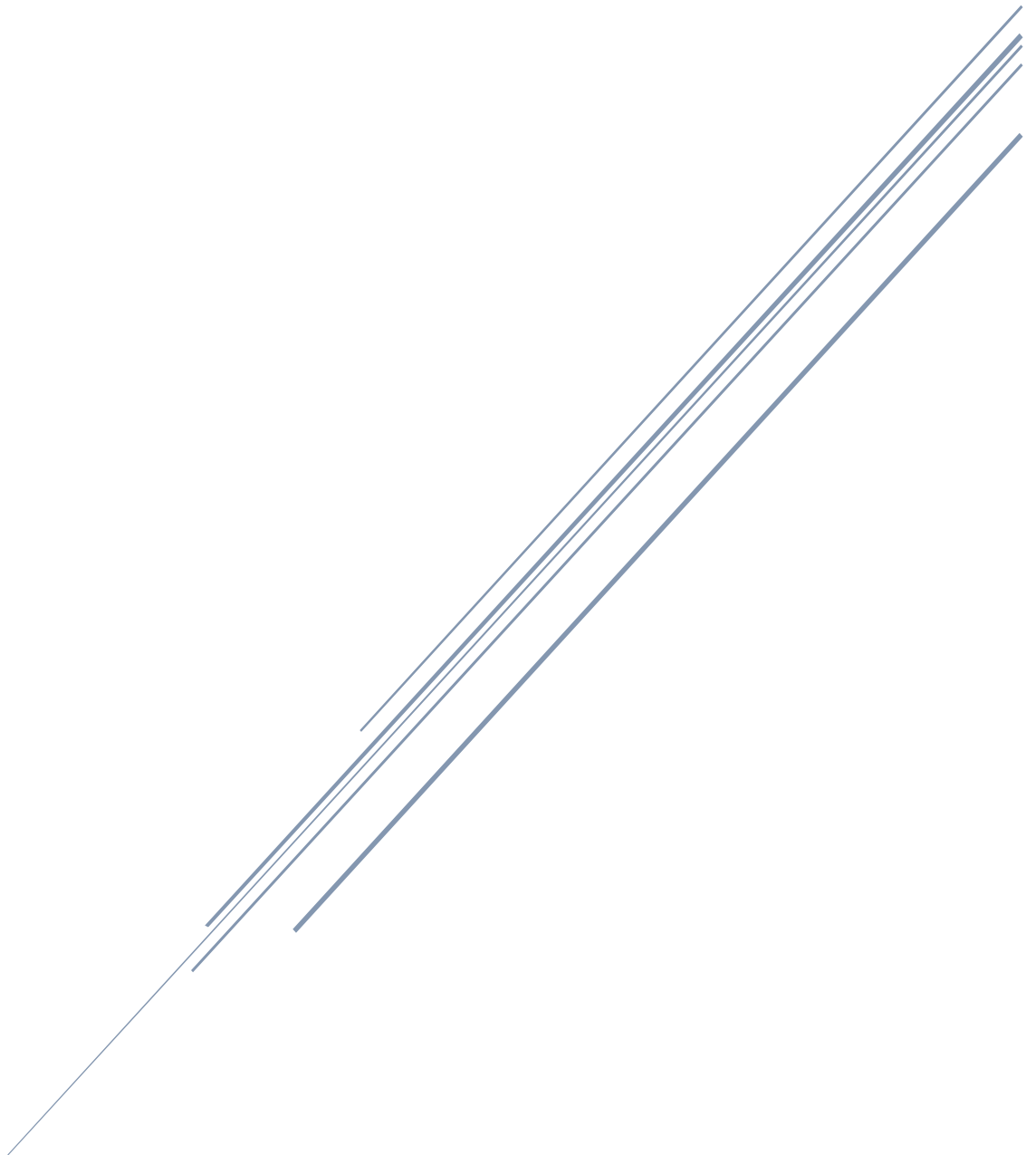


NHS Staff Shortages – Analysis for Proper Care

Prepared by Beatris Gelkova SID 2117954



University of Wales TSD
BMSW4004_BIRM

Report for NHS Staff Shortages – Analysis for Proper Care

As we are all aware the NHS is the biggest public healthcare organisation in the UK. These enormous margins of both operation and expansion, can be very easily impacted by numerous factors. Any organisation can be impacted by the following external factors: Political, Economic, Social, Technological, Legal and Environmental.

The NHS is no different in that sense. What makes it difficult will be the fact that the above-mentioned influences are not going to impact the NHS only on organisational level, but the end-to-end patient as well, due to the tight connection between them two. It is very important to understand that the NHS is there for the people but should not be dependent on the people.

The most recent reports and updates are stating that the NHS is rapidly slowing down, due to various reasons. The main and probably most important one will be the staff shortages, which reached an absolute record with more than 40 000 nurse positions being vacant and one in every ten social care positions being also empty. This is a very big obstacle and unfortunately the impacted down the line as we already mentioned are going to be the UK residents and patients, who will be forced to wait in never ending queues and waiting lists, which only look like getting bigger and bigger.

