



Final\_Recruit\_and\_Retain\_movie.mp4



# Recruit and Retain

## Recruitment and Retention of Health Care Providers and Public Service Sector Workers in Remote Rural Areas



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# Agency nurse was paid £42,000

POLITICIANS CONDEMN HEALTH BOARD'S SPENDING

AN AGENCY nurse on one of the northern isles was paid the equivalent of £95,000 a year, it emerged yesterday. NHS Orkney shelled out £364 a shift, more than four-and-a-half times the starting salary of a nurse directly employed by the health service. The payments are considerably more than the £74,000 basic salary of a surgeon and

**“ This is clearly a careless use of scarce resources ”**

managed to cut their use, although it remains high.

recruiting members of staff in rural and island areas so the need to spend huge amounts of money on agency staff can be avoided.” NHS Orkney said the high cost was needed to provide an experienced person 24 hours a day, seven days a week on a remote island, who would have been the only trained health professional avail-

**“NHS boards need to look at more innovative ways of recruiting members of staff in rural and island areas so the need to spend huge amounts of money on agency staff can be avoided.”**

NEWS MORAY

The Press and Journal

## NEWS HIGHLANDS AND ISLANDS

# Residents left with no ambulance

ARDNAMURCHAN AREA HAS HIT PROBLEMS RECRUITING STAFF FOR THE SERVICE

A remote part of rural Scotland is being left without any ambulance cover because of problems recruiting staff. The Scottish Ambulance Service has struggled for more than a year to find a technician for the Archan area is covered by a crew of one member of staff.

**A remote part of rural Scotland is being left without any ambulance cover because of problems recruiting staff.**

www.newsletter.co.uk

# NHS ‘must listen’ to views of rural residents



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THE SCOTSMAN

MONDAY 4 JANUARY 2010

FOUNDED: 25 JANUARY 1817

## THE SCOTSMAN

*The Scotsman pleads themselves for impartiality, firmness and independence... their first desire is to be honest, the second is to be useful... the great requisites for the task are only good sense, courage and industry*  
FROM THE PROSPECTUS OF THE SCOTSMAN, 30 NOVEMBER 1816

### Progress on Scottish dental waiting list must carry on

A RECURRING problem in Scottish healthcare in recent years has been a persistent, and in some areas chronic, lack of NHS dentists. This not only has an immediate impact on public health, but it also stacks up problems of tooth decay and treatment in the longer term. The latest figures are only marginally reassuring. The waiting lists of Scots wishing to be registered with an NHS dental practice are no longer lengthening. That is an encouraging sign, bearing

in mind that almost 80,000 people are currently on the waiting list to be registered with an NHS dentist, compared with 82,166 a year previously. In some areas the queues have lengthened. NHS Grampian has 31,798 people on its list compared to 30,936 the year before. In the Borders the figure has risen from 6,000 to 7,500. But there is more positive news from NHS Highland, an area which has been blighted by a severe shortage of dentists. The numbers waiting to register have fallen from 31,504 in 2008 to 28,694 now.

The Scottish Government acknowledges that access to NHS dentistry remains a problem but that almost 83 per

cent of aspirating dentists did not want to work solely in the public sector. The shortage of NHS dentists led to queues in the streets when new practices opened.

In response, the administration is developing outreach training centres throughout Scotland and health boards now have the authority to appoint directly salaried dentists. It is also increasing the numbers of dental students in

**are now on NHS books. However, these overall statistics disguise the problem of acute shortages in some rural areas.**

boards have noted that almost 80,000 people are currently on the waiting list to be registered with an NHS dentist, compared with 82,166 a year previously. In some areas the queues have lengthened.

Problems with NHS dental care go back years. Concerns over pay levels for NHS work led to thousands of dentists turning their backs on the public sector

they need emergency treatment. Problems with NHS dental care go back years. Concerns over pay levels for NHS work led to thousands of dentists turning their backs on the public sector

been lack of enthusiasm from doctors to come to live and work in Wales – this problem is more acute in rural and deprived areas.



