



How should we  
support our IMG's?  
Onboarding and Beyond

# An International Workforce

## International Medical Graduates

A Doctor who has qualified outside of the UK

GMC is using a different definition:

A Doctor who has qualified outside of the UK

But also outside of the European Economic Area (EEA)

## Internationally Trained Healthcare Professionals

Nurses

HCAs

AHPs

Pharmacists

Biomedical scientists



## A-E

[Austria](#)

[Belgium](#)

[Bulgaria](#)

[Croatia](#)

[Cyprus](#)

[Czech Republic](#)

[Denmark](#)

[Estonia](#)

## F-I

[Finland](#)

[France](#)

[Germany](#)

[Greece](#)

[Hungary](#)

[Iceland](#)

[Ireland](#)

[Italy](#)

## L-P

[Latvia](#)

[Lithuania](#)

[Luxembourg](#)

[Malta](#)

[Netherlands](#)

[Norway](#)

[Poland](#)

[Portugal](#)

## R-S

[Romania](#)

[Slovakia](#)

[Slovenia](#)

[Spain](#)

[Sweden](#)

[Switzerland](#)

# What is in the European Economic Area ?

Different route onto GMC register

May not do PLAB

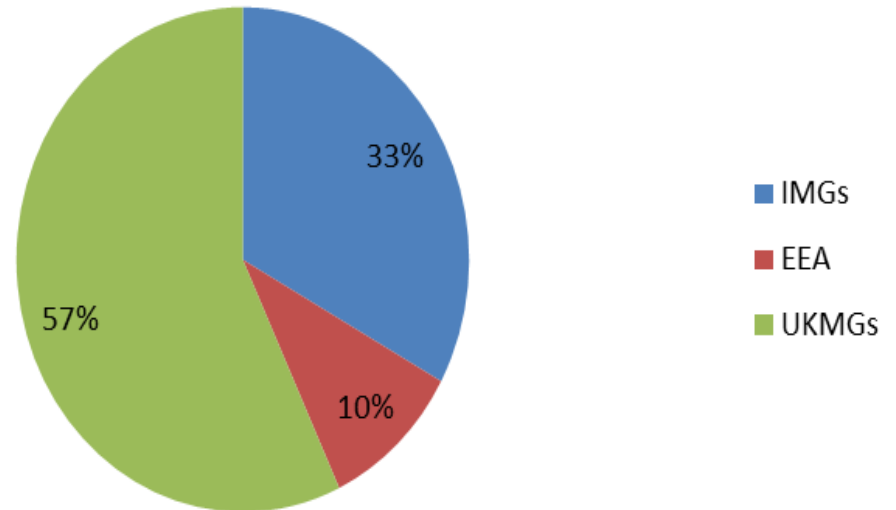
May not do English language test

"1 in 3 doctors in the UK are International Medical Doctors"

National  
data

Doctors

**Doctors on GMC register - 2023**



Real number is 43%

# Who may be an IMG?

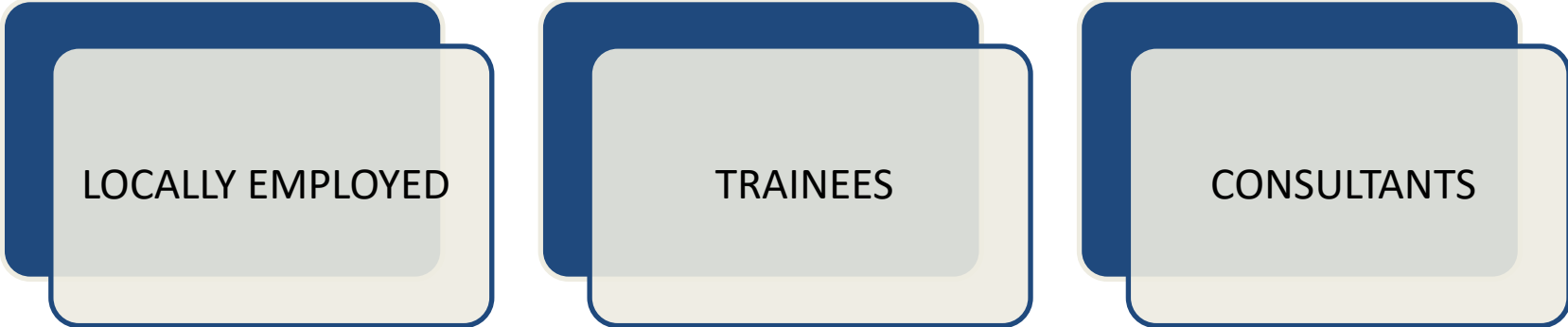


Diagram illustrating three categories of IMGs (International Medical Graduates) who may be eligible:

- LOCALLY EMPLOYED
- TRAINEES
- CONSULTANTS

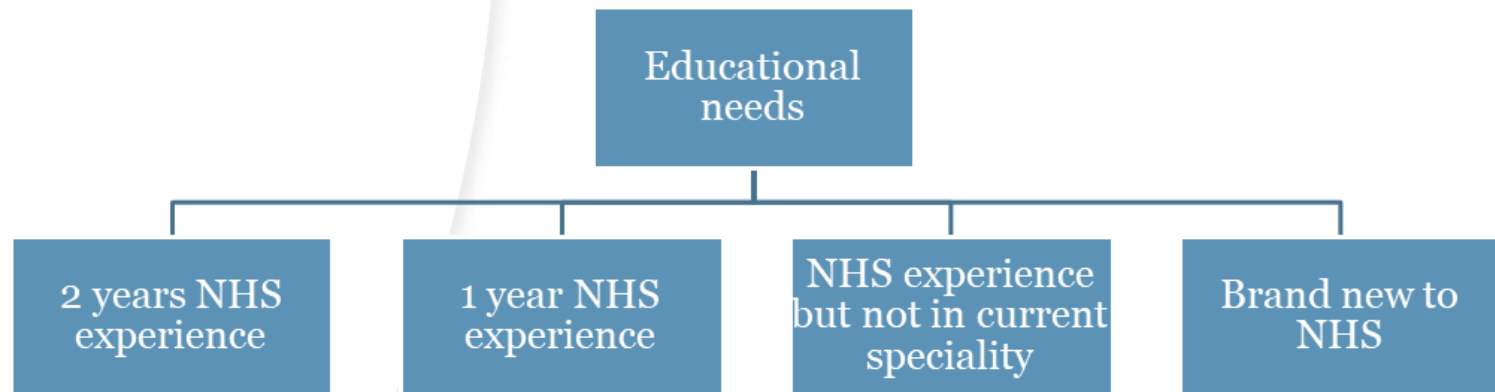
## When do you stop being an IMG?

---

- Simple answer: You don't
- Educationally:

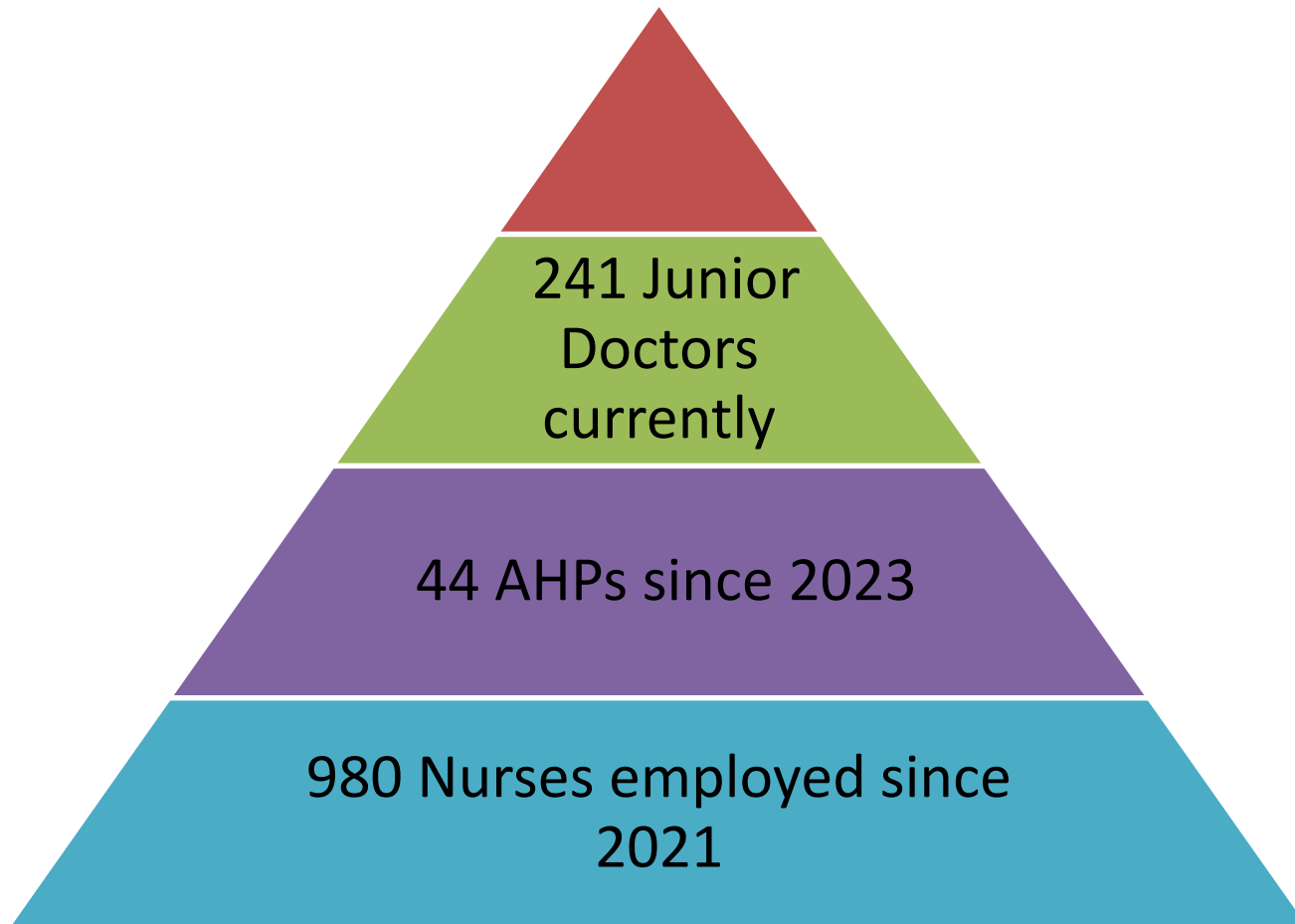
MEMs given information about trainees who have worked in the UK for 2 years or less.

Non training grades require a CV review

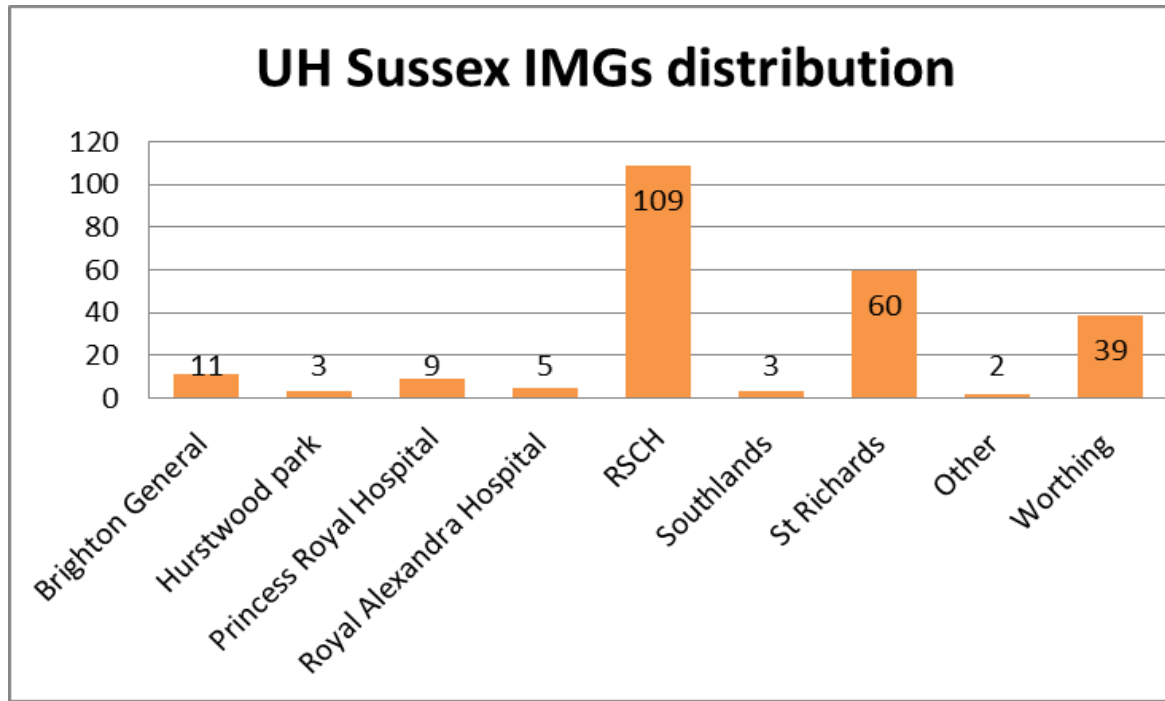




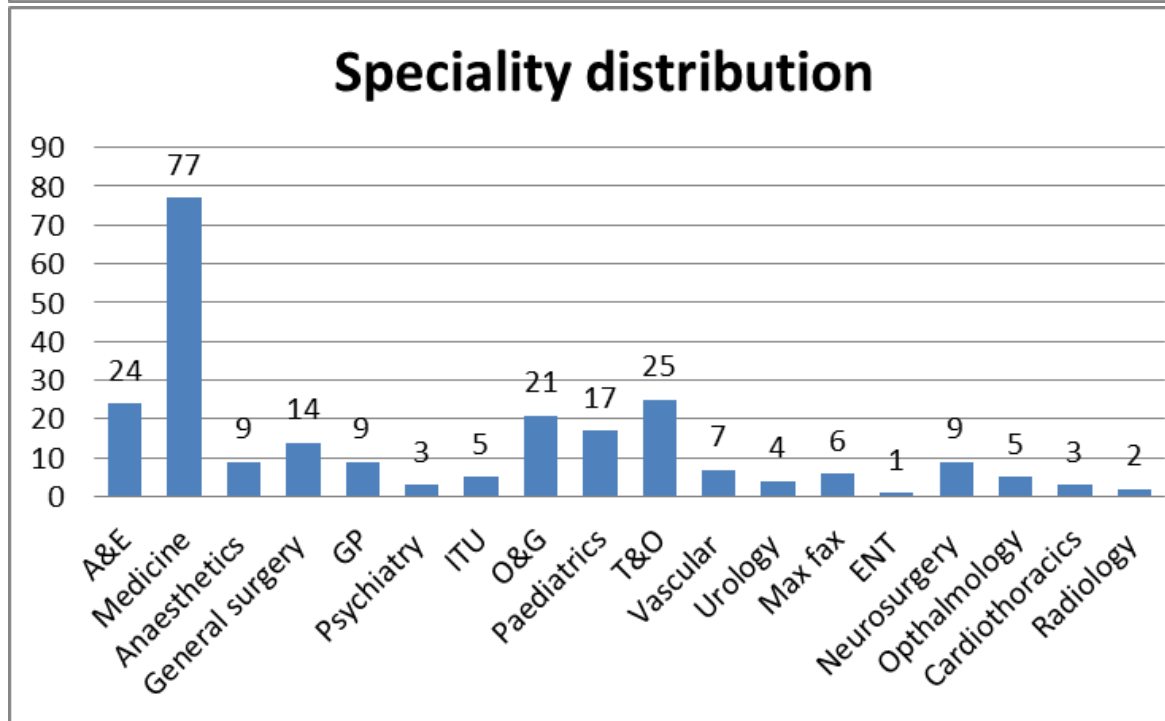
# Our International Workforce



# Breakdown of Doctors within UHS



How true are these numbers?







