



Medical Support Workers Scheme for Refugee Doctors

Recruitment Handbook

Barts Health NHS Trust

Shaping the Future

July 2021



A partnership scheme between Health Education England (London), Barts Health NHS Trust and the Building Bridges Partnership

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1. Introduction to the MSW Scheme

The Medical Support Worker (MSW) Scheme for Refugee Doctors is a new partnership initiative, set up in 2021. The aim is to support experienced doctors, with refugee status who have been 'out of practice' for a number of years and are wishing to gain GMC Registration and pursue a future medical career within the NHS.

The pilot scheme is funded by NHS England/Improvement.

The Scheme is run at Newham University Hospital, part of the prestigious Barts Health NHS Trust. Barts Health has considerable experience over the past ten years in successfully supporting refugee doctors return to medical practice through the CAPS (Clinical Apprenticeship Placement Scheme) and BBKA (Building Bridges Clinical Attachment) programmes.

The MSW Scheme for Refugee Doctors aims to provide a structured programme of clinical and educational support, careers advice and guidance, exam support and language classes to enable a safe return for refugee doctors back into medical practice, and to secure a permanent medical post in the NHS. The scheme is open to refugee doctors who are resident in London / Greater London.

The scheme initially employed seven refugee doctors in June 2021 at Barts Health NHS Trust for a period of six-months as a Medical Support Worker (Agenda for Change Band 6). As part of the educational programme, participants undertake clinical placements at Newham University Hospital, which has a strong track record of creating supportive learning environments for refugee doctors.

The scheme offers refugee doctors who successfully complete the 6-month programme a guaranteed place on the CAPS Scheme.

Full evaluation of the MSW Scheme will take place with this pilot cohort participants. Initial feedback has been positive with one of the refugee doctors selected for the MSW Scheme at Newham saying,

"I look forward to returning to hospital as a Medical support Worker, I see it as a great opportunity. When I register with the GMC I'll be prepared to assume duties of a doctor with much more confidence thanks to this experience. My thanks to everyone working on this scheme".

2. Purpose of the Recruitment Handbook

Building on our partnership experience of the new MSW Scheme and the CAPS programme this recruitment handbook sets out best practice guidance and sample resource materials to support Barts Health and other NHS organisations recruit refugee doctors to participant in a MSW Scheme. The handbook compliments the Barts Health MSW Scheme Training Programme Brochure.

The recruitment processes were specifically designed to support refugee doctors who may be unfamiliar with using the NHS Jobs website and applying for jobs within the NHS. It is important to recognise refugee doctors will experience barriers into employment, for example,

- The asylum system does not grant individuals permission to work until they receive a decision from the Home Office. This process can take years, creating long gaps in employment. NB: If an individual has an outstanding claim after 12 months in which case permission can be given.
- The challenge of English language and communication skills.
- Conversion of professional qualifications: challenges of registering with the General Medical Council including passing prescribed exams to test their language, communication and clinical skills.
- The NHS system and recruitment methods may be very different from their home country, so

familiarisation with the NHS, working culture and role competencies is needed.

- The routes into practising as a doctor are varied and finding the right information and advice can be challenging, particularly when refugees are not aware of their entitlements.

3. Our MSW Scheme partners

Barts Health NHS Trust - Barts Health is one of the largest trusts in the NHS, comprising 5 hospitals – Royal London, St Bartholomew's, Newham, Mile End and Whipps Cross. Our vision at Barts Health is to be a high performing group of NHS hospitals, renowned for excellence and innovation and providing safe and compassionate care to 2.5 m people in East London and beyond.

<https://www.bartshealth.nhs.uk/>

Health Education England (London) Professional Support Unit (PSU) - a free service primarily dedicated to supporting the progression of postgraduate training for NHS healthcare professionals. We work independently of Specialty Schools, training Programme or Trusts and can offer confidential and impartial support or advice for those who need it. The Unit provides professional support for the MSW Scheme and CAPS programme for refugee doctors. <https://london.hee.nhs.uk/professional-development>

The Building Bridges Partnership - Building Bridges is partnership of three organisations providing a comprehensive programme of support to refugee doctors (and other refugee health professionals) that are resident in London. The Building Bridges partners include:

- A) *The Refugee Council* (lead partner) has supported Refugee Health Professionals (RHPs) for almost two decades, within which we have developed into a specialist provider in supporting the conversion of professional overseas qualifications to meet UK standards. We work closely with a number of NHS trusts, the London Professional Support Unit and various training providers and professional registration bodies. <https://www.refugeecouncil.org.uk/>

Refugee Council: offering support with PLAB exams, arranging clinical attachments and a Professional Development Group for refugee doctors job interview training, funding (for preparation courses, exam fees, professional registration fees, childcare & travel), pastoral care and peer-to-peer support.

