

Workshop

Spreading Good Practice in the NHS: Supporting International Doctors programme

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Central Manchester University Hospitals

NHS Foundation Trust

A typical year in NHS: T&D

13,150 new doctors

5,619 new international doctors/year

> 6,000 new international nurses/year



New NHS spending scandal: £3.3 billion wasted on agency doctors

Regulators reveal that in just one year, spending on temporary workers has risen by £800 million, equal to the total NHS deficit across the country



534



207



0



79



820



Email



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Medical Training Initiative

The Medical Training Initiative (MTI) is a mutually beneficial scheme that provides junior doctors from all over the world with the opportunity to work and train in the

UK, while giving trusts a high quality, longer-term alternative to using locums to fill rota gaps.

Now in its seventh year, the RCP's scheme is biggest of all the UK college programmes, with nearly 250 international medical graduates currently working in the UK.

How can I apply to train in the UK?

The RCP can help international doctors who have already found a suitable post in the UK and can also match applicants to suitable posts.

Our role is to:

- facilitate General Medical Council (GMC) registration
- provide sponsorship for Tier 5 MTI visa

Details

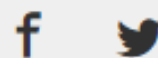
Reading time: 2

Date: 28 September



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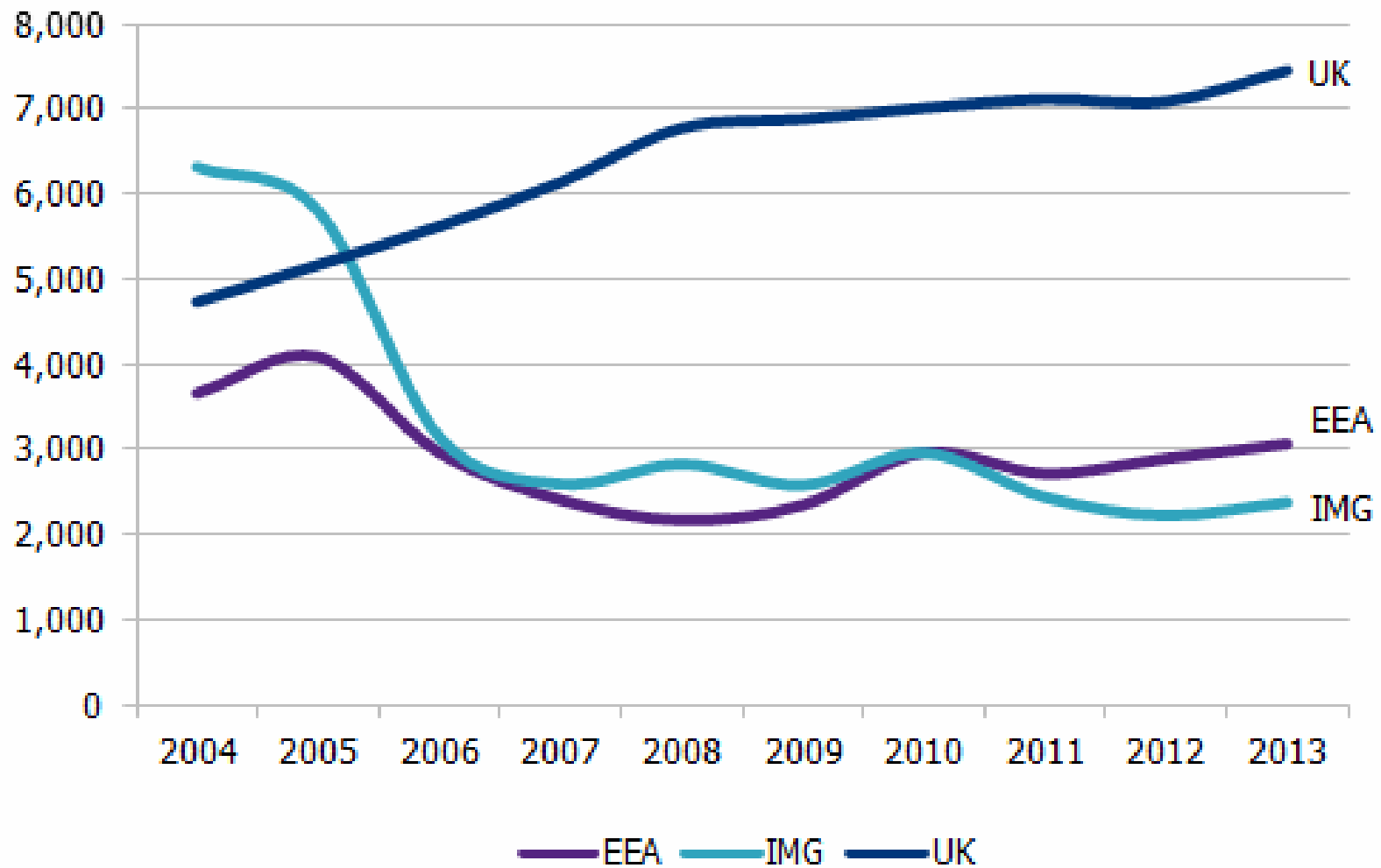
Thousands of new doctors opt for a better life abroad

Disillusioned medics are quitting the NHS and heading for countries such as Australia



