

Investing in the future of UK healthcare

Driving transformation with critical capital

“Given our positive experience, I am more than happy to recommend Investec to other fast-growth, entrepreneurial businesses. I feel Investec definitely wants to be there on the journey with us every step of the way.”

Emma McFarlane, Founder and Director, Urgent Response Healthcare Ltd





About Urgent Response Healthcare Ltd

Urgent Response Healthcare Ltd, a London-based healthcare staffing company, has established itself as a premier provider of top-quality healthcare professionals throughout the UK. With a custom rapid-response model, the business caters to the needs of medical teams and experienced staff across various specialisations, including Accident & Emergency, General Ward Nursing, Doctors, Healthcare Assistants, Intensive Care, Midwifery, Neonatal, Prison Healthcare, Operating Theatres, Paediatric, CCU/HDU, Complex Care, Challenging Behaviours & Learning Difficulties, and Palliative Care. Its nurses are highly skilled, adaptable, and willing to travel long distances at short notice. With a commitment to providing on-call healthcare staff available 24/7, anywhere in the UK, Urgent Response ensures the deployment of highly trained and qualified experts to deliver exceptional healthcare staffing solutions.



The challenge

Since its inception, Urgent Response has experienced remarkable growth, achieving over £4 million in sales within its first 12 months.

Emma McFarlane, Founder and Director of the company, reflects on the early days: "Starting the business coincided with the end of the Covid-19 pandemic, which provided us with a significant boost in recruitment and supply to hospitals. Since then, we have experienced rapid growth and continue to build both our nurse and hospital base month by month."

However, along with this success came the challenge of managing cash flow. As Emma McFarlane explains, "One of the primary challenges we face as a business is the extended payment timeframes from the NHS, which can range from 30 to 90 days and, in some cases, even extend to six months. This has created a pressing need for additional working capital to sustain our operations and manage cash flow effectively."

The business founder elaborates, "Being part of the major NHS frameworks will open up more

opportunities within the sector, however, it requires substantial additional investments in compliance, training, software, and staff development. This underlines the importance of securing the right level of working capital from a supportive funding partner."

Investec's solution

Urgent Response was referred to Investec Capital Solutions by a key business introducer who recognised Investec's strong reputation and expertise in providing tailored working capital solutions for the healthcare recruitment sector.

Investec's ability to grasp the intricacies of the agency's business model played a crucial role in structuring a solution that would enable them to fuel further investment and empower the company to seize growth opportunities with confidence.

Investec's funding has provided Urgent Response Healthcare with the certainty of cash flow, enabling the business to focus on expanding its candidate base and invest in additional personnel to support its anticipated growth.

Investec's technology has also proved to be a valuable tool in enhancing the business's cash flow management. The business owner praised Investec's



technology, saying, "Investec's Intelligent Cashflow portal has given us an efficient and streamlined approach to track invoices, monitor available cash, and manage credit control."

Emma McFarlane expressed her satisfaction with Investec's solution and their relationship-driven approach to service delivery: "Given our positive experience, I am more than happy to recommend Investec to other fast-growth, entrepreneurial businesses. I feel Investec definitely wants to be there on the journey with us every step of the way."



Outcome

She observed: “Currently, we are on track to not only meet but exceed our performance from last year. While the market has stabilised compared to the challenging times of the pandemic, our focus is now on expanding into the framework world, which will unlock the potential for long-term contracts and numerous opportunities within the NHS sector.”

She continued: “Our vision goes beyond delivering quality healthcare services. We are dedicated to making a positive impact on the lives of nurses, enhancing patient care, and supporting our community by offering flexible work options and improved earning potential. Investec is right behind our vision and is supportive of our goals.”

“Growth entails nurturing and evolving the people who contribute to the business and are driving change. We are also determined to create a positive impact by supporting internationally trained nurses in securing sponsorships and training opportunities in the UK. Additionally, we are looking at opportunities to venture into the accommodation and property sector, providing housing solutions for travelling nurses and establishing long-term contracts with them.”

Looking ahead, Urgent Response envisions a bright future, aiming to become one of the leading healthcare staffing agencies in the UK. In the years ahead, the growth strategy for the business will extend beyond the

current sector, as the team explores opportunities in the technology, education, and cleaning industries.

With the support of Investec’s flexible working capital funding and driven by Emma McFarlane’s entrepreneurial vision, Urgent Response is poised for sustained growth. The commitment to driving positive change in the healthcare industry positions them strongly to make a meaningful difference in the lives of healthcare professionals and patients alike.

“Our vision goes beyond delivering quality healthcare services. We are dedicated to making a positive impact on the lives of nurses, enhancing patient care, and supporting our community by offering flexible work options and improved earning potential. Investec is right behind our vision and is supportive of our goals.”

Emma McFarlane, Founder and Director, Urgent Response Healthcare Ltd

Contact

investec.com/workingcapital

workingcapital@investec.com

020 7597 5936

We’re a solutions-led corporate and investment banking business who provide capital and innovative ideas to growth-orientated companies, private equity and institutional investors across markets and sectors.



Best Service from an Invoice Finance Provider



Best Service from an Invoice Finance Provider



Best Service from an Invoice Finance Provider



Best Asset Based Lender

Investec Capital Solutions Limited is a subsidiary of Investec Bank plc. Investec Bank plc whose registered office is at 30 Gresham Street, London EC2V 7QP is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, registered no 172330.