- B) *RAGU (Refugee Assessment & Guidance Unit), London Metropolitan University:* has supported RHPs for 25 years working with NHS employers, the GMC and other professional organisations. We provide specialist careers guidance the entire length of the registration pathway, employability training and professional development for refugee health professionals, and for doctors support with GMC applications, Clinical attachment portfolio training, and funding for OET and PLAB exams <https://www.londonmet.ac.uk/services-and-facilities/refugee-assessment-and-guidance-unit/>

- C) *Glowing Results:* experienced in working with RHPs for over a decade, we provide both OET and IELTS classes for those wishing to register

Who's who in the MSW Scheme

Scheme Lead Consultant - Dr Mohammad Alam, Clinical Lead for Neonates and Training Programme Director for Return to Practice, Newham University Hospital, Barts Health NHS Trust

Scheme Lead Director - Dr Emma Young, Emergency Medicine Consultant, Director of Medical Education, Newham University Hospital and Training Programme Director NCEL Emergency Medicine, Barts Health NHS Trust

London Heath Education England - Dr Rupal Shah: Associate Dean/ Education Lead Professional Development Team

Ms Lynne Rustecki: Education Lead - Specialist Clinical Communication and Linguistic Services, Professional Development Team

Deena Ragiwala: Senior Officer, Professional Development Team

Refugee Council - Fahira Mulamehic, Employment Programmes Manager

RAGU, London Metropolitan University - Louise Salmon, Programme Manager - Refugee Health Professionals

Barts Health NHS Trust - Lois Whittaker, Managing Director, Education Academy

David Lowe, (Interim) Associate Director, People, Education Academy

4. Recruitment Handbook Scope

This Handbook and supporting resource materials describe the approach used to appoint to the MSW Scheme for Refugee Doctors based at Newham University Hospital. Nationally, NHS England has facilitated the recruitment and deployment of medical support workers as part of the NHS response to the Covid-19 pandemic. Please note that alternative recruitment and selection processes have been used given the purpose of the MSW pandemic response posts is different to the MSW Scheme for Refugee Doctors. [medical-support-worker-guide-and-job-description-secondary-care-.pdf \(england.nhs.uk\)](#)

This Handbook provides a governance framework to ensure recruiting refugee doctors to the Barts Health MSW Scheme is:

- consistent, and there is partnership agreement on the recruitment approach and process.
- Those involved in recruiting MSWs to the scheme are aware of the recruitment and selection processes to be followed.
- That each refugee doctor appointed to a medical support worker post is selected on the basis of fair and objective recruitment criteria and methods.
- That the recruitment and selection process is compliant with current legislative frameworks and national guidance, including human rights, equality, diversity and inclusion.

This Handbook should be read in conjunction with the Barts Health Corporate Policy on Recruitment and Selection.

Evaluation of the MSW Scheme recruitment, induction and on-boarding arrangements will be undertaken with the scheme participants to improve the candidate experience.

5. Recruiting refugee doctors – some considerations

Running the MSW Scheme as a partnership between the NHS and Building Bridges brings enormous subject matter expertise to employing refugee doctors within the NHS. There are significant challenges and differences between employing people from traditional NHS recruitment markets, and securing a successful transition for refugee doctors into NHS employment.

Important considerations impacting on the recruitment process and approach include:

- Refugee doctors have been displaced from their home countries and will be experiencing a period of adjustment to life in the UK.
- They may be experiencing emotional or psychological distress as they come to terms with the circumstances that brought them to the UK.