# The IMG Journey

Career progression

New experiences

Financial security



Legal documents

Set up online GMC account

PLAB part 1 - £240 – not done in all countries

English proficiency exams

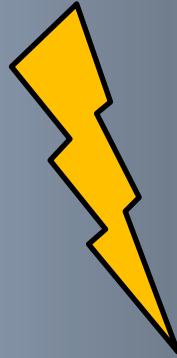
- IELTS £195
- OET £320

Job application process

Interview preparation

VISA application ££

EPIC verification process- for GMC licence ( takes 45-90 days) £165



**Arrive in UK**



- Arrangements for family
- Travel arrangements
- Accommodation
- Moving costs
- Emotional time

- PLAB part 2- only sat in UK  
£875 +/- Courses
- GMC registration £408
- BMA – free for 1<sup>st</sup> year as  
IMG. £40/month after
- MDU/MPS



New home

New language

New culture

New family set up

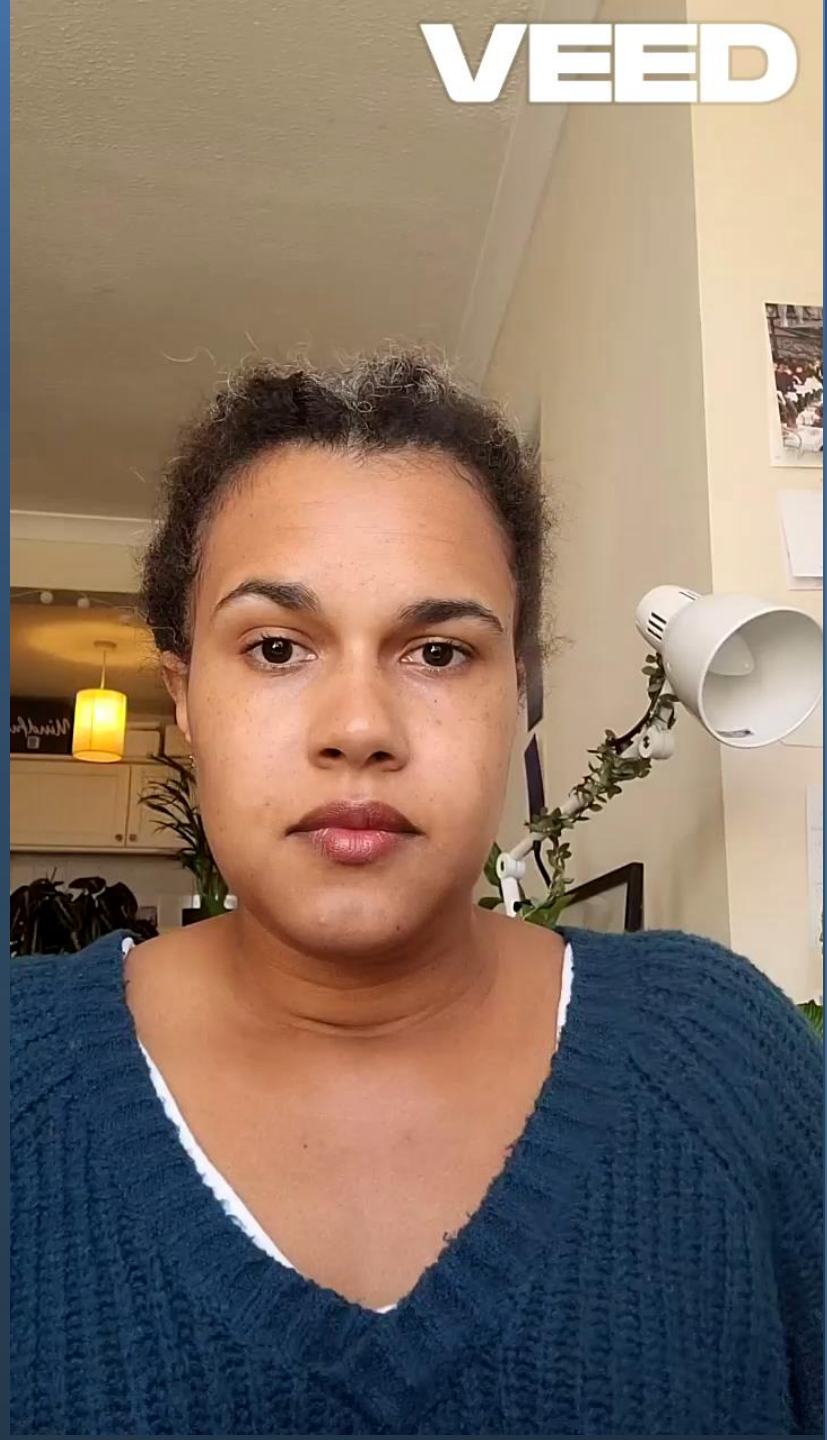
**New job**

New friends

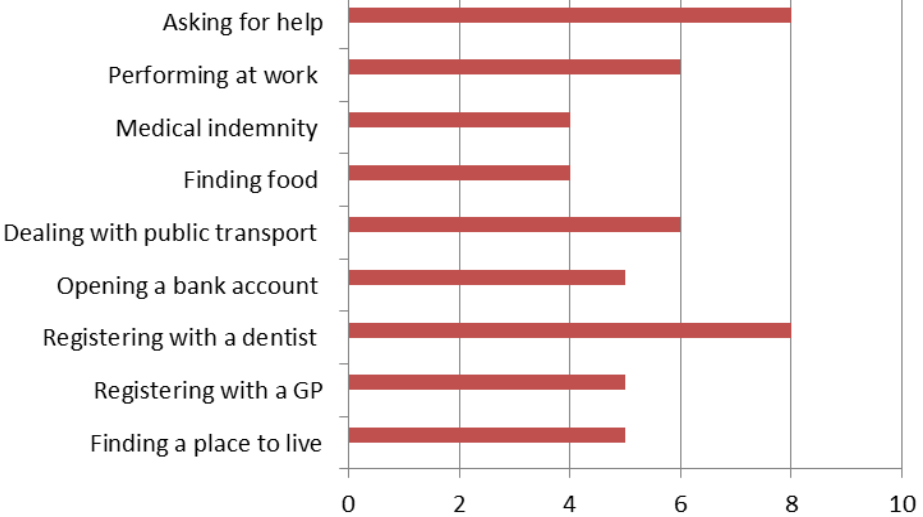
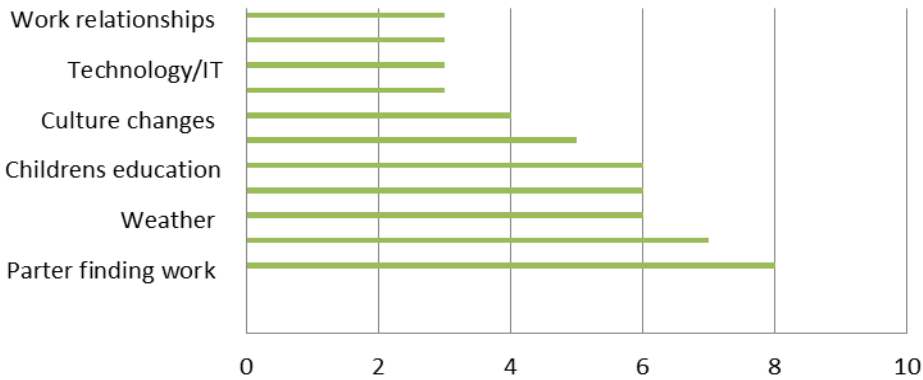
New (or no) transport