ST



Doctors added to the register by World Region of PMQ for 2004 to 2013

Doctors by World Region of PMQ

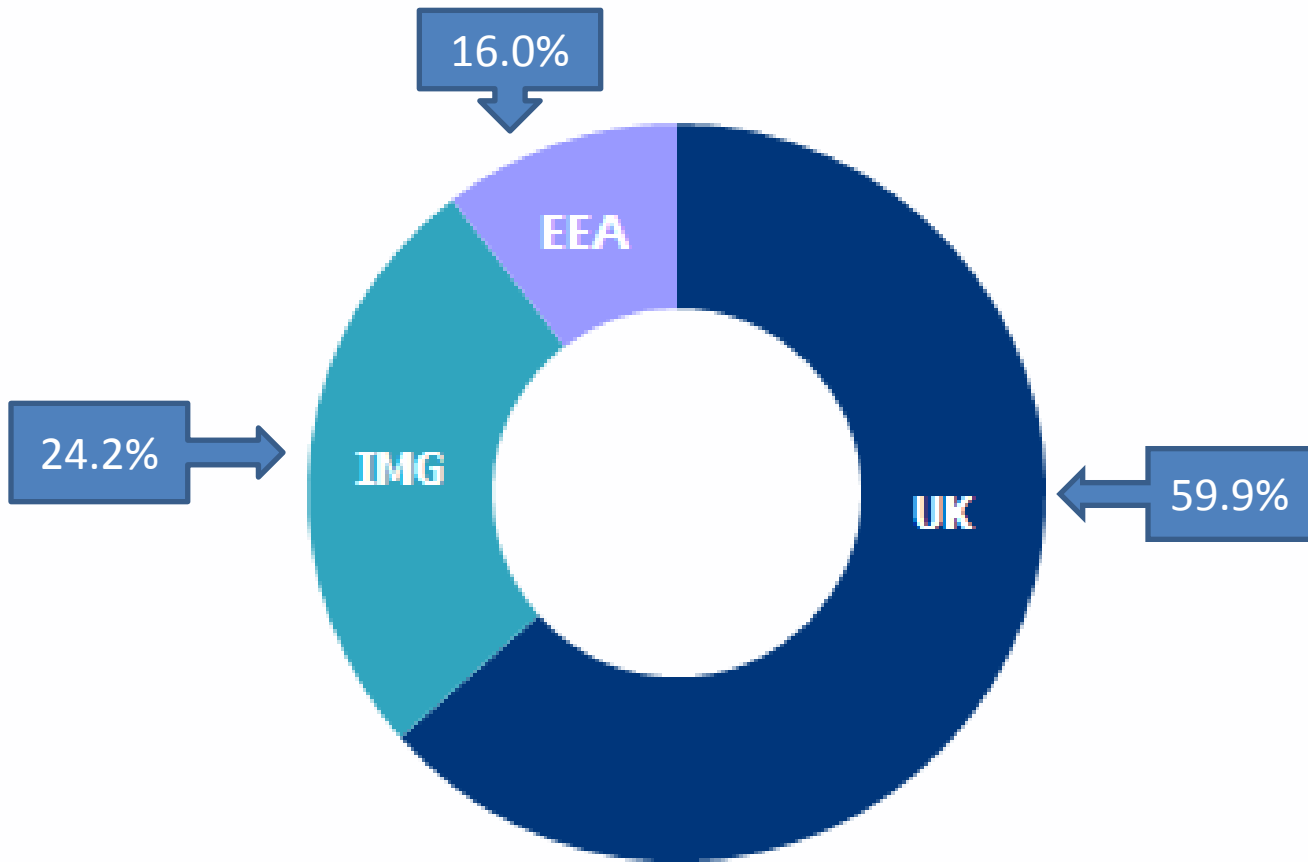
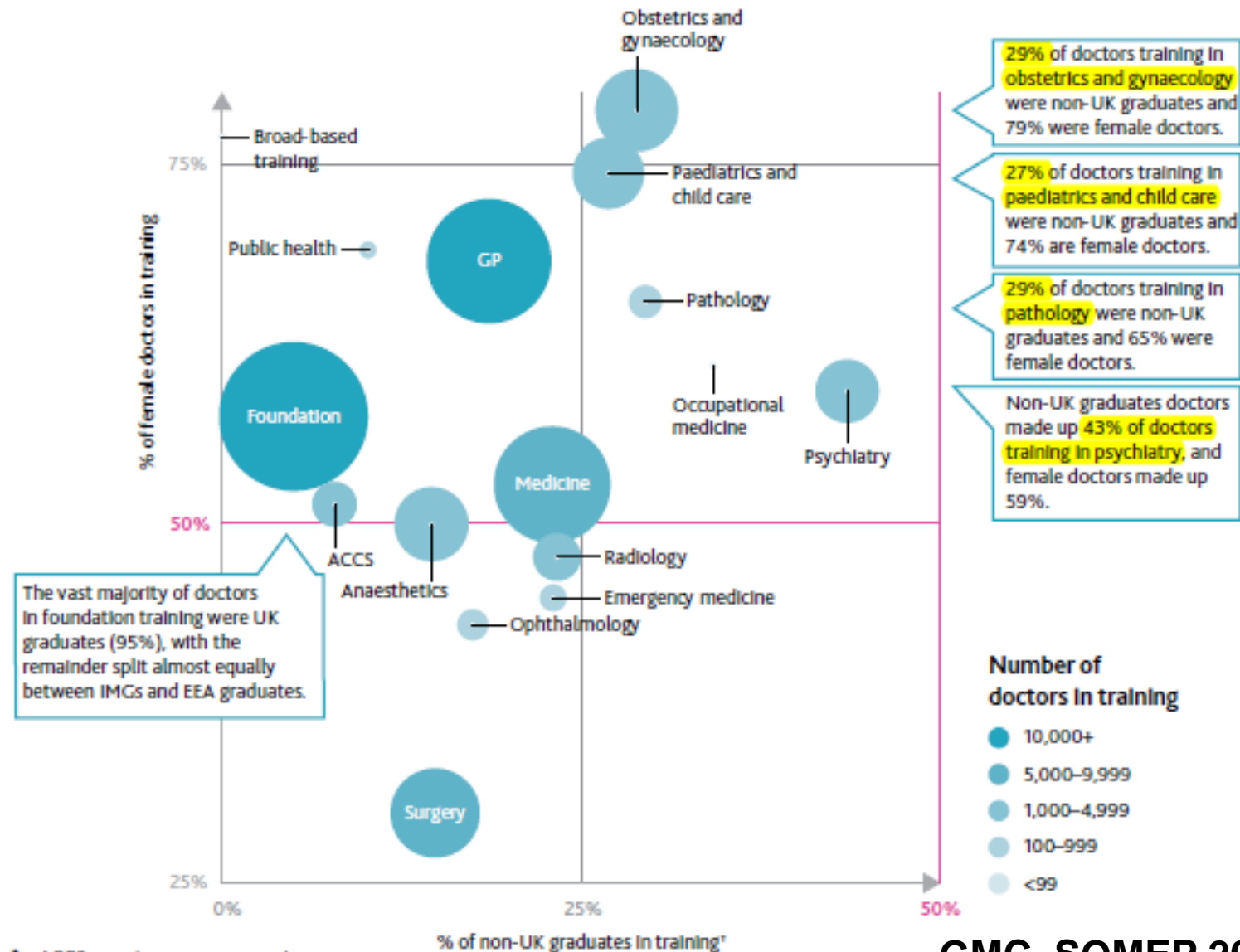