- Many refugee doctors are thought to be suffering from PTSD and other mental health issues as result of their experiences, so having to 'tell their story and experience' at interview could lead to 'narrative fatigue' and/or anxiety.
- Many refugee doctors have never attended a job interview in the UK before. Therefore, ensuring access to MSW interview training and 1:1 coaching support is important.
- Be open and flexible on the hours of work available. Experience from RAGU colleagues is that many of the refugee doctors indicate a strong preference for part-time work, to give time to study, childcare and potential long journey travel times to work. Preferences for full, flexible or part-time working should be sought from candidates at interview, openly and supportively.
- An organisational constraint on offering flexibility on hours might be sourcing sufficient education and clinical supervisor to support each medical support worker (depending on numbers being recruited). This needs to be considered at the planning stage.
- Encourage potential applicants to apply even if they are still awaiting their PLAB 1 result.
- Apply a common-sense test when assessing applications against the person specification criteria. For example, an applicant who has already passed the MRCP part 1 examination but is waiting to take their PLAB 1 would be suitable for interview.
- It is likely candidates will be unable to provide a reference from a medically qualified referee who has observed their clinical practice / patient interaction. Referees may be from a variety of sources; Building Bridges partners, work with medical charities, tutors, language teachers, etc. Seeking references from refugee doctors regarding their overseas medical practice experience would be impractical.
- Be aware candidates still need to provide the employer with a referee's details covering the last three years of their employment / training / activity, which is compulsory in order to fulfil the NHS employers standards on pre-employment checks.
- Be clear and manage candidate expectations regarding what the educational programme and clinical placement elements of the scheme entail, along with the balance between gaining front-facing clinical experience, formal learning and study leave for examinations. So, there are no surprises or unrealistic expectations when they start.
- Be mindful of interview styles: selection interviews are culturally specific; in other words, the way that they are conducted, and what a candidate needs to do or say to perform well, is likely to be different from interviews in other cultural settings. International candidates are therefore at risk of being disadvantaged, especially if English is not their first language.
- Explain at interview the job and career options available following successful completion of the 6 months on the scheme in order to secure full GMC registration and be appointed to a medical post in the NHS. Outline how the partner organisation may offer on-going support.
- Think about any cultural awareness issues, and share an understanding of the medical support worker role with those clinical teams that will be hosting clinical placements during the 6 month programme. Clinical teams need to understand the MSWs will be applying their medical training knowledge, under the supervision of a lead doctor and what the role entails. Sharing of narrative and understanding the background and experience of new MSWs joining the team may be of value at this stage.
- Create a package of holistic, pastoral and networked support for participants on the scheme. Talk through this offer at interview and ask candidates if they have any specific support needs that will help a smooth on-boarding and transition into the MSW role.
- Engage with your local Joint Local negotiating Committee (JLNC) on plans to employ refugee doctors as medical support workers, including role responsibilities, limitations on clinical practice and sharing details of the inclusive recruitment process.

6. Recruitment Process and Guidelines

a. Immigration status and Right to Work checks

Appointments to the Medical Support Worker Scheme are made on a fixed term contract basis for a period of 6 months (employed by Barts Health NHS Trust). It is important that all standard NHS pre-employment checks are undertaken for candidates offered a post on the scheme.

For the purposes of immigration status; the NHS follows Home Office guidelines;

<https://www.nhsemployers.org/your-workforce/recruit/employment-checks>

Employers should always refer to Home Office guidance to ensure they remain compliant with immigration rules on checking right to work status. This particularly applies during the Covid-19 pandemic where emergency interim checking processes and procedures were introduced by the Home Office.

It is important to note the MSW Scheme is for doctors with refugee immigration status (and not asylum seeker status). From a purely immigration perspective, asylum seekers are not allowed to initially work in the UK. Although, if waiting for a decision from the Home Office after a year they can apply for permission to work.

b. Job advertisement and Application process

A job advert for the medical support worker role is included in this handbook (Appendix A), sample recruitment activity plan (Appendix B) and application form (Appendix C).

Barts Health and our partner organisations agreed that the job advert, application form and recruitment information pack for the MSW Scheme should be placed on the HEE Professional Support Unit (PSU) website landing page, which also includes details of the complimentary Clinical Apprenticeship Placement Scheme (CAPS) programme for Refugee Doctors and other excellent return to practice programmes of support.

- ✓ The MSW job positions will be advertised on the HEE professional Support Unit (PSU) website for a minimum of two weeks.
- ✓ Each applicant is required to submit an application form, CV, covering letter and two references.

The MSW Scheme relied on the Building Bridges partners (Refugee Council and RAGU, London Metropolitan University), to source potential applicants for the scheme given their extensive experience, reach and access with refugee doctors. The scheme was not advertised on NHS Jobs. Whilst, both the Refugee Council and RAGU are at the forefront of supporting refugee doctors across the Greater London area, further evaluation will be undertaken to assess whether to extend advertising the MSW posts on NHS Jobs for future cohorts.

