates and travel. We also ensure that candidates have a UK bank account set up prior to arrival.

We provide a further information pack about life in the UK and run pre-induction training covering British weather, public transport, how the NHS works and lots of other useful information.

**MSI are constantly seeking ways to improve our services and ask our candidates to submit online reviews and complete our anonymous feedback survey.**



# Case studies

## Case study: Surrey & Sussex Healthcare NHS Trust (SASH)

SASH appointed MSI as their international recruitment partner to undertake a trust wide recruitment campaign for permanent Band 5 Nurses in December 2016.

SASH gave us weekly and fortnightly interview slots for Skype interviews. Depending on the availability of the interview panels, we scheduled between 8 and 60 interviews per month with an interview pass rate of 83%. All the candidates had IELTS/OET as a minimum requirement; a pro-

portion of them also had CBT and an NMC Decision Letter.

In February 2019 we organised an overseas recruitment drive in India. SASH delegates travelled to India with us to interview 112 IELTS/OET passed candidates. 107 offers were made and accepted.

Since December 2016, we have recruited and landed over 500 nurses for SASH.



**Surrey and Sussex Healthcare**  
NHS Trust

## Case study: Kettering NHS Trust

Kettering NHS Trust identified MSI Group as a preferred supplier to support the Trust with an international recruitment campaign in order to meet their permanent requirements at a Band 5 level trust wide.

The project started in August 2019. We have had a total of 27 Skype interviews and 128 face to face interviews in India.

To date, we have recruited and landed over 70 nurses for Kettering NHS Trust.



**Kettering General Hospital**  
NHS Foundation Trust

# Testimonials

I'd like to commend Ms. Roksana Puczka from MSI for guiding me throughout my application as a nurse in the UK! She is really competent and compassionate in her role as an international recruiter of nurses for various NHS Trusts in the UK.

In a span of just 15 days, I secured an amazing job offer as a nurse in the UK! All of that because of your hard work and passion in the job that you do.

~ Norelyn Talorete, MSI International Candidate



I would highly recommend MSI - they are professional in everything they do and have patience and understanding with individual needs. My journey with you was amazing and so smooth and I am happy where I am right now.

~ MSI International Candidate



Are you looking for an agency that can help you fulfil your dreams of coming to the UK? MSI International is THE agency that can be trusted. They can get you deployed in a heartbeat!

I started the entire process on the 4th quarter of 2020 and here I am in the UK on the first month of 2021! That's how fast they can get the job done.

~ Kristie Caren, MSI International Candidate

I got my dream job in my dream country thanks to MSI. They helped me throughout the process, from completing the requirements and preparing for an interview to getting an offer letter from one of the most prestigious hospitals in the UK. I highly recommend this agency.

~ MSI International Candidate



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