**RECRUIT & RETAIN**

Monday, 14 June 2010 **WalesOnline** **Western Mail**

**He added that one post had been vacant for three years and he was not convinced it would be filled this year because of difficulties recruiting in rural areas.**

The Press and Journal NEWS

Thursday October 4 2011 www.pressandjournal.co.uk

# Staffing pressures hit NHS targets

BOARD HEARS OF DETRIMENTAL IMPACT ON CANCER TREATMENT AND CHILD AND TEENAGE MENTAL HEALTH

BY LAURA PATERSON

Staffing pressures at NHS Highland are having a detrimental impact on reaching key targets for cancer treatment and child and teenage mental health, it was revealed yesterday.

The issues were raised at the health board's annual review before public health minister, Michael Matheson, at Eden Court theatre in Inverness.

John Cunningham, Scottish Government director for health, workforce and performance, pointed out a recent dip in reaching the target of 95% of patients with a suspicion of cancer waiting



Garry Coultas, left, and Michael Matheson

for the service. Staff vacancies were also highlighted. Mr Matheson said there are 56 posts vacant for the service. He added: "We have decided to integrate services and are confident that will deliver a reduction in occupied beds days."

Mr Matheson said NHS Highland is "ahead of the game" in integration of services.

also highlighted the 20% of target waiting time for child and adolescent mental health.

NHS Highland said there are 56 posts vacant for the service. He added: "We have decided to integrate services and are confident that will deliver a reduction in occupied beds days."

Mr Matheson said NHS Highland is "ahead of the game" in integration of services.

had a very successful year, but had to change its methods in response to budget pressures.

Mr Coultas said the board is looking at integrating aspects of health care and social work to reduce days spent in hospital unnecessarily due to hand over delays to social care services.

He added: "We have decided to integrate services and are confident that will deliver a reduction in occupied beds days."

Speaking after the meeting, Mr Coultas said the target for children and adolescent mental health was set for 2013, so there is still time to improve.

He added: "We are not satisfied with our performance and we are doing lots of things to improve it."

He said the cancer targets were affected by a number of issues not just staffing. He added since the health board was small slight variations in numbers made a difference but the board is aware it had to increase capacity at peak times.

News 11



**Recruit and Retain is a project which sets out to find solutions to the persistent problem of difficulties in recruiting and retaining high quality front line health care and public sector workers for the remote rural areas of Northern Europe**



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# Partners



**Lead Partner**  
NHS Western Isles  
Scotland



University of  
Aberdeen, Centre for  
Rural Health  
Scotland  
NES/RRHEAL



FSA Akureyri  
Hospital, Iceland;



The Agency for  
Health and  
Prevention  
Greenland;



Northern Ontario  
School of Medicine  
Canada



The County Council  
of Västerbotten,  
Sweden.



Cooperation and  
Working Together a  
cross boundary group  
representing both  
Northern Ireland and  
the Republic of  
Ireland;



