

Case Study

Area	East Midlands
Locum Coordinator	Sandip Narewal
Group/Practice	Hollycroft and Barwell Medical Group

Primecare Locums have been supplying to Hollycroft and Barwell for **just over** two months and within this short time frame, we have developed a solid and respected relationship with the Medical Group.

We were contacted by Jane in October 2010 desperate for assistance with filling last minute sessions. **When discussing their requirements it was made apparent that the client was unhappy with the GP Locum service they were currently receiving which left them in a very challenging situation at the surgery.**

Our excellent Locum Coordinator, Sandip Narewal dealt with the situation with the highest level of professionalism and empathy. Sandip listened **carefully** to Jane's requirements, taking note of the key things that she was looking for in terms of session cover and GP Locum experience. With this in mind, Sandip sought the best solution in a very time efficient manner and worked hard to ensure that all the requirements were filled.

Sandip proactively spoke to registered experienced, GP Locums who had the relevant systems experience and the availability. Sandip kept the client updated at all times to ensure that the rotas were set up at the surgery so patients could be booked in advance if need be. This was highly appreciated by the client and helped build her confidence in using an agency.

Primecare Locums like to meet their clients. Sandip carried out post session assessments to ensure the quality and professionalism of the locum doctors, met the client's expectations. To assist with our continual development and improvement, Hollycroft and Barwell were asked to provide feedback on the service provided by Primecare Locums. Jane provided the following testimonial:

'We at Barwell Medical Centre would like to thank Sandip for all of her assistance in providing us with GP Locum cover. The service provided has been first class at all times. Primecare have found us locum cover at very short notice which is fantastic for us.

All the locums that we have used have been very polite, friendly and helpful. They have always fulfilled the requirements of the surgery.

Should other surgeries within the area need locum cover I would have no hesitation in recommending your service. The service that has been provided has been far better than any I have received from other agencies in the past. I am always kept up to date with progress with regard to finding cover.

Please keep up the standard of service that you have provided so far. I received your information in the post and haven't looked back since I contacted you. I am sure that I will continue to use your services for a very long time.'

Primecare Locums have now become Hollycroft and Barwell Medical Group's preferred GP Locum provider and as a result, have formed a strong, honest, working relationship with each other. Jane's confidence in agencies has improved due to the open communication, reliability of our service and Locum GP's. We look forward to continually working in partnership with Hollycroft, Barwell and all of our clients.