



# Primary Care *Shared Connection*

**Nov 2022**

## Recruitment checks and onboarding processes

The ICB supports practices by analysing themes from Significant Events. On some occasions, themes or single events are identified that require prompt sharing to all Primary Care practices to enable learning.

**Particular Interest**

All Staff   Practice Managers   GP's   Nursing   AHP   Clerical   Other

**Summary**

A recent incident has highlighted the importance of recruitment checks during the onboarding process of new starters. It became apparent that a qualification the candidate portrayed to have in the contract they signed and returned to the employer during the recruitment process, was not genuine, and that the returned contract had been altered. This was identified after the employee had been working for the organisation for one year.

**Impact**

- Staff with incorrect experience, qualifications or registration to undertake work
- Potential misdiagnosis or management of patients resulting in harm
- Risk to practice indemnity and reputation
- Requirement to complete around 1,500 consultation reviews for safety/audit

**Identified learning**

- Recruitment processes changed immediately regarding contract format, checks on candidates returned paperwork and professional qualifications. These checks are now undertaken by several senior staff before any clinical work is booked by the employer and undertaken by the employee

**Suggested actions**

- Ensure contracts are sent out to successful candidates in PDF form and not a word document – this minimises the potential for the contract to be altered
- Ensure the returned contract matches the contract that was originally sent to the candidate
- Seek a minimum of 2 references
- If required, check with NHSE and the performers list or other professional body
- Undertake regular recruitment audits on employees to ensure that their professional qualifications/registration remains relevant to the role they are undertaking

**For further information and support contact:**

Primary Care Quality:  
Southampton: [sarahrochford@nhs.net](mailto:sarahrochford@nhs.net)  
South West Hampshire: [helena.blake1@nhs.net](mailto:helena.blake1@nhs.net)  
North and Mid Hampshire: [wendy.gray6@nhs.net](mailto:wendy.gray6@nhs.net)  
South Eastern Hampshire: [amy.lovell3@nhs.net](mailto:amy.lovell3@nhs.net)  
Portsmouth: [stephen.orobio@nhs.net](mailto:stephen.orobio@nhs.net)  
Isle of Wight: [leo.harverson1@nhs.net](mailto:leo.harverson1@nhs.net)  
NHSE Performers Team South East: [england.htvps@nhs.net](mailto:england.htvps@nhs.net)  
NHS Fraud: [hiowicb-hsi.fraud@nhs.net](mailto:hiowicb-hsi.fraud@nhs.net) <https://nhsfraudandsecurity.co.uk/>