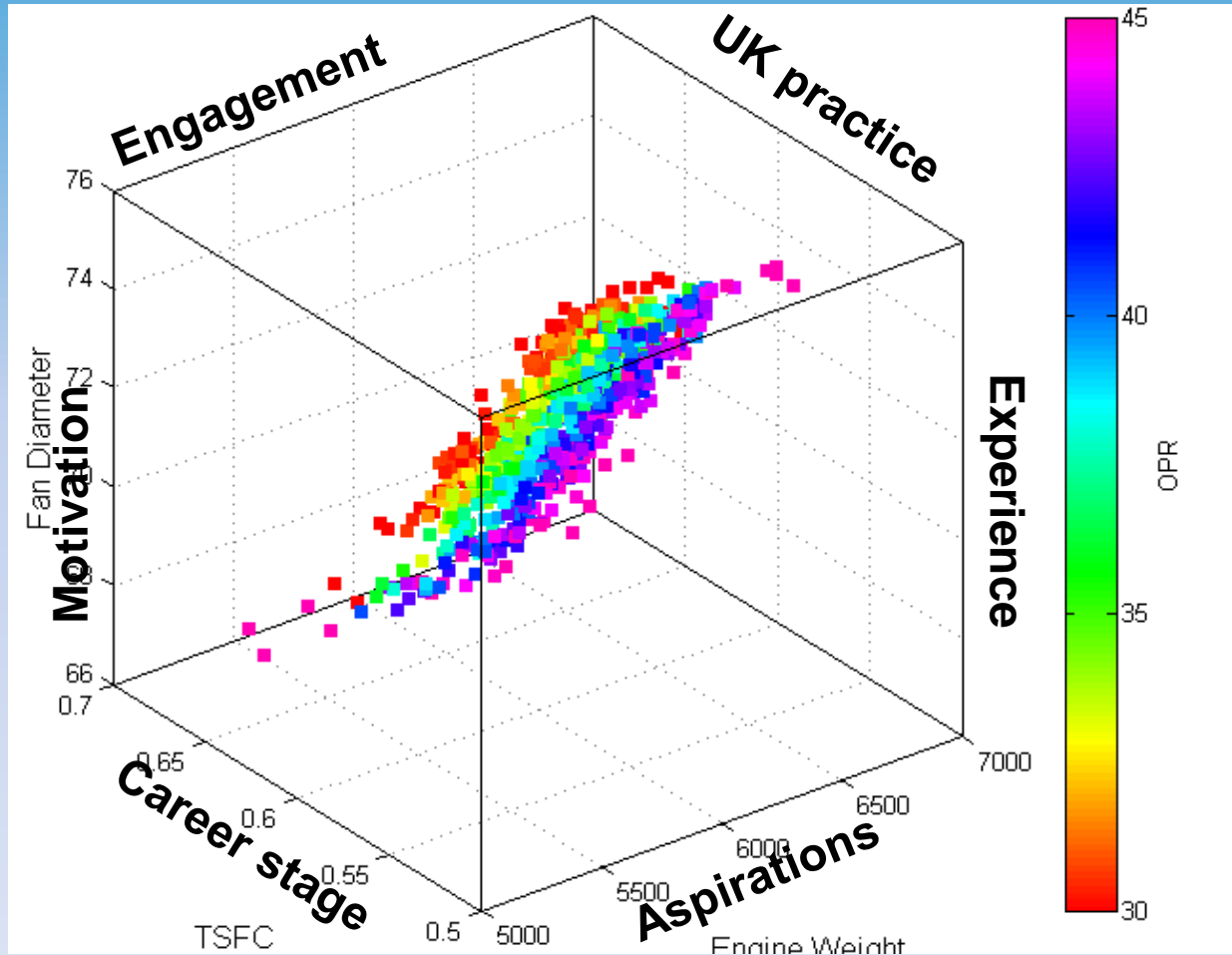
FIGURE 14: Gender and place of primary medical qualification of doctors training in specialties across the UK in 2013



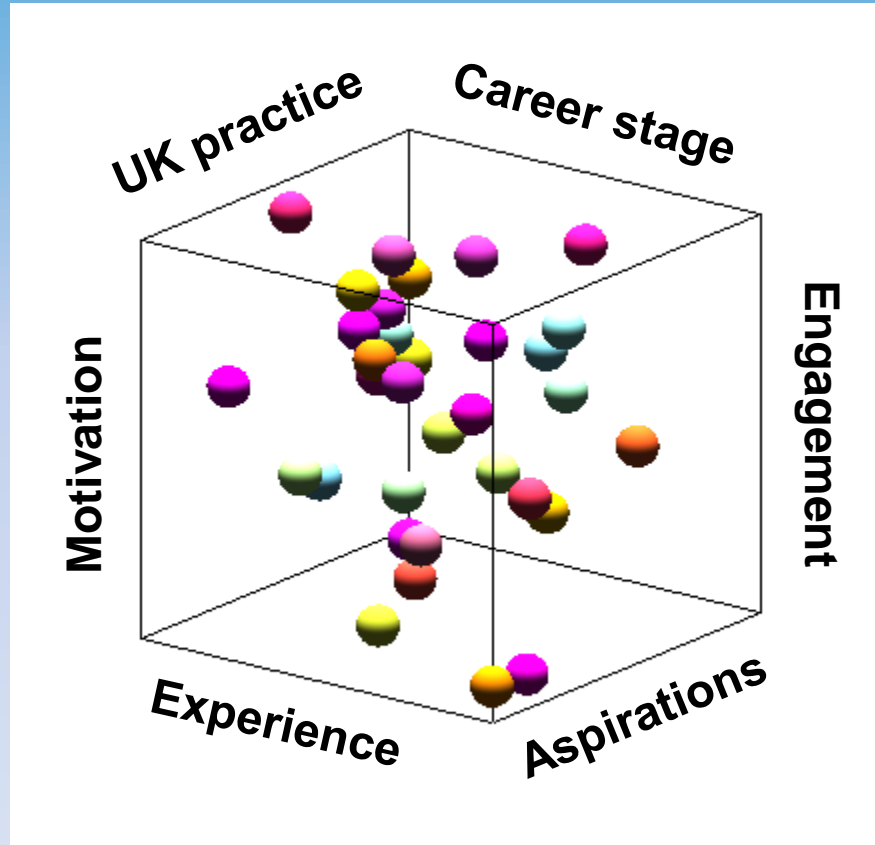
* ACCS= acute care common stem.

† Includes EEA graduates and IMGs.