The Finnmark  
Hospital.  
Norway

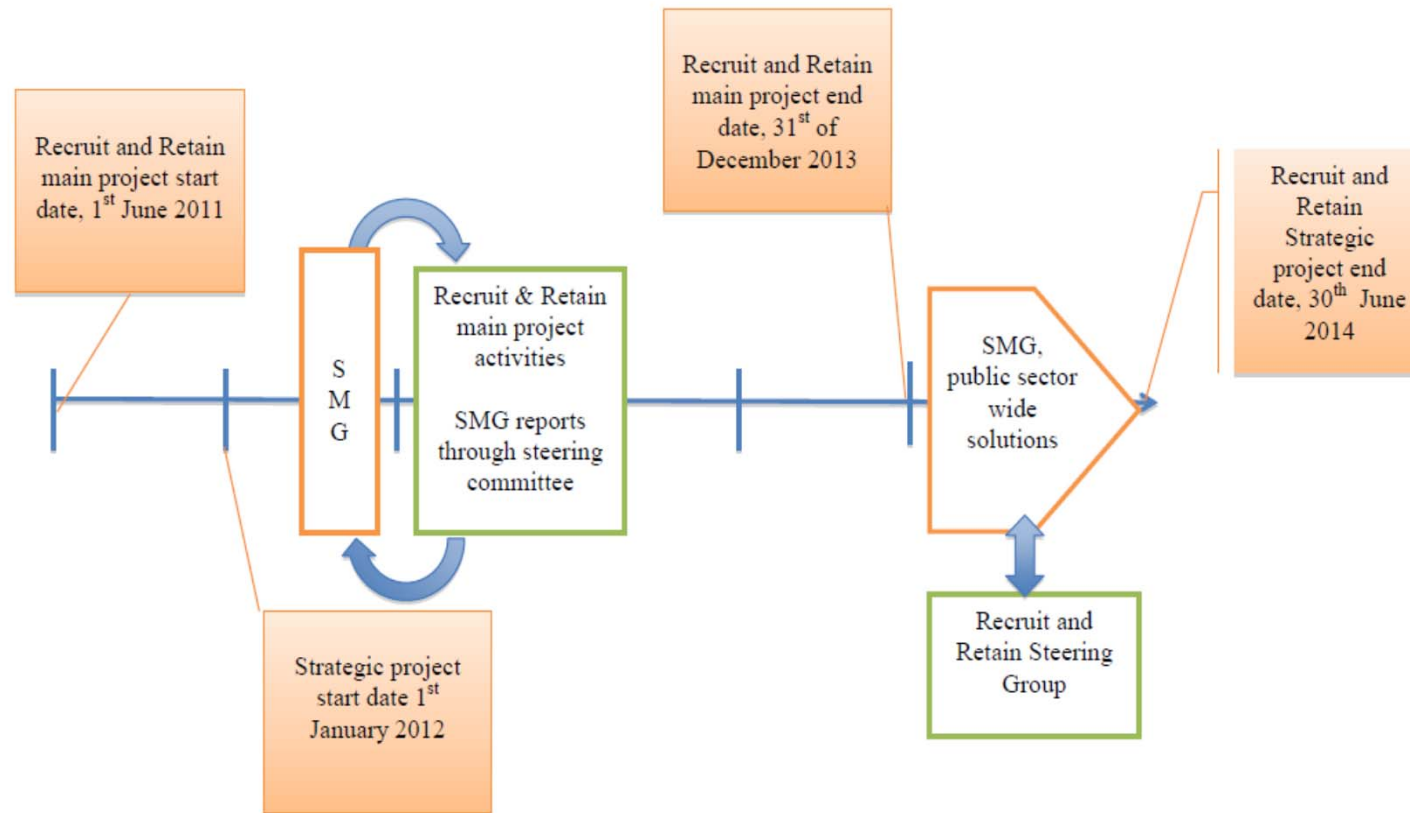


# Structure of Recruit and Retain



- Core Component
  - Doctors, nurses and midwives
- Strategic Component
  - Remainder of the healthcare work force
  - Public service sector





# Methods of Working



- Workshops
  - Stornoway, Scotland
  - Akureyri, Iceland
  - Ilulissat, Greenland
  - Hammerfest, Norway
  - Hemavan, Sweden
  - Thunder Bay, Canada
  - Enniskillen, Ireland
- Virtual – All partner Conferences
- e-mail contact
- Web Site forum and social networking



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# Overall Structure



- **Administration** WP1
- Information WP2
- Products and Services WP 3a,b & 4a,b
- Outcome/results WP5



# Overall Structure



- Administration WP1
- **Information** **WP2**
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# Interviews and Questionnaires:

- Significant fact finding process
- Results are publicly available on web site
- >5000 questionnaire responses
- >70 structured interviews
  - why health care workers are reluctant to consider working in a remote rural area
  - why health care workers are pleased to be working in a remote rural area
  - what health care workers require to start working in a remote rural area
  - what health care workers require to continue working in a remote rural area
  - why health care workers leave a position in a remote rural area

# Overall Structure



- Administration WP1
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- **Products and Services** **WP 3a,b & 4a,b**
- Outcome/results WP5



# Work Packages 3 & 4



	Medical, nursing and midwifery	Other healthcare workers and public sector services
Professional	WP3 a Sweden	WP3 b Scotland (Highland)
Social and Domestic	WP4a Norway	WP4 b Ireland



# Overall Structure



- Administration WP1
- Information WP2
- Products and Services WP 3a,b & 4a,b
- Outcome/results WP5



# Work Package 5



- Business Model containing workable products and devices
- Handbook for Recruiting and Retaining professional and non-professional staff in remote rural areas



# New ways of working



- Strategic Management Group
- Working Groups
  - Remote rural definition
  - Questionnaire analysis
  - Web tool development etc.
- Internal Project and Service Evaluation Group (IPSEG)





# IPSEG



## Internal Products and Services Evaluation Group

- Coordinated by Canadian Partner
- IPSEG member from each partner
- Survey of partners views
- Input into development of products and services



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