We acknowledge there is a difficult balance between maximising access to these MSW job opportunities via NHS Jobs, with the very real challenge that the NHS system and recruitment methods may be very different from a refugee doctor's home country. Therefore, it is felt a more tailored and supportive recruitment process, aligned to refugee doctors' needs, is actually required.

The Refugee Council and RAGU have held prime responsibility for sourcing the candidate pool for the CAPS programme. This scheme has run for twelve years and there has been no challenge on the appropriateness or fairness of this recruitment approach from an equality, diversity, inclusion or legal perspective. The current MSW scheme recruitment process is legally compliant and such a

'restricted' sourcing of applicants is considered a 'proportionate means of achieving a legitimate aim', and no protected characteristic groups are disadvantaged during the recruitment and selection approaches being used.

c. Job Description/Person Specification and Shortlisting

A full recruitment information pack is included in Appendix A.

The job description is based on the national medical support worker template [medical-support-worker-guide-and-job-description-secondary-care-.pdf \(england.nhs.uk\)](#)

- ✓ Candidates will be shortlisted by a minimum of two people from the interview panel and must include a medical representative.
- ✓ Shortlisting will be carried out using the job description and person specification.
- ✓ Candidates shortlisted will be informed in writing, no later than 5 working days after the closing date.

d. Assessment: Interview Panel and Interviews

To determine suitability to be employed as a medical support worker on the scheme shortlisted candidates are interviewed comprising of the Consultant Lead, HEE PSU Education Lead, a language specialist and HR rep.

Interview styles are important to be aware of. Selection interviews are culturally specific; in other words, the way that they are conducted, and what a candidate needs to do or say to perform well, is likely to be different from interviews in other cultural settings. International candidates are therefore at risk of being disadvantaged, especially if English is not their first language. Having a language specialist as a member of the interview panel is essential, and brings skilled expertise on the use of candidate's English language in the context of a healthcare setting and mitigates any potential unconscious bias risk.

It may be helpful for the interview panel to keep these points in mind:

- ✓ *Consider the purpose of your question.* Commonly used interview questions often contain implicit expectations about the response that may not be obvious to non-native speakers. (For example. 'Why do you want this position?' is not expected to be answered with 'because I will earn more money/work closer to home/don't like my current boss etc).
- ✓ *Accommodate alternative styles.* International candidates may respond to questions in ways that seem unusual or inadequate to UK interviewers, for example, if answers appear unstructured, over-long, or contain apparently unnecessary detail.
- ✓ *Listen for content.* Be ready to hear answers that may not be expressed in the familiar terms that are often equated with professional competence, but nevertheless, still cover the required points.
- ✓ *Check your reactions.* The way candidates are required to 'sell' themselves is highly nuanced in UK interviews. Achievements are expected to be clearly but modestly described – 'over-selling' yourself, perhaps by listing qualifications, or being reluctant to expose learning needs, may be the norm in some cultures, but is likely to be negatively received in the UK.

Patient safety is, of course, paramount and interview questions test safe care and practice. A sample interview invite template (Appendix E) and sample interview question template (Appendix F) are attached for use. Other interview and assessment requirements are;

- ✓ The Chair of the panel will be agreed by the panel members, but the chair must be internal to Barts Health and appropriately trained.
- ✓ Following the interviews each panel member will score each candidate and the panel will be asked to confirm their preferred candidates. Reserve candidates will be agreed if possible.
- ✓ The panel should reach a majority decision on the preferred candidates and retain written notes of their decision, which will be retained by the Chair of the panel.
- ✓ Completed scoring forms will be retained in line with the storing of information under the Trust policy and General Data Protection Regulation (GDPR) legal requirements.

e. Job Offers and References

Maintaining frequent and direct contact with the candidates during the offer stage is very important. For some candidates this will be their first experience of a job recruitment process in the UK, so regular contact at the conditional offer stage will minimise anxiety and apprehension, and help create an overall positive candidate experience that reflects well on both the MSW scheme and the host employer.

- ✓ The Chair of the interview panel will inform the successful candidates by telephone of the decision to offer a place on the scheme and follow-up this in writing.
- ✓ Important to emphasise to candidates that the offer is conditional subject to satisfactory references and all mandatory pre-employment checks being satisfactorily completed.
- ✓ The recruitment team will only issue an unconditional offer / appointment letter once all pre-employment checks have been satisfactorily completed.