New hobbies

VEED

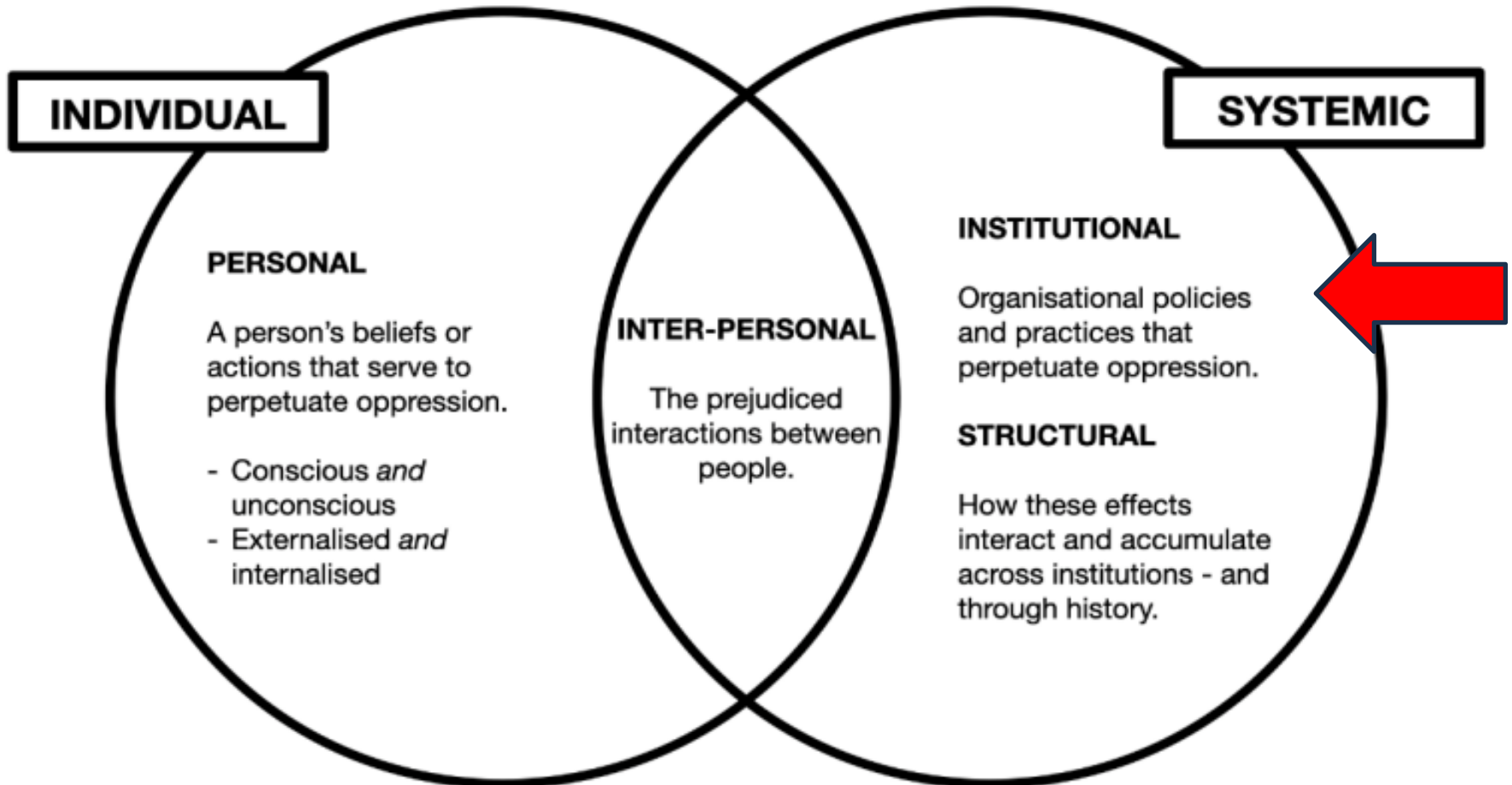


## What did you worry about when moving to the UK?



# Racism within the NHS

Fig 1: The four fields





71% complained  
of racism at work

25% were left without  
support when patients were  
racist

63% had greater degree of  
scrutiny

# TOO HOT TO HANDLE?

WHY CONCERNS ABOUT RACISM  
ARE NOT HEARD... OR ACTED ON

33% faced rudeness from  
colleagues

52% weren't  
offered development  
opportunities

49% were denied  
promotion

# **UH SUSSEX INTERNATIONALLY EDUCATED NURSES AND AHPS**

# Examples of good practice – nationally

UHSx AHP IR work presented and shared nationally for NHSE.

NHSE Pastoral Quality Mark awarded to UHSx for IR of Nurses and AHPs.