UK PMQ trainee



IMG – Do not prejudge





Site Web

Foreign doctors 'must be trained to work here': Watchdog steps in as fears over patient safety grows

By [FIONA MACRAE](#)

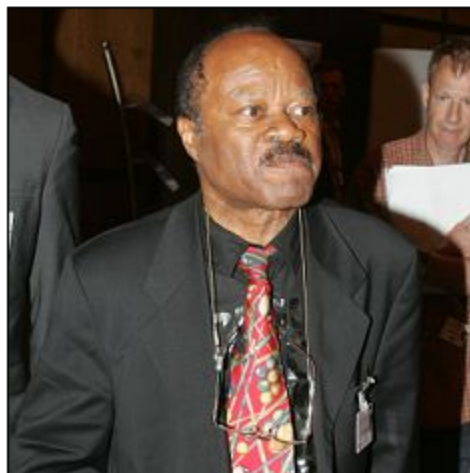
Last updated at 7:53 PM on 16th September 2011

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Foreign doctors should complete a basic training course before starting to work for the NHS, the medical watchdog has ruled.

Many overseas doctors arrive with 'little or no preparation' for working in the UK and need more support to practise safely, said the General Medical Council.

It is to run induction courses for all doctors new to the Health Service, including graduates from British medical schools and those arriving from abroad – including the



FEMAIL TODAY

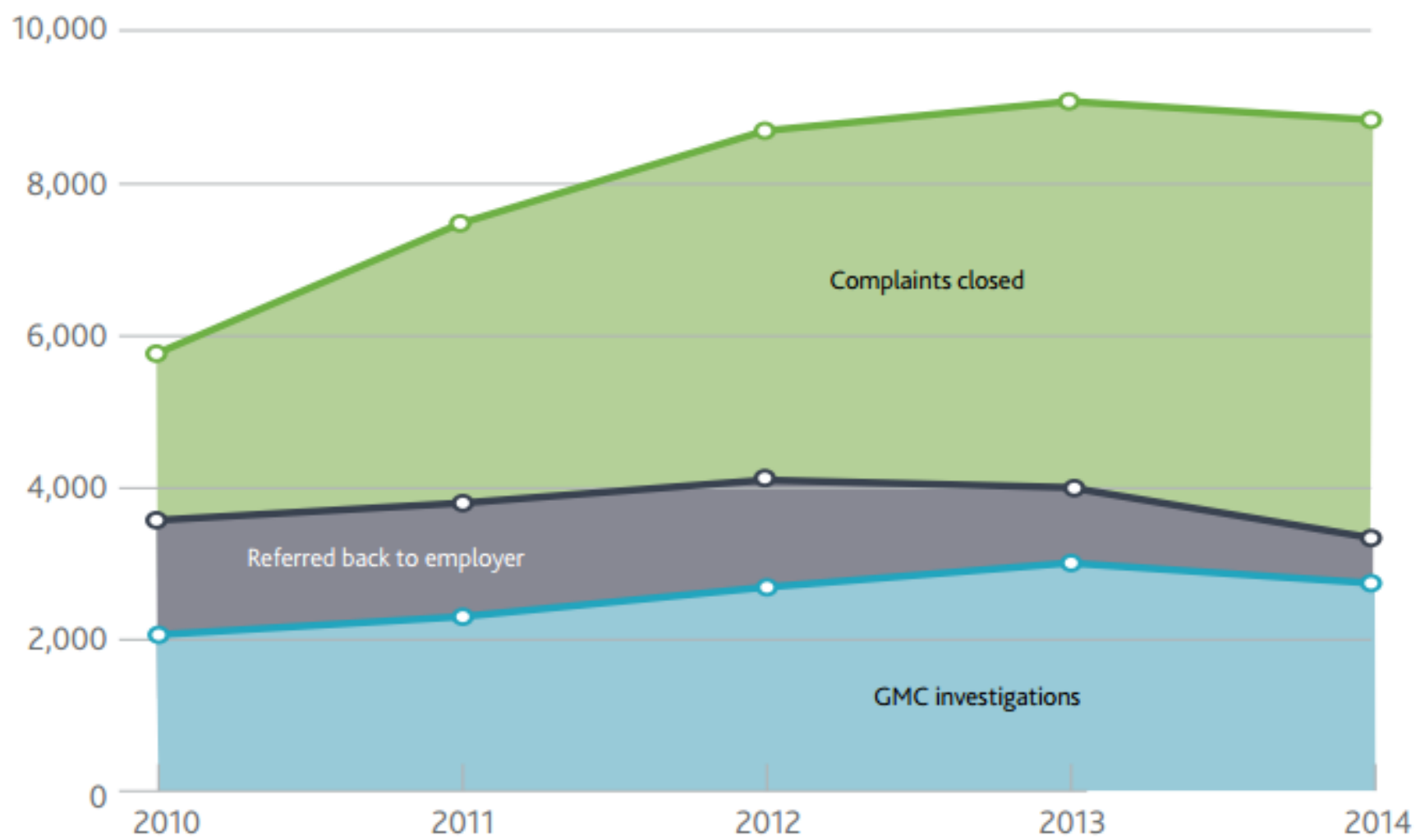
▶ The best advert for her own collection! Victoria Beckham dons a figure-hugging dress as she stocks up on clothes for daughter Harper



▶ 'I was a hippo mama': Jennifer Ellison unveils



Figure 24: The numbers of complaints and investigations received by the GMC during 2010–14