APPENDIX A - JOB ADVERT AND RECRUITMENT INFORMATION PACK**Barts Health**
NHS Trust**Post title: Medical Support Worker (Medical Support Worker Scheme for Refugee Doctors) – 6 posts available****Band: 6****Hours: 37.5 per week (part-time and flexible working options available)****Duration: 6-month fixed-term contract****Based: Newham University Hospital****About Barts Health**

Barts Health is one of the largest trusts in the NHS, comprising 5 hospitals – Royal London, St Bartholomew's, Newham, Mile End and Whipps Cross.

Our vision at Barts Health is to be a high performing group of NHS hospitals, renowned for excellence and innovation and providing safe and compassionate care to 2.5 m people in East London and beyond.

We are committed to recruiting staff that will help us meet our Vision for Changing Lives, and demonstrate the behaviours we believe make Barts Health a great place for patients, their families and friends, the public and staff.

Supporting refugees and asylum seekers into healthcare: Medical Support Worker Scheme for Refugee Doctors

The UK urgently needs more health professionals to meet the growing demand for healthcare. Refugee health professionals have a huge amount to offer the NHS but return to practice can be a long and complicated process.

The *Medical Support Worker Scheme for Refugee Doctors* is a new initiative seeking to support experienced doctors with refugee status who have been 'out of practice' for a number of years and are wishing to pursue a future medical career within the NHS. Newham University Hospital, part of Barts Health NHS Trust, has considerable experience over the past ten years in successfully supporting refugee doctors return to medical practice through the CAPS (Clinical Apprenticeship Placement Scheme) and BBKA (Building Bridges Clinical Attachment) programme.

The *Medical Support Worker Scheme for Refugee Doctors* aims to provide a structured programme of clinical and educational support, careers advice and guidance, exam support and language classes to enable their safe return, and transition into NHS medical practice.

The scheme will employ up to six refugee doctors at Barts Health NHS Trust for a period of six-months as a Medical Support Worker paid at an AfC Band 6 level. As part of the programme, participants will undertake clinical placements at Newham University Hospital, which has a strong track record of creating supportive learning environments for refugee doctors.

Each participant will be provided with a tailored development and education package of support, along with a comprehensive induction programme including orientation aimed at clinicians new to the NHS. Participants will also be closely supported by an allocated clinical and educational supervisor for the duration of the 6-month programme. Throughout their time on the programme each participant will be a valued member of a team and be given the relevant skills and clinical experience to help them integrate fully into the NHS.

The *Medical Support Worker Scheme for Refugee Doctors* is specifically for candidates who have already acquired Professional and Linguistics Assessment Board (PLAB) 1 and previous experience in a registered medical role in a non-UK setting. The programme of support available will enable candidates at the end of the 6-month placement programme to complete PLAB 2 and be eligible to apply for entry to the General Medical Council (GMC) Register.

Having successfully completed the 6-month programme as a Medical Support Worker, candidates will be guaranteed a place on the CAPS Scheme.

The Medical Support Worker role is designed for refugee doctors who are qualified medical practitioners in their country of origin but unable to practise currently as a doctor as they are not registered on the GMC Medical Register and fulfilled the requirements for professional licence to practice in the UK. Please note this post is not suitable for refugee doctors who have worked as doctors in the UK already.

If you wish to discuss the opportunity to participate in the scheme please contact Dr Mohammad Alam, Clinical Lead for Neonates and Training Programme Director for Return to Practice, Newham University Hospital via mohammad.alam12@nhs.net or Fahira Mulamehic, Employment programmes Manager, Refugee Council on 020 7346 6773 or **Louise Salmon, Programme Manager, London Metropolitan University at L.salmon@londonmet.ac.uk**

To apply for the Medical Support Worker post please complete and submit an application form via the link below, along with a supporting CV, covering letter and two references.

Application link: XXXX

SHAPE YOUR STORY

Recruitment Information Pack



‘Supporting refugees and asylum seekers into healthcare’

Medical Support Worker Scheme for Refugee Doctors



OurVision

To be a high-performing group of NHS hospitals, renowned for excellence and innovation, providing safe and compassionate care to our patients in east London and beyond.

WeCare about our ambition for excellence

Our WeCare values shape everything that we do, every single day. They are visible in every interaction we have with each other, our patients, their families and our partners.

