Falcon Recruitment speeds up healthcare placements with Referoo

Falcon Recruitment and Training is one of the fastest-growing nursing agencies and training providers in the UK. The agency provides fully-trained staff for placements in the NHS and with private healthcare providers, a service that is constantly in demand in today's landscape.

The team is committed to maintaining a high-calibre workforce to meet the growing needs of its clients. As a result, the agency's services are in high demand across the adult nursing, forensic medicine, mental health, learning disability and corrections sectors.

General Manager Donald Kaye says he is always on the lookout for high-quality tech solutions that can help Falcon improve efficiencies to maintain a high level of service.

The Challenge

Donald noticed that reference checking was causing a bottleneck, admitting it was an area where the agency was a little behind the times. "We were using a PDF template to collect references, so the referee had to print it out and fill it in by hand. This was quite time-consuming for referees and was causing a lag," he explains.

With this in mind, Donald's goal was to digitise references and automate reminders to speed up turnaround times. "I wanted something that was easy for our consultants and our referees, saving everyone time and helping us keep up with demand," he says.

The Solution

Donald did his research, looking globally to find the best possible solution for his team. He says he was immediately impressed by Referoo's responsiveness and interest in his business.

"Referoo was the first to respond to my web enquiry and set up an initial meeting. They impressed me quite a lot by wanting to actually understand Falcon Recruitment, what we are doing, our goals and challenges, and how they could create a solution that worked for us."

Ultimately, he decided based on this meeting, and he says he wasn't disappointed.

"The platform was easy to navigate for us and our referees. My staff didn't need a lot of training; Referoo is intuitive, which is important for any agency. The way it was implemented, planned and supported by Referoo was impressive," he says.

Donald says he loves how easy it is to customise references in Referoo too.

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I spent some time up front creating templates that meet the UK Government framework and (Referoo Director) Stuart made it very easy. I just sent him the templates, and he got the work done in the system, so we were off and running with a customised solution in no time.

"Essentially, it was all laid out for us on a plate, ready to use straight away, and you couldn't ask for more than that."

![Referoo logo]

The Results

Referoo immediately met Donald's initial goal of faster, easier, digitised references.

"Our turnaround times for references have improved dramatically while taking less of our team's time, so that's been a success for Falcon," he says.

But, he adds that Referoo does so much more than he expected.

Compliance is critical in healthcare recruitment, and key to that is trusted genuine references. Referoo's best-in-breed fraud detection features have Falcon covered there too.

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The IP address verification and other fraud detection features help us ensure the right people are doing the right references and notify us if anything is amiss. It's a smooth process that gives us peace of mind.

Donald says he has already seen these features in action, when the system flagged that all a candidate's references had come from the same IP address. "The platform automatically alerted us, and ultimately, it turned out the same person had completed all three references. That's something you want to know from the outset."

He says that working with Referoo has never been an issue despite the time difference between the UK and Australia. "Referoo has always been responsive to our needs and available whenever needed. This commitment and level of service really sets them apart."

To support its growing partnerships in the UK and Europe, Referoo has launched a London office, with a local team available from May 2022 onwards. Get in touch with the UK team here to start the discussion.

Visit www.referoo.com to get started today.

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