About NCAS

Case Services


Resources

Publications

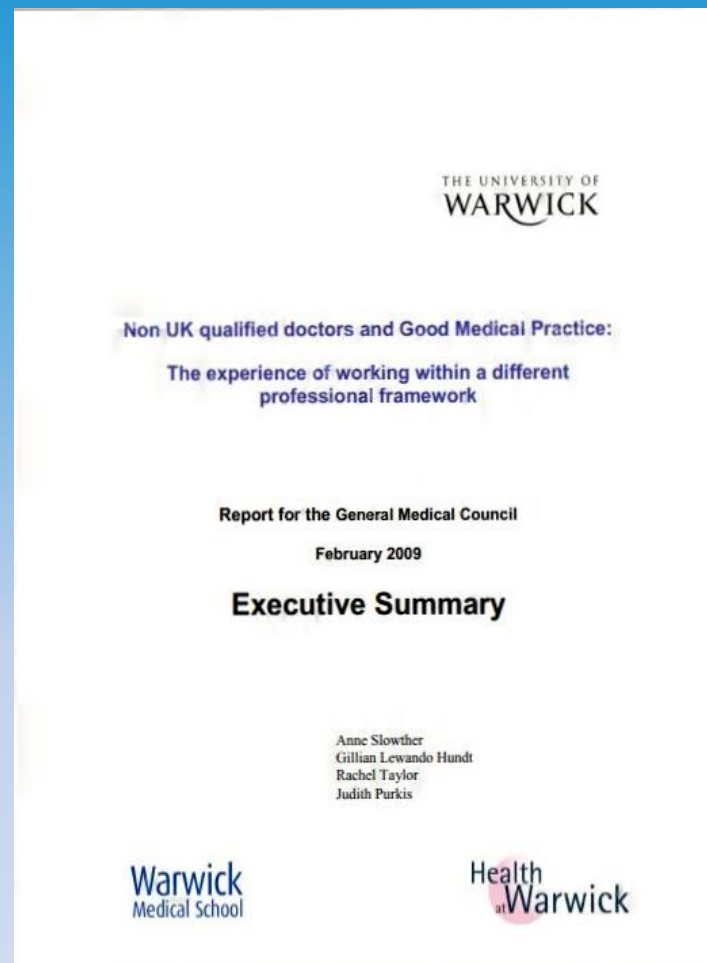
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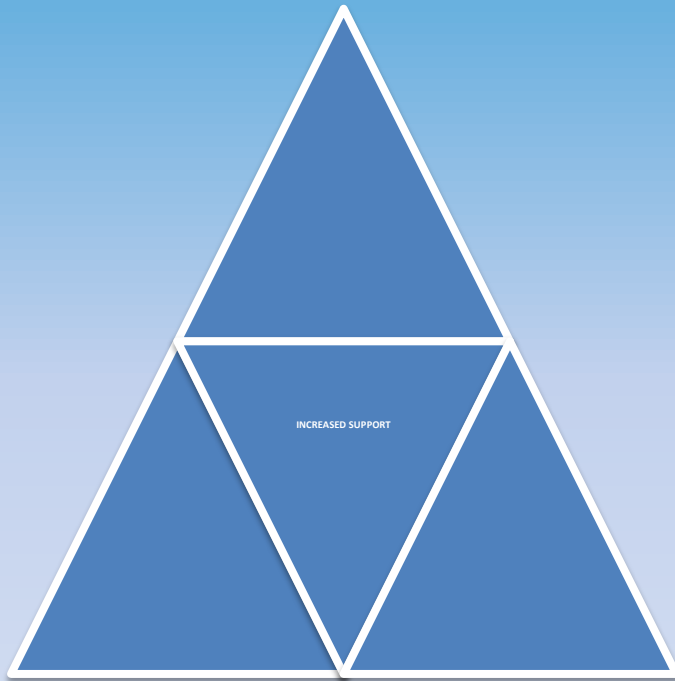
“doctors with a PMQ from outside the UK were more likely to be referred to NCAS, or be excluded or suspended from work (by NCAS), than UK medical graduates”



“lack of relevant information about legal, ethical and professional standards and guidance prior to registration.....”



“Overseas qualified doctors need better support”



I believe that if you show
people the problems and
you show them the
solutions they will be moved
to act

Bill Gates

Please share your experiences of supervising international doctor

What are you doing differently?

Good practices in the region.....

My perspectives as an IMG



Clinical Fellow
Department of Anaesthesia
CMFT

Background

- Eastern Europe/ Population 1,973,700 (2014)
- Number of doctors 6520 (2010)



Medical schools x 2

1. **Latvian University
(medical faculty)**



2. **Rigas Stradins
University**



Arrival 06/2010

1st. post → permanent trust doc



Good experience:

1. official trust induction
2. immediate access to clinical educator → kind attitude c plenty of support (service oriented)
3. checks done at EC c feedback
4. advice/finance given for courses (e.g. ALS etc.)
5. help from majority of juniors on the ward

Issues:

Very stressful and petrifying!!!

1. Vague understanding of NHS the way it works and opportunities for professional growth
2. Significant differences in medical practice
3. Plenty of unfamiliar abbreviations
4. Lack of support/understanding from some members of staff
5. Cultural differences

Social aspects for me and my family

Very good as we quickly were provided c:

1. Good family accommodation for doctors (fully furnished, clean and relatively cheap)+excellent location/infrastructure
2. Help c finding the schools → adviser provided from city council
3. Nursery located meters away from the accommodation
4. Wife managed to find work very quickly and not far away
5. Very good GP and the hospital

Career opportunities

- I was on the sp. register but not ready for consultant job without the UK experience
- I was keen to grow but as SD had ↓ opportunities, almost no theatres
- There were ↑ promises but 0 effect as trust was keen to keep me as a SD (service provider) → frustration
- Resigned and starting looking for new opportunities
- After a couple of failed attempts accepted to the fellowship at CMFT very happy now
- Plenty of consultants experienced in IMG carriers



My recommendation

- **Difficult** as each case is different:
country c its healthcare, education, culture,
previous carrier, age, family status, personal
targets (?money or professional growth) etc.
- Try to get the piece of advice early (e.g.
contact experienced clinical educator and/or
other colleagues)

NEVER
GIVE UP!



Enhanced Support for International Doctors

CMFT International Doctors' Programme

- To increase the knowledge of new international doctors about the ethical, social, legal and professional aspects of UK clinical practice and patient care.
- To provide the above training in the most **resources efficient** way; to avoid unnecessary time commitment of senior doctors to provide this training.
- To train and develop a support network for International doctors who will support a new international doctor in not only professional/career path but also in social environment to ensure they have optimal environment and support to provide best patient care.



'Online' Induction



An extraordinary project
in terms of breadth and
skill of content

e-Learning Age -
Judges citation

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e-Learning for Healthcare (e-LfH)

...is an award winning
e-learning programme
providing national, quality
assured online training
content for the healthcare
profession.