WeCare about everything from the appointment letters our patients receive, to the state of our facilities when they walk through the door, to the care and compassion they receive when they are discharged. WeCare that the people who join our trust will hold the same values as we do, so our values are embedded within our recruitment and selection processes. WeCare that you feel valued working here, so our values also guide our training and development and performance and talent management. WeCare about working with suppliers that live and breathe our values too.

We have come a long way on our journey to delivering safe and compassionate care. By embracing these values as the way we behave around here, we will achieve our ambition for excellence.

Value	Key behaviours
W WELCOMING 	<ul style="list-style-type: none"> Introduce yourself by saying "Hello, my name is ..." Smile and acknowledge the other person(s) presence Treat others as you would wish others to treat you Ensure the environment is safe and pleasant for our patients, our colleagues and our visitors
E ENGAGING 	<ul style="list-style-type: none"> Get involved in making improvements and bring others with you Encourage feedback from patients and colleagues and respond to it Acknowledge efforts and successes; say thank you Use feedback to make improvements, and empower colleagues to do this without needing to seek permission Appreciate that this may be a new experience for patients and colleagues; help them to become comfortable
C COLLABORATIVE 	<ul style="list-style-type: none"> Give time and energy to developing relationships within and outside own team Demonstrate pride in Team Barts Health Respect and utilise the expertise of colleagues Know your own and others' part in the plan
A ACCOUNTABLE 	<ul style="list-style-type: none"> Always strive for the highest possible standard Fulfil all commitments made to colleagues, supervisors, patients and customers Take personal responsibility for tough decisions and see efforts through to completion Admit mistakes, misjudgements, or errors; immediately inform others when unable to meet a commitment; don't be afraid to speak up to do the right thing Do not pretend to have all the answers; actively seek out those who can help
R RESPECTFUL 	<ul style="list-style-type: none"> Be helpful, courteous and patient Remain calm, measured and balanced in challenging situations Show sensitivity to others' needs and be aware of your own impact Encourage others to talk openly and share their concerns
E EQUITABLE 	<ul style="list-style-type: none"> Value the perspectives and contributions of all and ensure that all backgrounds are respected Recognise that individuals may have different strengths and needs, and that different cultures may impact on how people think and behave. Be curious to find out Work to enact policies, procedures and processes fairly Be open to change and encourage open, honest conversation that helps foster an inclusive work and learning environment Remember that we all have conscious and unconscious bias; get to know what yours are, and work to mitigate them

About Barts Health

Our group of hospitals provide a huge range of clinical services to people in east London and beyond.

We operate from four major hospital sites (The Royal London, St Bartholomew's, Whipps Cross and Newham) and a number of community locations, including Mile End hospital. Around 2.5 million people living in east London look to our services to provide them with the healthcare they need.

The Royal London in Whitechapel is a major teaching hospital providing local and specialist services in state-of-the-art facilities. Whipps Cross in Leytonstone is a large general hospital with a range of local services. Newham in Plaistow is a busy district hospital with innovative facilities such as its orthopaedic centre. Mile End hospital is a shared facility in Mile End for a range of inpatient, rehabilitation, mental health and community services. And St Bartholomew's in the City, London's oldest hospital, is a regional and national centre of excellence for cardiac and cancer care.

As well as district general hospital facilities for three London boroughs, Tower Hamlets, Waltham Forest and Newham, we have the largest cardiovascular centre in the UK, the second largest cancer centre in London, an internationally-renowned trauma team, and the home of the London Air Ambulance. The Royal London also houses one of the largest children's hospitals in the UK, a major dental hospital, and leading stroke and renal units.

We're also proud to be part of UCLPartners, Europe's largest and strongest academic health science partnership. The objective of UCLPartners is to translate cutting edge research and innovation into measurable health gain for patients and populations through partnership across settings and sectors, and through excellence in education.

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The *Medical Support Worker Scheme for Refugee Doctors* aims to provide a structured programme of clinical and educational support, careers advice and guidance, exam support and language classes to enable their safe return, and transition into NHS medical practice.

The scheme will employ up to six refugee doctors at Barts Health NHS Trust for a period of six-months as a Medical Support Worker paid at an AfC Band 6 level. As part of the programme, participants will undertake clinical placements at Newham University Hospital, which has a strong track record of creating supportive learning environments for refugee doctors.