Good local  
practice –  
AHPs within  
UH Sussex

---

Onboarding process

---

Pastoral support

---

Training for recruitment, job adverts,  
interviews

---

Trust Induction

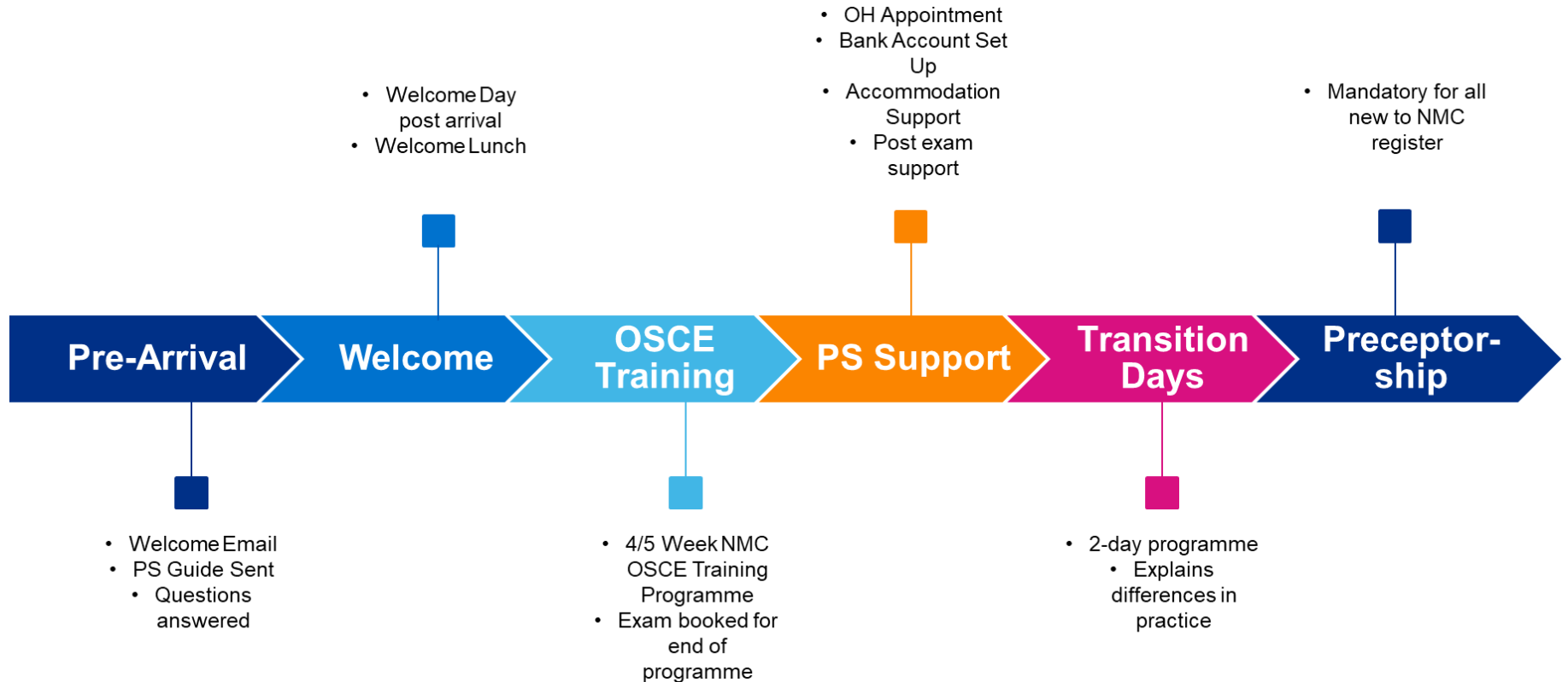
---

'What-apps', community building

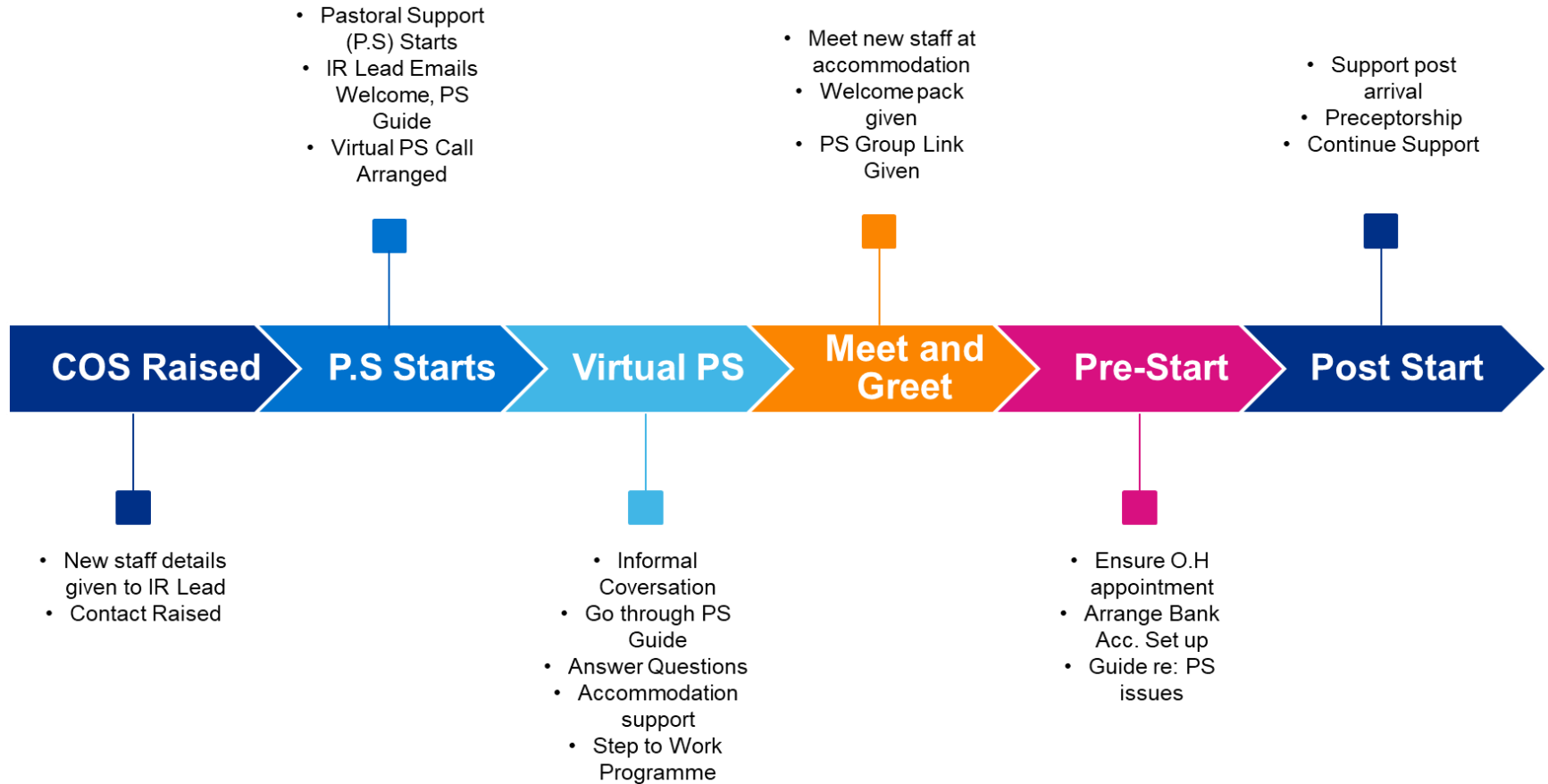
---

Troubleshooting for AHPs and their  
trainers – IR Toolkit

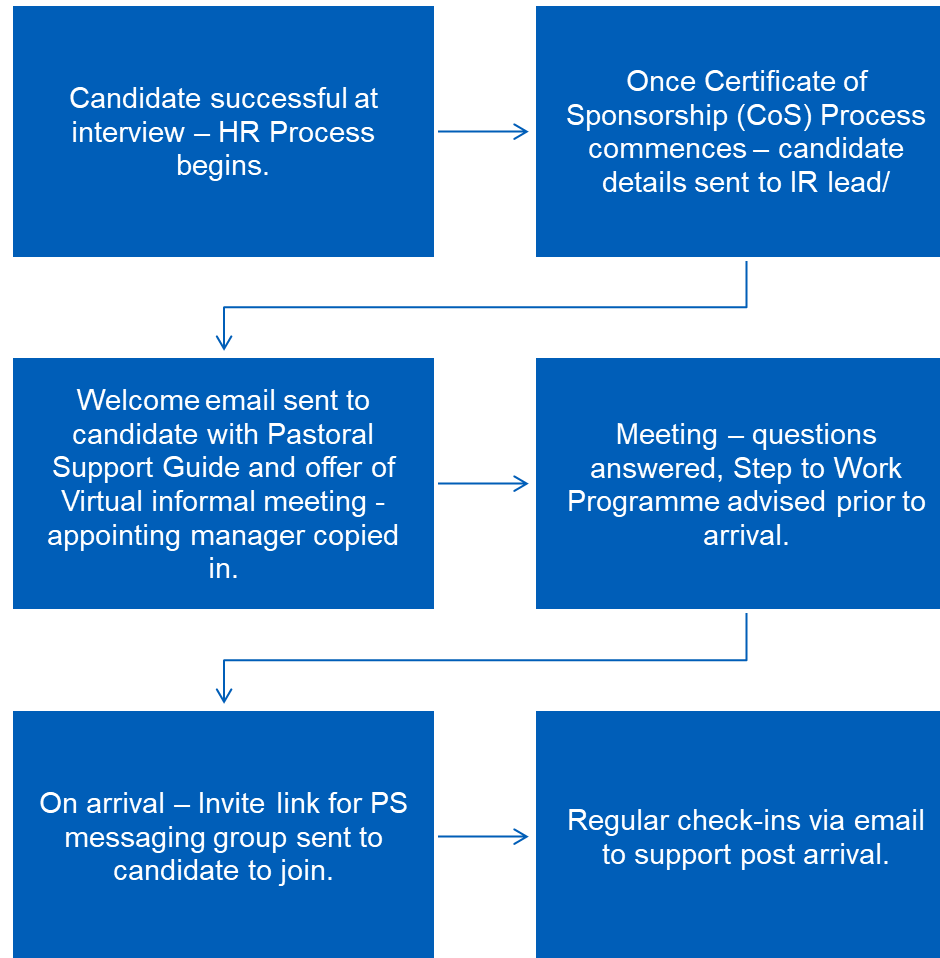
# Internationally Educated Nurse Timeline



# Comparison with AHPs timeline

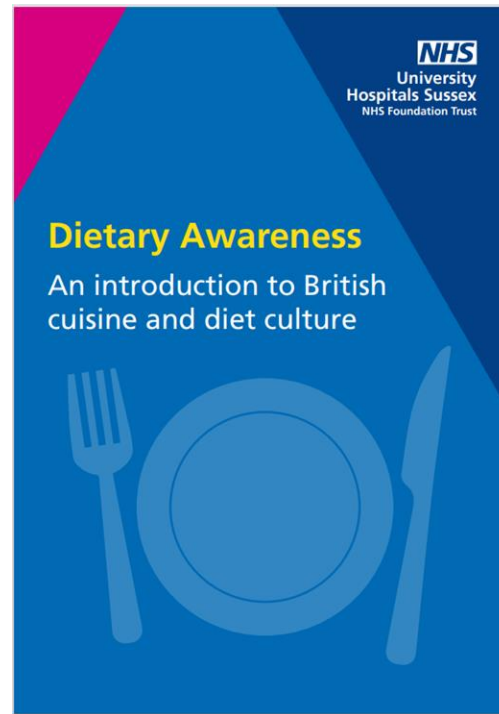
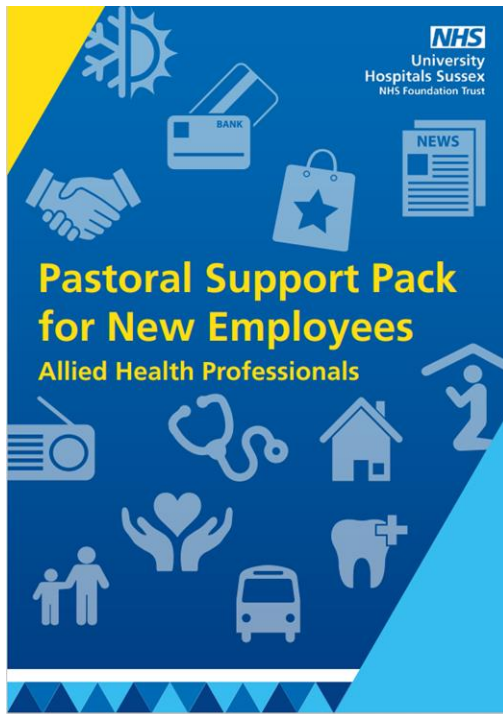


# International AHP Pastoral Support





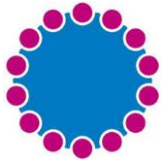
# Pastoral Support & Dietary Guide For New Staff



From the feedback obtained, our international staff find it difficult with many things that we take for granted. This can be from where to shop, how to get a bus, where to live and how to open a bank account.

We have created a Pastoral Support and Dietary Guide for all new staff full of information and links to help them find all these processes easier. This will be sent to them with the offer of a pastoral support call once they have accepted their job offer giving plenty of information to digest prior to arrival.

# AHP Preceptorship



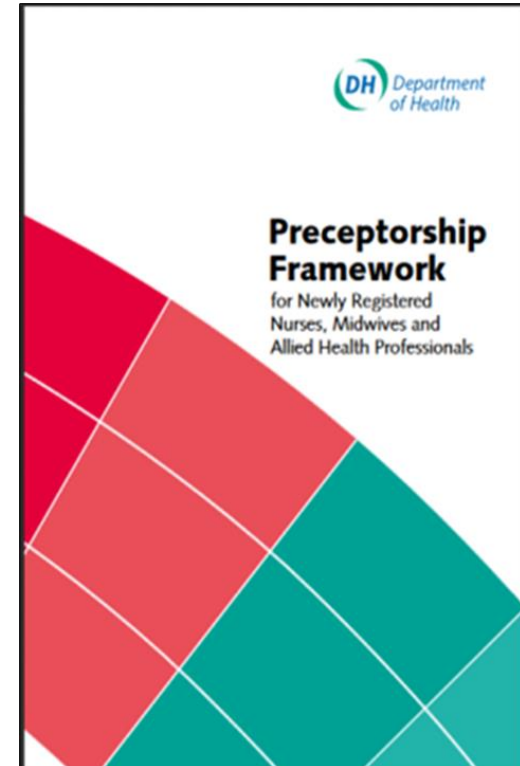
## What is Preceptorship?