Dentistry



Safeguarding
Children



Radiology



Sexual & Reproductive Healthcare

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the revolution in
healthcare training
in the UK

e-LfH's e-learning projects enhance traditional
learning, support existing teaching methods and
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Contributing to the revolution of
medical and healthcare training



Related Links



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Pathway



Accessible
Information Standard



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Acute NIV



Adolescent Health



Advanced
Radiotherapy



Alcohol



Alcohol - Reducing
Violence



Anaesthesia



Antimicrobial
Resistance



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Pharmatics



Healthy Child Programme



Healthy School Child



Hospital at Night



Interpretation



Improving Mouth Care



Induction for International Doctors



Intensive Care Medicine - e-ICM





An extraordinary project
in terms of breadth and
skill of content

e-Learning Age -
Judges citation

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Induction for International Doctors

An e-learning package to support all new international doctors working in the NHS

Menu

- Programme home
- More information
- Meet the team
- How to access

Induction for International Doctors

The Induction for International Doctors programme is a web-based educational resource developed by Central Manchester University Hospitals NHS Foundation Trust (CMFT) in partnership with HEE e-Learning for Healthcare (e-LfH), to introduce internationally qualified doctors, who are new to UK clinical practice, to ethical, social, legal and professional aspects of UK clinical practice. The programme has a number of interactive e-learning sessions produced by CMFT, along with a number of sessions taken from other e-LfH programmes which supplement the focus of the programme.

Sessions include case-based scenarios and are intentionally generic in content, thereby making them useful for doctors of any specialty and grade. It is expected that this e-learning programme will act as a driver for new international doctors to commence a focussed discussion with their educational supervisors, to develop professional development plans and to undertake additional training as per their specialty/local needs.



Search the e-learning



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▶  **Induction for International Doctors (INT)**

- ▶  Information Security (INS)
- ▶  Intensive Care Echo and Basic Lung Ultrasound (ICE-BLU)
- ▶  Laser Safety (eLaser)
- ▶  Leadership for Clinicians: Clinical Leadership (CLE)
- ▶  Manual Handling (MHD)
- ▶  Mental Capacity and Consent (MCC)
- ▶  Occupational Health (OCC)
- ▶  Pain (EPN)
- ▶  Research and Audit (R&A)
- ▶  Safe Prescribing (SPB)
- ▶  Safeguarding Adults (SGA)



1. Introduction to Working in the NHS

Last accessed: 16 Sep 2015



2. Social Aspects to UK Clinical Practice

Last accessed: 16 Sep 2015



3. Ethical and Legal Aspects to UK Clinical Practice



4. Patient Safety Aspects to UK Clinical Practice



5. Professional Aspects to UK Clinical Practice

Last accessed: 16 Sep 2015

Induction for International Doctors

This is a national web-based educational resource developed by Central Manchester University Hospitals NHS Foundation Trust (CMFT) in partnership with HEE e-Learning for Healthcare (www.e-lfh.org.uk) to introduce all internationally qualified doctors, who are new to UK clinical practice; to ethical, social, legal and professional aspects of UK clinical practice. This is available free of cost to all NHS healthcare professionals in the UK.

Introduction to working in the NHS

Role of the junior doctor

Social aspects to UK clinical practice

Interpersonal communication skills
Communication skills

Ethical & legal aspects to UK clinical practice

Good medical practice

Patient Consent

Patient Autonomy and Related Ethics

Mental Capacity

Mental Capacity assessment

An Introduction to the Data Protection Act

Information Security

Death Certification and Coroners

Patient Safety Aspects to UK Clinical Practice

Human Factors

Introduction to Patient Safety

Error wisdom and patient safety

Introduction to the Principles of Risk Management

Incident reporting in primary care

Use of BNF and Safe Prescribing

Completing a Trust Prescription Chart

Discharge Summaries

Universal protection and cross infection

Infection control issues



How to access the programme: In order to access any e-LFH programme, you will need an e-LFH account. If you do not have one, then you can register by selecting the 'Register' tab at www.e-lfh.org.uk.

If not in a training job, your role would be 'Non-trainee doctor' and you would require your GMC number to register

Please contact Dr Sujesh Bansal,
sujesh.bansal@cmft.nhs.uk,
CMFT Project Lead,
for further information

Scan this QR code to directly access the programme



Professional Aspects to UK Clinical Practice

Professional Organisations

How to avoid the GMC Disciplinary Committee

Structure of UK Medical Training

Supervised Learning Event in Foundation Programme - Introduction

Introduction to Portfolio, Appraisal and Revalidation

Introduction to working in the NHS

Role of the junior doctor

Social aspects to UK clinical practice

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Patient Consent
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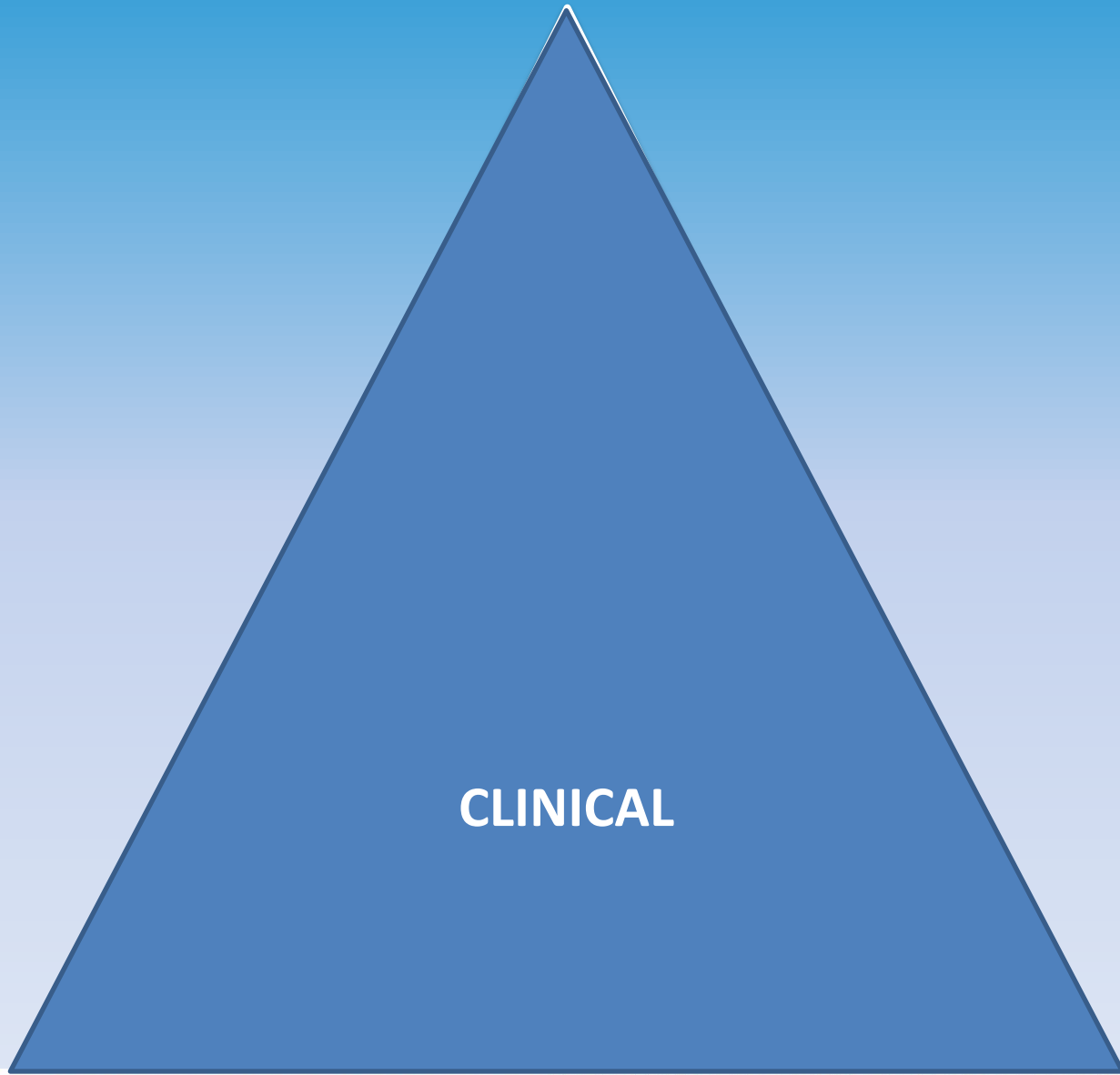
Please contact Dr Sujesh Bansal,
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CMFT Project Lead,
for further information