Each participant will be provided with a tailored development and education package of support, along with a comprehensive induction programme including orientation aimed at clinicians new to the NHS. Participants will also be closely supported by an allocated clinical and educational supervisor for the duration of the 6-month programme. Throughout their time on the programme each participant will be a

valued member of a team and be given the relevant skills and clinical experience to help them integrate fully into the NHS.

The *Medical Support Worker Scheme for Refugee Doctors* is specifically for candidates who have already acquired Professional and Linguistics Assessment Board (PLAB) 1 and previous experience in a registered medical role in a non-UK setting. The programme of support available will enable candidates at the end of the 6-month placement programme to complete PLAB 2 and be eligible to apply for entry to the General Medical Council (GMC) Register.

Having successfully completed the 6-month programme as a Medical Support Worker, candidates will be guaranteed a place on the CAPS Scheme.

Job Particulars

Job Title	<i>Medical Support Worker</i>
Pay Band	<i>AfC band 6+ Outer London HCAS</i>
Location	<i>Newham University Hospital</i>
Contract Duration	<i>Fixed-term for 6-months</i>
Reports to	<i>Clinical Lead and Training Programme Director (TPD) for Return to Practice</i>
Responsible to	<i>Divisional Director</i>

1. Job Purpose

This role has been developed in recognition of the valuable skills and experience that Refugee Doctors have to offer to the NHS. The role is designed for Refugee Doctors who are qualified medical practitioners in their country of origin but unable to practise currently as a doctor as they are not registered on the GMC Medical Register and fulfilled the requirements for professional licence to practice in the UK.

Through programme clinical placements, the Medical Support Worker will work within a multi-disciplinary team of healthcare professionals including nursing staff, pharmacists, allied health professionals (AHPs) and medical staff. The post holder will undertake a range of essential routine tasks under supervision and delegated authority of the relevant consultant in charge of the clinical area in which you are assigned. The post holder may be required to work flexibly in a shift pattern.

Underpinned by an appropriate package of educational support, this role will offer the post holder the opportunity to use their knowledge and skills to contribute to the care of patients in a range of clinical specialities at Newham University Hospital as an important and valued member of the NHS workforce.

The post holder will be fully inducted into the role of Medical Support Worker, including a formal learning and skills needs assessment and access to the training required to safely undertake the role. The post offers the opportunity to practice and demonstrate Foundation level competencies, to be used as part of a portfolio development plan to support entry onto the Clinical Apprenticeship Placement Scheme (CAPS) and a future application for a UK licence to practise.

2. Main duties, responsibilities and results areas

Professional/Clinical

- Carry out assigned duties and tasks under the direction of the doctor with whom they are scheduled to work, ensuring that the care is of a high standard.

- Assist clinical staff to carry out duties in the delivery of patient care
- Undertake clinical procedures such as taking and recording clinical observations and completing relevant documentation such as taking blood samples, blood cultures, venous blood gases, insert and flush peripheral cannula, perform ECGs
- Accompany senior medical staff on ward rounds, list jobs, scribe in patients' medical records, complete tasks and collate results and present to the directing doctor or consultant
- Perform diagnostic/therapeutic procedures, subject to training and experience
- Communicate with medical and other clinical staff and support prompt completion and transmission of discharge summaries once deemed competent by supervising consultant
- Undertake relevant refresher training for clinical procedures
- Collect data about care performance e.g., for clinical audit
- Record and present findings in a manner consistent with local policies and procedures
- Assist in clinical emergencies
- Take an active part in all required mandatory training and induction, and in particular undertake training in maintenance of infection prevention and control procedures, when and how to use Personal Protective Equipment and the rules regarding management of patients with confirmed or suspected CoVid19
- Maintain knowledge of and work in accordance with trust policies, procedures and protocols
- Prioritise own workload as directed by senior staff

Operational

- Ensure that any complaints, questions or queries from patients are reported immediately to the supervising doctor or nursing staff
- Report accidents/incidents immediately to the nurse in charge
- Identify themselves to patients and staff as Medical Support Worker and not as a doctor to avoid confusion and misunderstanding

3. Additional Information

Health and Safety at Work Act

- The post holder is expected to undertake the appropriate management responsibilities, and be aware of individual responsibilities in accordance with the Trust's Health and Safety policy and report as necessary, any untoward accident, incident or potentially hazardous environment. The post holder will promote and implement the Health and Safety Policy. The Trust operates a No Smoking Policy.