‘A period of **structured transition**

for the newly registered practitioner during which he or she will be:

- **supported** by a preceptor,
- to develop their **confidence** as an **autonomous professional**,
- refine **skills, values & behaviours**
- to continue on their journey of **life-long learning.**’

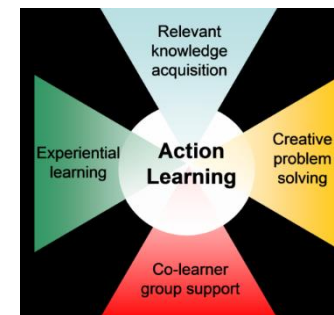
(DoH, 2010)





# What's in the programme?

	Module Theme
1	Introduction and well-being
2	Communication
3	Reflective practice
4	Maximising safety
5	Ethics, accountability & decision making
6	Inclusive practice
7	Quality improvement & research
8	Facilitating learning
9	Looking ahead



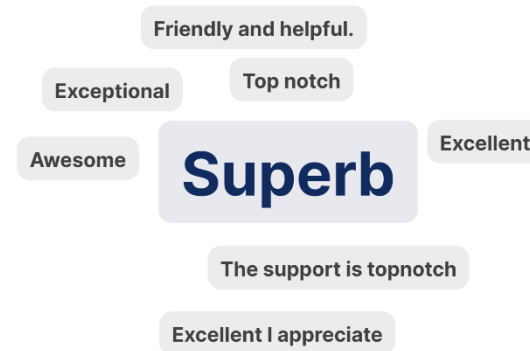
# Feedback Received on Pastoral Support

- “Thank you for your amazing work. I talked to our new staff yesterday, and they were so grateful for all your excellent advice and kind help”.
- “You were brilliant and made them feel very welcomed and prepared them comprehensively for the next steps”.
- “Speaking with you too has progressed my plans a whole lot. I absolutely have the best support with my relocation. I am grateful for your kindness”.
- Thanks for everything, I'm really overwhelmed, I appreciate every step of your kind support.
- Thank you so much for the support, I feel at home already.



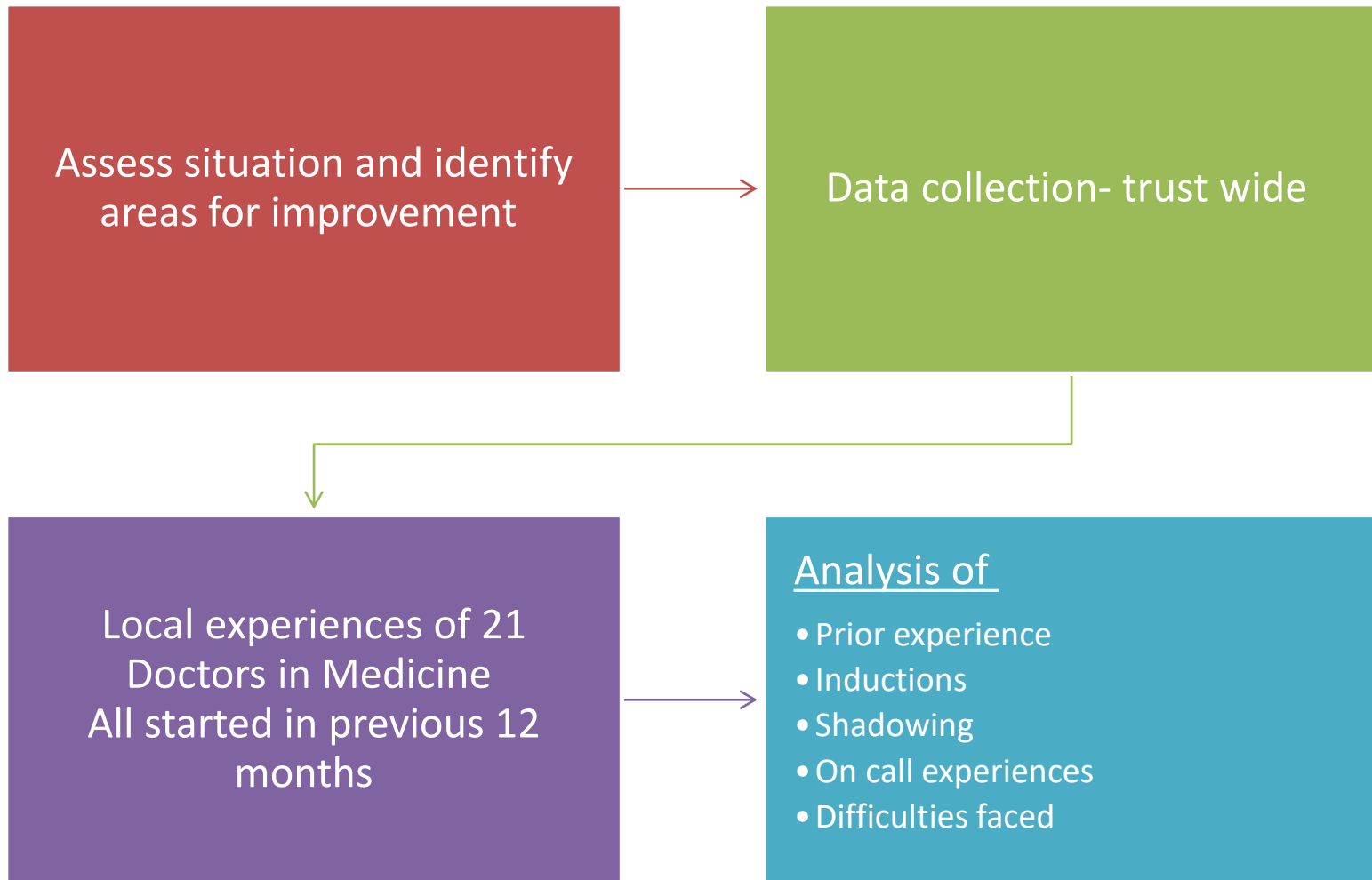
How would you describe the support you have received from the Lead for International AHP Recruitment? Please give a few words.