Scan this QR code to directly access the programme





**How can we ensure that
international doctors progress in
their professional career?**



Examination & International Doctors

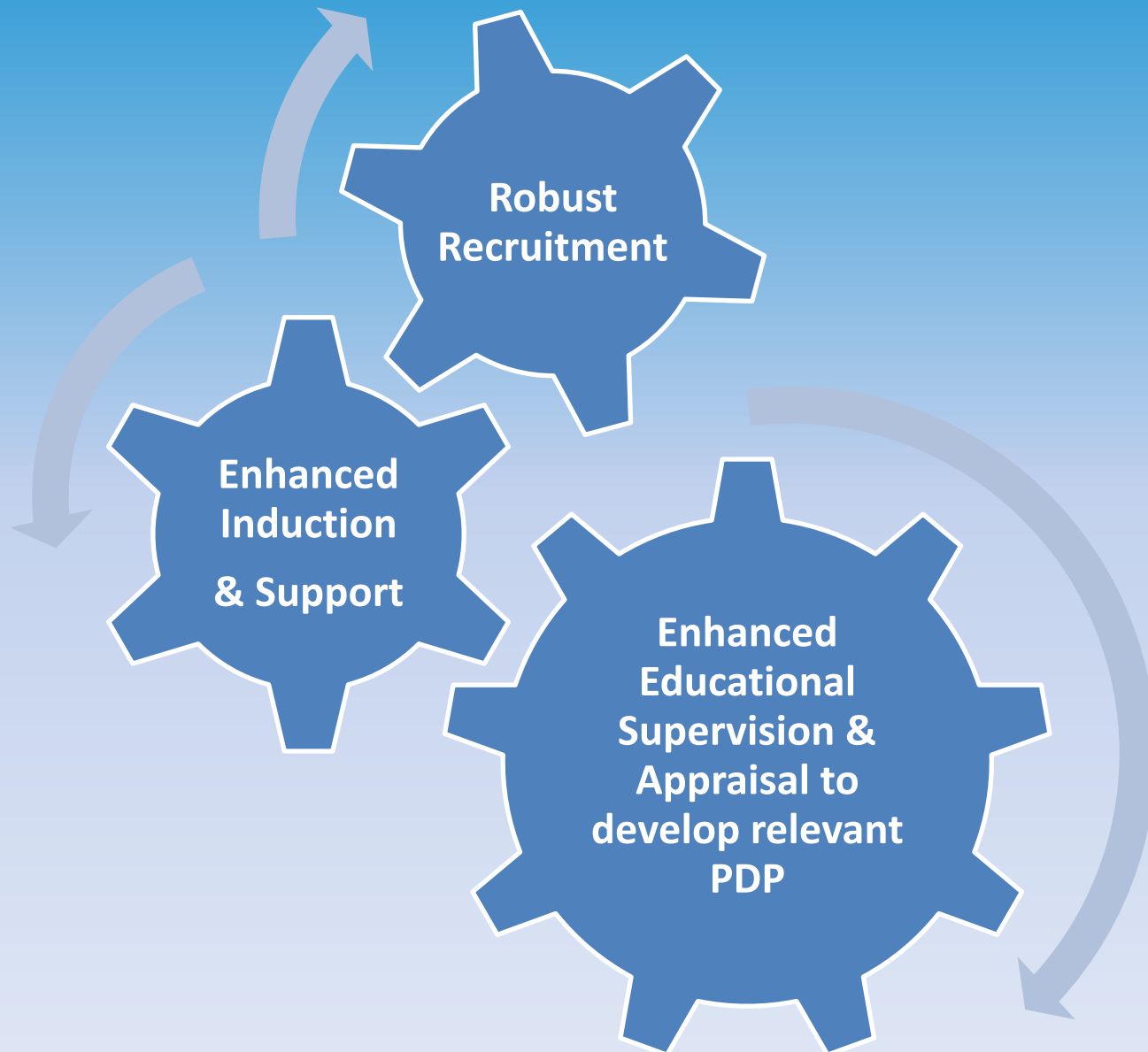
- Additional training for international medical graduates to enable their adaptation to the UK healthcare system.
- Diversity of examiners and actors, the type of cases included in the examination and the feedback given to candidates
- Deaneries:
 - Additional training support
 - Rotation in proven stronger training hospitals
 - Trainers are given additional support.

Know the Challenges

- What does IMG wishes to achieve over the next few years?
- What training or resources would this require?
- Would this need a change in their current job?
- Strengths?
- Weaknesses? why ?
 - resources, further training, personality, systemic, remedies?
- What guidance or help do they need? Who? How?
- Clinical/training/organisational.

How can ES help?

