Workshop

Spreading Good Practice in the NHS: Supporting International Doctors programme

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Postgraduate Medical Education Department
Central Manchester University Hospitals
NHS Foundation Trust
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.
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
Thousands of new doctors opt for a better life abroad

Disillusioned medics are quitting the NHS and heading for countries such as Australia.
Doctors added to the register by World Region of PMQ for 2004 to 2013
Doctors by World Region of PMQ

- UK: 59.9%
- IMG: 24.2%
- EEA: 16.0%
FIGURE 14: Gender and place of primary medical qualification of doctors training in specialties across the UK in 2013

- 29% of doctors training in obstetrics and gynaecology were non-UK graduates and 79% were female doctors.
- 27% of doctors training in paediatrics and child care were non-UK graduates and 74% are female doctors.
- 29% of doctors training in pathology were non-UK graduates and 65% were female doctors.
- Non-UK graduates doctors made up 43% of doctors training in psychiatry, and female doctors made up 59%.

The vast majority of doctors in foundation training were UK graduates (95%), with the remainder split almost equally between IMGs and EEA graduates.

Number of doctors in training:
- 10,000+
- 5,000-9,999
- 1,000-4,999
- 100-999
- <99

GMC, SOMEPEP 2014
UK PMQ trainee
IMG – Do not prejudge
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

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 European Union, the watchdog said.

African doctors have been among those to raise concerns, according to the GMC.

The professional body was responding to recommendations of the Royal College of Surgeons to stop allowing doctors operating in the UK who had no formal training in the country.

The GMC said that it would set up a new scheme to ensure that doctors had the right skills for British patients.

'Foreign doctors need to be trained': GMC

'They need the right skills': GMC
Complaints about doctors have continued to rise.
“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
e-Learning for Healthcare (e-LfH)

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

Contributing to the revolution in healthcare training in the UK

e-LfH's e-learning projects enhance traditional learning, support existing teaching methods and provide a valuable reference point which can be accessed anytime, anywhere.
Induction for International Doctors

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

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.
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
- 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

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

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.
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Role of the junior doctor
Social aspects to UK clinical practice
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Communication skills

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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)
Robust Recruitment

Enhanced Induction & Support

Enhanced Educational Supervision & Appraisal to develop relevant PDP
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 usefullness
• 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: Consultant supervised attached list per week
  - CBD: 6 monthly report to RCoA
  - ACEX: ARCP-like appraisal 12 monthly
  - ALMAT
  - MSF

- Undergraduate Teachings

- Audits: Clinical governance meetings

- Surveys: 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

- BJA monthly issue
- CEACP
- Bulletin RCoA

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

For official use only

<table>
<thead>
<tr>
<th>Date</th>
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Received
Acknowledged

**Personal Details**

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<th>Forename 3</th>
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**Address line 1:**

**Address line 2:**

**Address line 3:**

**Town/City:**

**County:**

**Postcode:**

**Country:**

**E-mail:**

**Date of birth:**

**Date:**

**Current Appointment**

**Post:**

**Name of Hospital:**

**Registration details GMC Number MUST be supplied:**

**Registration type:**

**Permanent UK resident:**

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
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/](http://www.rightmove.co.uk/)
- [www.zoopla.co.uk/](http://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

• Tier 5 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 Tutor
Consultant Anaesthetist
CMFT