

CASE STUDY

How we filled 97 percent of shifts and reduced theatre cancellations in three months

EXECUTIVE SUMMARY

A leading private hospital was struggling to maintain safe staffing levels across theatres and inpatient wards while keeping up with increasing demand and turnaround times. Last-minute cancellations, reliance on multiple agencies, and inconsistent staff quality were impacting both patient experience and theatre utilisation. By partnering with us, the hospital secured a dependable supply of experienced Theatre Nurses, ODPs and Ward Nurses, reducing cancellations, stabilising rotas, and improving overall service delivery.

KEY RESULTS

97% of requested shifts were filled over the first three months

Theatre cancellations dropped significantly improving utilisation and consultant satisfaction

A core team of 10 regular clinicians was established, delivering continuity and reducing onboarding time

Manager admin time was cut with shift requests routed through one dedicated partner instead of multiple agencies.

Patient and consultant feedback improved driven by consistent, high-quality clinical staff and smoother theatre sessions

THE CLIENT

Our client is a 90-bed private hospital offering elective surgery, day-case procedures, and outpatient services. The hospital runs multiple theatres daily and has busy surgical wards, with demand fluctuating based on consultant schedules and seasonal trends.

The hospital had a strong permanent team but needed flexible, high-calibre agency staff to cover peaks in activity, sickness, and annual leave – particularly in theatres and on the surgical wards.

THE CHALLENGE

The main challenges the hospital faced included:

- ✓ Short-notice theatre gaps leading to delayed or cancelled procedures.
- ✓ Inconsistent experience and skill mix from agency staff supplied by multiple providers.
- ✓ Difficulty sourcing staff with the right specialist skills (orthopaedics, general surgery, endoscopy, etc.).
- ✓ Increased management time spent coordinating agencies and checking compliance.



THE OBJECTIVES

- ✓ Secure a reliable pool of experienced Theatre Nurses, ODPs and Ward Nurses.
- ✓ Reduce last-minute cancellations and protect theatre utilisation.
- ✓ Improve the consistency and quality of agency staff working on site.
- ✓ Streamline agency communication and compliance management through a single trusted partner.



OUR SOLUTION

We began with a detailed discovery meeting involving the Theatre Manager, Ward Manager and HR team to understand:

- Theatre lists and case mix (orthopaedics, general surgery, ophthalmology, endoscopy).
- Existing shift patterns and pressure points (early starts, late finishes, weekends).
- The hospital's clinical and compliance standards, including mandatory training and checks.

From there, we:



Built a dedicated pool of Theatre Nurses, ODPs and Ward Nurses with proven private and NHS acute experience.



Completed full pre-employment checks (DBS, references, training, immunisations, right-to-work) in line with hospital policy.



Prioritised staff with specific theatre skills (scrub, recovery, anaesthetics) and strong communication skills for a private setting.



Introduced block bookings for key roles so the same clinicians could return regularly, improving continuity.



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Within two weeks, the hospital had a core group of regular Theatre and Ward staff in place, alongside ad-hoc cover for short-notice requirements.

CLIENT PERSPECTIVE

"We needed agency staff who could step into a busy private hospital environment and deliver from day one. The nurses and ODPs we receive are experienced, reliable and understand the standard of care our patients expect. Shifts are confirmed quickly, compliance is always in order, and communication with the team is excellent. Healthcare Resourcing have become our go-to partner for both theatre and ward cover."

Theatre & Ward Manager, Private Hospital

NEED CONSISTENT THEATRE AND WARD COVER?

If last-minute staffing gaps are disrupting your lists, we can help.

Healthcare Resourcing provides block-booked, fully vetted clinicians with the right specialisms for your environment.

Book a consultation call below with our Director, Ben Hughes.

Book a call

Or get in touch on [0161 843 5044](tel:01618435044) / ben@healthcareresourcing.co.uk