

NOTES OF THE RECRUITMENT AND RETENTION GROUP  
Wednesday 13 June 2018, 10.00 – 11.30  
At Computer/training room, Northside Community Centre,  
Trinity Drive, Northside, Workington, CA14 1AX

In Attendance: Rachel Holliday (**Chair**) (RHo)  
Kieron Bradshaw (**Notes**) (KB)  
Julie Clayton (JC)  
Mahesh Dhebar (MD)  
Susan Graham (SG)  
Caroline Hastings (CH)  
Rhia Heron (RHe)  
Ged McGrath (GM)

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RR0035 **AGENDA ITEM 01: WELCOME AND APOLOGIES**

RHo welcomed everyone to the meeting.

Apologies were received from Amanda Dunkley and Deb Lee.

Caroline Hastings (CH), Operations Manager for North West Ambulance Service (NWAS), was welcomed to the group. CH is involved in work to recruit healthcare staff from Poland; the campaign has been successful in recruiting paramedic staff and has saved £200k in recruitment agency fees. It was noted that the paramedic training in Poland covers more than the training in the UK, and so the staff are able to cover aspects of some primary care and some acute services, meaning they can be used across the system. In light of this the acute Trust has now been linking with NWAS for some time to recruit staff for their services.

Short discussion took place about the work CH does to house new recruits from Poland when they arrive in Cumbria, and about work to try and reduce other difficulties, such as loneliness, that arise from relocating to the area.

It was also noted that to help train and recruit new staff locally who have the skills but don't have the funding to get through university, there is now a qualification that gives pre-entry into a paramedic diploma.

CH gave a brief overview of the vacancies in North West Ambulance Service across Cumbria, noting there used to be 36 vacancies but this has now reduced to 11.

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**ACTION:** CH to share a staff chart/organogram for North West Ambulance Service with the group, if possible showing where the vacancies are. It was noted that the chart wouldn't show staff at station level.

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RR0036     **AGENDA ITEM 02: NOTES OF THE LAST MEETING**

The notes were approved as an accurate record of the meeting.

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RR0037     **AGENDA ITEM 03: ACTION LOG**

The group worked through the action log, updating it where appropriate (see action log attached).

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RR0038     **AGENDA ITEM 04: REVIEW OF TEA WITH THE TEAM**

Each member of the group feedback what they felt went well, and what could be done better at a future event. Feedback was as follows:

- It was a successful networking event, bringing together organisations from the community
- Next time we could go to the staff, rather than getting them to come to us. We could hold an event on the West Cumberland Hospital site
- One of the difficulties was competing with the good weather on that the weekend
- The format of the event may be slightly intimidating for people new to the area
- Maybe shouldn't be focused on just new employees
- Need to review the location and the kind of communication that is put out for future events
- Got a good video out of the event, which can be shared at recruitment events and across social media, giving a positive message about the area
- Could play the video on a loop at the next event and at roadshows
- Future events could link with a recruitment roadshow that takes place in Carlisle, which is set up for nurses that are ready to newly qualify. Future dates of roadshows will be provided to the group when they have been set

**ACTION:** The group agreed that the most appropriate next step to plan another welcome event would be to have a workshop. KB to set up a Doodle Poll and find a suitable date/time for the workshop.

**ACTION:** KB to circulate the video from the Tea With The Team event to the group again.

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RR0039     **AGENDA ITEM 05: RECRUITMENT UPDATE**

It was advised that a local recruitment day would be taking place on 23 June, which involves tours of West Cumberland Hospital and Cumberland Infirmary. The event can attract people from outside of the county who may be interested in working in Cumbria.

It was noted that a calendar of events is currently being developed to show the number of events taking place in the near future. These included an event in the city centre of Carlisle on 7 July, and a planned trip to Portugal to try to recruit health staff from there.

**ACTION:** Group to feed information about recruitment activities taking place back to the Working Together Steering Group.

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RR0040     **AGENDA ITEM 06: ANY OTHER BUSINESS**

An update was given following a special parkrun that took place to celebrate the 70<sup>th</sup> birthday for the NHS. It was noted that many more people had taken part than expected and it had displayed a great love for the NHS.

Information about upcoming events to celebrate NHS 70 was shared. In particular the group was offered the opportunity to take part in the processions at a Service of Thanksgiving and Celebration, taking place at Carlisle Cathedral on Sunday 1 July.

A concern was raised that the group didn't have a representative from West Cumberland Hospital, who could give feedback specifically from that location. It was suggested that an invite be put out to staff from West Cumberland Hospital, in case someone would like to get involved.

Short discussion took place about concerns that west Cumbria wasn't mentioned enough in branding and communications materials. For example, organisations have 'North' in their title but not 'West'. It was advised that this was due to functional limitations, for example needing to shorten organisation names. The concern was noted.

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RR0041     **DATES AND TIMES OF NEXT MEETINGS**

It was agreed that the meeting scheduled to take place on Wednesday 25 July be cancelled due to numbers of apologies, and rescheduled to take place at a date when more people can attend.

**ACTION:** KB to liaise with RHe to find a date when Amanda Dunkley will be able to attend, and then circulate information to the group.

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