The results can be translated to so many outcomes, but what we need to focus on is that the current emergency care system is both under significant demand and undergoing significant change. The Long-Term Plan outlines steps to ensure that patients receive the care they require quickly and to lessen the burden on A&Es. Urgent treatment centres, for example, are currently expanding far more quickly than hospital A&E visits, and UTCs are being recognised all over England. Emergency "admissions" are increasingly being treated through "same day emergency treatment" without the requirement for an overnight stay for those who do require hospital care. The proportion of acute admissions routinely discharged on the day of attendance will rise from a fifth to a third as a result of the implementation of this strategy across all acute hospitals. Building on the achievements of hospitals in enhancing results for major changes in the future.

It will be very easy to point the finger at different political episodes and events that happened here in the UK for the last five to ten years, but that would not help in solving the problem. Either way it is important to be mentioned as this gives a broader and more detailed picture of the situation we are facing at the moment.

The NHS has been dealing with numerous issues ever since the 2008 financial crisis. The NHS was forced to lower worker salaries as a result of both a shortage of resources and

numerous economic regulations. As a result, a sizable section of the NHS staff left, and less qualified individuals took their place. Even though the financial crisis took place ten years ago, its repercussions are still clearly felt by the NHS, which is unable to function at its previous level.

On the other hand, Brexit left a huge scarcity of resources, and it is one of the main problems at hand. Many medications and medical supplies are being transported to the UK from different EU countries. After the Brexit, the markets will undoubtedly be disrupted by the acute shortage of critical medications. This on the other hand puts staff under constant pressure, hence one of the reasons for staff shortages now.

All of that combined, creates enough noise to feel like there is no hope and that this will be only getting worse.

The same will be valid for private and other care providers in the UK such as “Proper Care”. To avoid potential outcomes such as long waiting lists, staff shortages and dissatisfied patients, we will look into a plan with different steps of action that can be easily and effectively implemented in a situation where the NHS might not be able to handle the huge numbers and will need additional support from the Care Providers in the Private Sectors. Obviously, this can also be used, by the NHS itself but we have to mind that it will require a different approach and timeline expectations due to the massive margin of operation that it has.

One of the potential solutions to the crisis would be to focus on developing collective, caring and inclusive leadership and supportive teamwork that values people and satisfies their fundamental needs, therefore “Proper Care” requires full participation, and effectiveness to increase retention and make the NHS a better place to work for. As many nurses, doctors and even high qualified and educated people (People that can be classed as high value assets for the NHS) are leaving due to the feeling of lack of appreciation and communication. Just like any business the more experienced staff should be acknowledged for what they do, otherwise they will simply leave.

The other available path can be expressed in a greater need in hiring more qualified and experienced staff, even if they are in the process of acquiring their qualifications, a more qualified employee commands greater trust than one who may not yet meet the requirements for the position. You'll feel more at ease hiring them if they can demonstrate that they have the required credentials, such as the appropriate diplomas or honors.

Furthermore, the Long-Term Plan outlines steps to increase the number of nursing and other undergraduate places, preventing, as is the case currently, the rejection of well-qualified applicants. Clinical placements may increase by up to 25% beginning in 2019–20 and up to

50% beginning in 2020–21. In addition to a new post-qualification job guarantee, new entry points into nursing and other disciplines are being supported, including apprenticeships, nursing associate's programs, online qualifications, and "earn and learn" support. Over the next three years, international recruitment will dramatically increase, and the workforce implementation plan will also include additional incentives for hard-to-recruit areas and shortage specialties.

Now it is important to mention that a common mistake is to think that changing workforce will change the attitude and upgrade the workplace. It is quite the opposite, any workplace whether a Health Organisation or not, should establish its own culture of rules, ethics and other applicable attributes tailored to their environment. The suggestion we make here is not to fully update the recruitment of "Proper Care", but to encourage their lower qualified staff in acquiring higher qualifications, which will bring more confidence within the workforce, and inevitably higher trust level amongst the patients as well.

The path of the potential solution steps is entirely dependent on the company or organization. But it is a recognized strategy, that management should always be addressed first, before any other workforce changes, due to the higher risk, more delicate subjects and the company future of values and progression. All those need to be addressed first due to, a line that we already mentioned earlier in this report. ("Any workplace whether a Health Organisation or not, should establish its own culture of rules, ethics and other applicable attributes tailored to their environment.")

It is known that the environment comes from the management. The next step will then be to evaluate the staff quality and qualifications, assess whether internal trainings are needed or perhaps further recruitment in a certain "weaker area". When all of that is processed comes the most important part and that will be the patients evaluation, their feedback will be final touch in this Organisational journey for "Proper Care".

References

- Umar Farooq (2022), "PESTLE Analysis of the NHS", Available at:

<https://www.marketingtutor.net/pestle-analysis-of-the-nhs/>

- Anita Charlesworth (12 January 2021), "Staff shortages left the NHS vulnerable to the COVID-19 storm", Available at:

<https://www.health.org.uk/news-and-comment/blogs/>

- (Unknown Author) Morningbusinesschat.com (2019), "The Benefits of Hiring The Most Qualified People for the Job", Available at:

[The Benefits of Hiring The Most Qualified People for the Job \(morningbusinesschat.com\)](#)