Wordcloud Poll 9 responses 9 participants



# IMPROVING EXPERIENCES OF DOCTORS

# Chief Registrar Project



# Key Findings

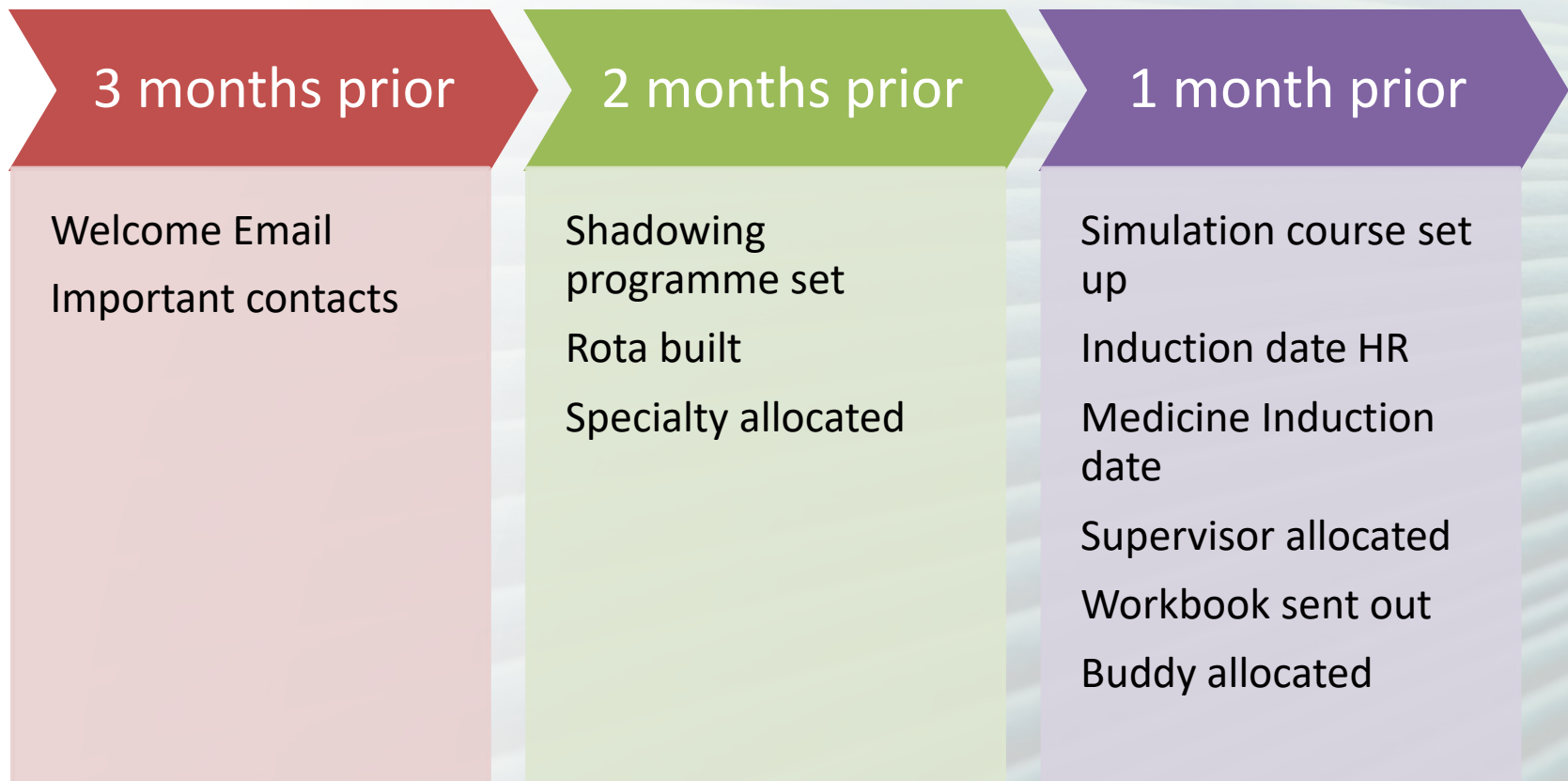


- Wide range of experiences
- **Higher number new to NHS** than previous years
- Same "system" in place whether NHS experience already or brand new to NHS
- Difficulties with Induction - HR and departmental
- Shadowing periods not well defined
- Skills not always assessed prior to working on call



# IMG Clinical Orientation Programme

Prior to start date



# IMG Clinical Orientation programme

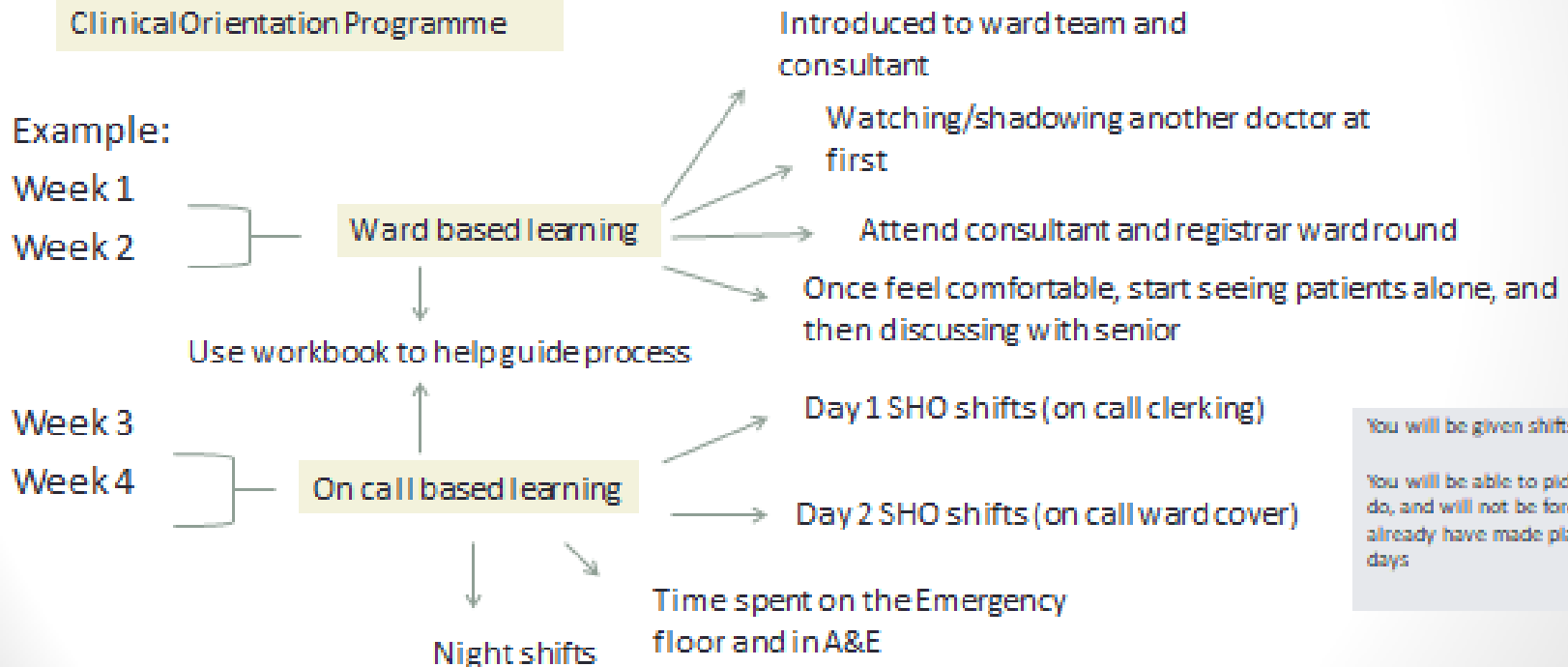
At point of starting job



# Example of shadowing

## Starting as an International Medical Graduate at St Richard's Hospital

### Clinical Orientation Programme



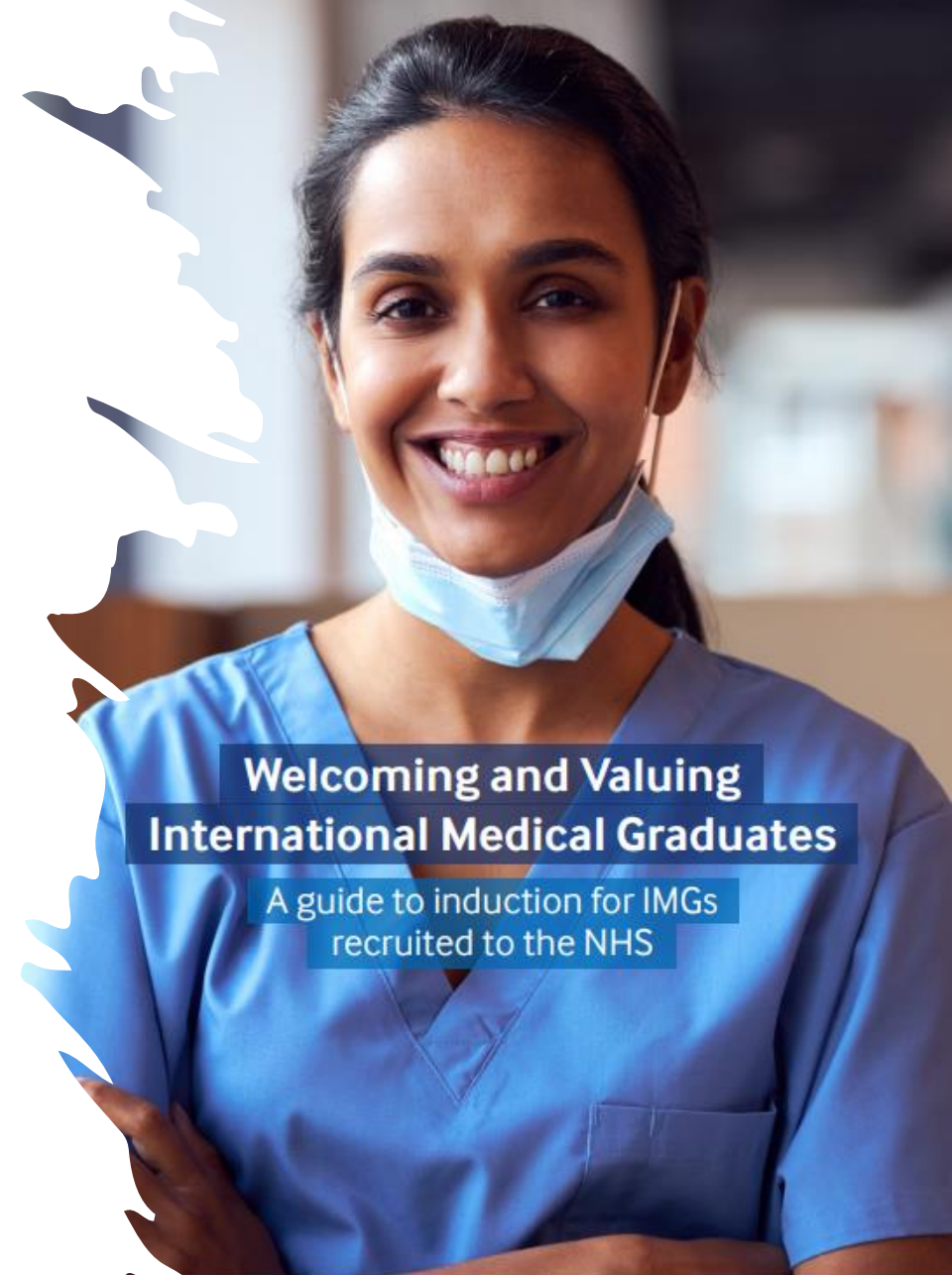
You will be given shifts in advance

You will be able to pick shifts you can do, and will not be forced if you already have made plans on certain days