- Professional Support (Educational Supervisor – enhanced)
- Enhanced induction
- Make daily working life easier
- Maximum out of daily learning opportunities
- Study leave / CME
- Royal College Examinations
- Appraisal / revalidation
- Strengthen human resources / medical staffing
- Social Peer buddy (Family support, network, settling in, shopping, transport)



Conclusion: Resource efficiency

- **Introduced bespoke online training programme** for international doctors in August 2012 to provide 'enhanced' information and knowledge on social, ethical, legal, professional and patient safety aspects of patient care and UK clinical practice; before any new international doctor joins the trust.
- A peer '**Buddy support system**' introduced for new international doctor to provide support by an experienced non-UK junior doctor in the Trust as an international doctor settles into the new environment of UK and NHS clinical practice.
- Role of '**Developmental Supervisor**' has been developed to support international doctor in their career development and professional environment.

Future Developments

- Induction programme for new International Nurses
 - Trial of selected modules for usefulness
- Impact of CMFT International Programme on
 - professional development of international doctors
 - Patient care
- ‘Spread the word’

Enhanced Induction

- E-LfH Induction for International Doctors
- Corporate/ Clinical/ ANTT/ BLS/ Pain
- Trust Email i.d.
- IT software training & various passwords
- Transfer training (Inter/Intra)
- A&E session
- ITU session
- IMPACT/? ALERT / ALS

CPD

- 10 to 30 days of study leave
- £700 / year
- Internal
 - Audit & Clinical effectiveness day
 - Journal club
 - Morbidity & mortality meetings
 - FRCA Preparation Courses
 - Free days organised by the Trust / Deanery / Locally
- External
 - Specialist societies

Annual Appraisal

- Trust Employees
 - Concerns re. poor engagement
- 12 monthly appraisal (9-15 months)
- Agree on appraisal date on induction
 - Birthday, Previous ARCP date, Pragmatic approach
- Contact for Equiniti portfolio
- Bespoke workshop on Equiniti portfolio
- Maintain portfolio (Online + Paper)
- All CS/ES paperwork

Management

- Use Trust policy
- Involve CS, ES, Tutors, CD, MD
- Advice from Postgraduate Medical Education Department
 - Simon Carley, Mark Forrest, Sujesh Bansal
- Might need to involve
 - Human Resources
 - Occupational Health

Our experience: Issues

- Independent lists (worked as SAS)
- Not called for help in A&E (worked as SAS)
- Not understanding the work culture (NEW)
- No UK experience in transfer, A&E, solo (NEW)

- Attitude
- Motivation
- WPBA, CPD, Teaching

Professional Support

- Seeking early help: Trainee Buddy
Education supervisor
Clinical Supervisor
- Seeking sufficient information
- Setting early and long term goals

Medical-legal Support

- NHS Indemnity schemes
- Medical defence organisations :
 - Medical Defence Union Limited
 - Medical Protection Society
 - Premium Medical Protection
 - Towergate MIA

Make our daily working easy

- Complete Mandatory training as early as possible
- Trust email ID

<https://webmail.cmft.nhs.uk/>

- Providing important passwords

- ✓ Clinical work station (CWS)
- ✓ Patient track
- ✓ PACS
- ✓ Medisac



- Encouraging **GMC Good practice guidelines based work culture**

Make maximum out of our work

- Work-based assessment
 - ✓ DOPS
 - ✓ CBD
 - ✓ ACEX
 - ✓ ALMAT
 - ✓ MSF

Consultant supervised attached list per week
6 monthly report to RCoA
ARCP-like appraisal 12 monthly
 - Undergraduate Teachings
 - Audits
 - Surveys
- Clinical governance meetings
Poster/Paper presentations

CMEs

- Booking courses/CMEs/Conferences
- Must do ones...

“Welcome to UK practice”

“Challenges for international doctors: Practical solutions for promoting professionalism and patient safety”

- Early meeting with educational supervisor and/or Clinical supervisor


Resource

- <http://learning.nihr.ac.uk/>

Good Clinical Practice e-learning

- Update
- Library services
- NHS Evidence

RCoA membership

 **Application form for entry onto the Voluntary Register of The Royal College of Anaesthetists**

THE ROYAL COLLEGE OF ANAESTHETISTS

For official use only	M77	Date
Received		
Acknowledged		

Please complete this form in block capitals using black ink

Personal Details	College Ref No. if already issued.											Male		Female			
Surname		Initials:			Title (Dr/Mr/Mrs/Ms etc)												
Forename 1			Forename 2			Forename 3											
Permanent UK address for correspondence:																	
Address line 1:																	
Address line 2:																	
Address line 3:																	
Town/City:					County:												
Postcode:					Country:												
E-mail:										Date of birth:							
Telephone No:										D	D	M	M	Y	Y	Y	Y
I confirm that I am practising Anaesthetics / Critical Care / Pain Management.													YES / NO				
CURRENT APPOINTMENT																	
Post		Name of Hospital															
Registration details GMC Number MUST be supplied:																	
Registration type: Full / Limited										Permanent UK resident: Yes / No							
I wish to apply to be on the Voluntary Register of the Royal College of Anaesthetists. I believe that I fulfil all the eligibility requirements.																	
Signature:										Date:							
Please return this form to Membership Secretary, The Royal College of Anaesthetists, Churchill House, 35 Red Lion Square, London, WC1R 4SG																	

- **BJA monthly issue**

- **CEACP**

- **Bulletin RCoA**

FRCA

- Get RCoA membership
- Start early
- Links:

www.rcoa.ac.uk/examinations/overview

www.frca.co.uk/

Maintaining Logbook

- www.logbook.org.uk
- <http://www.onlineanaesthesia.com>

Appraisal and Revalidation

- Equiniti RMS Drop-in Training Sessions

Settling in Manchester



Financial issues

- Salary:
 - Grade
 - Points
 - Basic Salary
 - Banding
- Expenses
- Savings

Renting a house

- www.rightmove.co.uk/
- www.zoopla.co.uk/

Seeking health services

- Register self and family with a GP
- Do this as early as possible
- Contact/visit nearest GP medical centre

Getting Family to UK

- Tier5 dependent visa (Spouse and children)
- Visa allows dependent to do jobs and courses (except as a doctor or dentist)
- Nostalgia?

Child education



Manchester City Council

www.manchester.gov.uk/

Shopping

- Manchester City centre



- The Lowry



- Trafford centre



Transportation in Greater Manchester and around

<http://www.metrolink.co.uk/>

www.tfgm.com/

www.stagecoachbus.com/

www.nationalexpress.com/

www.megabus.com/



Dr Sujesh Bansal
International Trust Tutor
Consultant Anaesthetist
CMFT