# Shadowing Categories

Category	CV assessment	Recommended minimum timeframe
1	1 year or more in NHS in MEDICAL job	None required
2	Previous NHS experience, but doesn't meet category 1	Clinical Orientation Programme 2 weeks ward 2 weeks EF and on call shadowing
3	Brand new to NHS	Clinical Orientation Programme 4 weeks ward 2 weeks EF and on call shadowing
4	BAPIO doctors	Clinical Orientation Programme 2 weeks Ward 2 weeks EF and on call shadowing

# What must be included at Induction?



## Welcoming and Valuing International Medical Graduates

A guide to induction for IMGs recruited to the NHS

# Minimum Standards

---

HR team aware of details of IMG`s, including travel plans and arrival at accommodation

---

Housing/banking/salary/IT/transport/basic utilities

---

Initial food supplies/shopping/restaurants

---

Peer support – IMG buddy and groups

---

Necessary information about Trust and department

---

Paid shadowing period

---

Register with GP and dentist, setting up council tax and bills

---

Support and information about immigration, family visits

---

GMC and medical indemnity

---

Local religious centres, schools, green spaces and local area

---

Routine feedback from IMGs

---

Establishing a local or regional IMG office

---

Appropriate support from CS and ES

---

# IMG Iris module

- Dr Rayanna Pereira
- Dr Sarah Beckley
- Joseph Laffan

All doctors, any specialty

Focus on those new to UK and NHS

Meets majority of minimum standards

## Induction for international medical graduates (IMG)

[Collapse all](#) [Uncollapse all](#)



DESCRIPTION	OBJECTIVES
CONTACTS	INSTRUCTIONS
PROGRESS	

International Medical Graduates (IMGs) form a significant proportion of the medical workforce within the NHS. When they first arrive in the UK, this group of doctors may face challenges both professionally and personally, many of which are linked to communication.

This resource will primarily support IMGs as they adjust to UK norms of interaction and enable them to build productive professional relationships.



- Dedicated Induction talks for medicine at WGH and SRH
- Expand to cover all IMGs- especially those new to NHS who start in training post

# International Medical Graduates Medicine Induction

Worthing Hospital

# International Medical Graduates Medicine Induction

St Richards Hospital

**NHS**  
University Hospitals Sussex  
NHS Foundation Trust

**International Medical Graduates  
Clinical Orientation Programme**



Name: \_\_\_\_\_  
Grade: \_\_\_\_\_  
Ward: \_\_\_\_\_  
Supervisor: \_\_\_\_\_

1

Contents page

- Page 3: Introduction
- Pages 4, 5 & 6: Ward Shadowing
- Pages 7-11: On call Shadowing
- Page 11: Prescribing checklist
- Page 12: Guidance on completing workbook
- Pages 13 & 14: Initial ES meeting checklist
- Pages 15 & 16: Review ES meeting checklist

2

## Clinical Orientation Programme Workbook

- Ward sign offs
- On call sign offs
- Procedures
- Prescribing

## APPENDIX 3

### Initial ES meeting Checklist for new IMG Doctors

This checklist aims to support IMG doctors who are either newly arrived in the UK or have been working in the UK for less than 12 months. This Checklist should be used by the Educational Supervisor (appointed by the employing Trust) at their first meeting with the IMG trainee/locally employed doctor. This checklist covers areas of specific needs of new IMGs, as per feedback from previous IMGs and experienced educational supervisors. It is expected that this checklist will act as a driver for new international doctors to engage in focused discussions with their educational supervisors, to build professional development plans and to undertake additional training to address their learning needs.

It is the responsibility of IMG doctor upload this checklist on their ePortfolio/appraisal platform

Name of IMG/International Doctor	_____
UK Address	_____
Name of the base Hospital/Surgery	_____
Date of starting job	_____
Planned date of finishing post /last date of visa (if applicable)	_____
Name of Educational Supervisor	_____
Name of IMG Lead or contact person in PGMED	_____
Name of Clinical Director	_____
Date of this meeting	_____
Does the trainee need advice re any practical issues (housing, bank etc)?	_____
Welcoming & Valuing IMG NHS Induction programme discussed including language & communication induction	_____
GMC's Welcome to UK Practice booked	_____
eLearning resources on eLift.org.uk discussed	_____
Departmental induction discussed / completed	_____
Trust's Mandatory Training Discussed / completed & access to learning hub	_____
Peer Buddy offered & allocated (Name)	_____
AoMRC's MTI Starter Form completed (if applicable)	_____
Membership of medical defence organisation	_____
IMG handbook provided	_____
Previous Experience	_____
Does the trainee have any concerns about their work?	_____
Shadowing & supernumerary period agreed followed by ES meeting	_____
Immediate supernumerary exposure required in which areas?	_____

# So.... What do we do well and not so well for Doctors in training in UHSx?

**GP School** are leading the way.

- Enhanced Induction – mandatory 2 days
- Planned into the rota and released
- “Knowing me knowing you” survey before starting (TPDs)



**HEE** – e-Learning for Health (e-LFH) Induction Programme for IMGs online accessible for all

**Funding** for all IMGs - all specialities for enhanced shadowing/induction – prior to commencing – poor uptake

**New starters** - KSS Deanery list of all new to the NHS – data quality poor

**Trust support** – “silo” working ” - excellent work and support across specialities – now being brought together (Geriatrics, Paeds, O&G.....)

**Communications** - WhatsApp support groups for all IMGs – AHPs and Medics

And of course, all the work that has been mentioned earlier!

# What are the possible impacts of a lack of poor induction to the NHS/Trust?

Can have significant consequences across various aspects of healthcare:

## Patient safety

- Unfamiliarity with local policy and Clinical pathways - Increase the risk of medical errors
- Compromise patient safety due to not understanding NHS policies and processes in the UK – differences in their home country.

## Clinical and patient outcomes

- Insufficient training and orientation
  - affect the clinical competence
  - leading to suboptimal patient outcomes
- Patient delays in diagnosis and treatment if not well-integrated into the NHS.

## Education and training

- Less confident and engaged in their work, affecting long-term career prospects
- Important part of the NHS workforce (look at previous numbers). professional development is crucial.
- Hinder their ability to adapt and integrate into the system, impacting overall training and progression.

## Cost pressures

- Additional supervision, remedial training, and oversight if not supported at the outset (see this is lot in GP where IMG numbers are high)
- Increase staffing costs (supernumerary time, locums etc).
- Medical errors resulting from inadequate induction and possible legal action (worst case scenario)



# The road ahead?

- Survey for **ALL** doctors to complete before joining- Background, Skills assessment, Individual needs assessment
- Improve the use of funding – within 3 months of commencement (except for FY1s due to a time-based programme) to provide:
  - Clinical Orientation programmes to support skills and competency
  - Provision of backfill to teams to support supernumerary time
- “One stop shop” – IMG platform on Iris
  - Improved onboarding process
  - Pastoral support Pack – everything you need to know
  - Trust Induction enhanced to support/buddy system
  - 'WhatsApp', community building
  - Team of support champions (PGME, Leads and Supervisors)



# Take homes



UNDERSTAND JOURNEY  
AND PROCESS FOR UK  
WORKING



COMPLEXITIES  
OF ONBOARDING  
AND PASTORAL SUPPORT



HOW TO MAKE A  
DIFFERENCE IN YOUR  
DEPARTMENT



FUTURE AIMS AS A  
TRUST