Infection prevention and Control

- To adhere to Trust policy and infection control principles and standards to minimise patient risk and ensure high quality patient care.
- Undertake appropriate training and practice to ensure you (and your teams) have the right skills and are competent.
- Are responsible for keeping the environment clutter free, clean and raising issues of concern in the interest of staff and patient safety.
- Ensure high cleaning standards to prevent infection and increase patient's confidence

Confidentiality

- The post holder has a responsibility to maintain confidentiality and adhere to the organisation's policies and procedures. Safeguarding of children and vulnerable adults
- During employment the postholder has a responsibility to safeguard children and vulnerable adults.

Information Management/ Data Quality

- The post holder must ensure that records are documented, secured, stored and

disposed of appropriately and in accordance with the relevant legislation. Freedom of Information

- The post holder must be aware that any information held by the organisation in theory could be requested by the public, including emails and minutes of meetings. It is therefore essential that records are accurately recorded and maintained in accordance with the Trust's policies.

Equal Opportunities

- The post holder must at all times carry out responsibilities and duties with due regard to the Trust's Equal Opportunities Policy.

Disclosure and Barring Service

- All applicants who are offered employment will be subject to a criminal record check from the Disclosure and Barring Service before the appointment is confirmed. Travel to other sites
- May be required to travel to other locations

Safeguarding adults and children

Employees must be aware of the responsibilities placed on them to maintain the wellbeing and protection of vulnerable children and adults. If employees have reason for concern that a patient is 'at risk' they should escalate this to an appropriate person i.e., line manager, safeguarding children's lead, matron, ward sister/change nurse, site manager, consultant (October 2002). www.nmc-uk.org/

Person Specification

Domain	Essential Criteria	Desirable Criteria
Immigration status	Refugee status (in accordance with the Home Office regulations). Hold Right to Work status	
Language requirement	Achieved PLAB 1 Met the GMC minimum language requirements. Equivalent to a grade B in Occupational English Test (medicine) or an average mark of 7.5 in IELTS (with no single section scoring below 7)	
Residency location	Required to currently live within the London or Greater London area	
Qualifications	Educated to degree level in a relevant medical discipline in a non-UK setting	Post graduate qualification in specialist subject or previous experience in a registered medical role in a non-UK setting
Experience and Knowledge	Previous experience in a registered medical role in a non-UK setting Achieved PLAB 1	
Skills, Capabilities and Attributes	Reflect on own practice and learn from it	

	<p>Excellent communication skills Desire to engage with and communicate effectively with patients Recognise the limits of the scope of practice of the MSW role, notwithstanding any previous role they may have had as a fully registered doctor</p>	
Values and Behaviours	<p>Commitment to and focus on quality, promotes high standards to consistently improve patient outcomes. Values diversity and difference, operates with integrity and openness Works across boundaries, looks for collective success, listens, involves, respects and learns from the contribution of others Works well with others, is positive and helpful, listens, involves, respects and learns from the contribution of others Enthusiastic and self-motivated</p>	

Evidence will take place with reference to the following information:
Application form and Interview

APPENDIX B – SAMPLE RECRUITMENT ACTIVITY PLAN

Medical Support Worker Scheme for Refugee Doctors Recruitment Activity Plan				
Date	Recruitment activity	Owner / Key Individuals	RAG Status	Comments
	Sign-off approval of the Medical Support Worker (MSW) job description, person specification and factsheet ready for advert.			
	Agree essential/desirable criteria from person specification to be used to shortlist candidates			
	Finalise job advert including fixed term contract arrangements, informal conversation contact details and application submission contact details			
	Confirm application format: application form, CV, reference form and covering letter			
	Confirm advertising media to be used and which organisation coordinates			
	Advertise MSW posts for a minimum of 2 weeks			
	Closing date for applications			
	Analyse applications and shortlist – by a minimum of two panel members including a medical representative			
	Discuss and agree final shortlist with all panel members			
	Finalise interview format and questions			
	Issue interview invites to shortlisted candidates			
	Hold interview panel			
	Notify successful candidates and agree individual start dates (provisional)			
	Undertake all pre-employment checks and issue fixed term contract of employment within 8 weeks			
	Maintain regular contact with successful candidates throughout pre-employment check stages			

APPENDIX C – APPLICATION FORM



MEDICAL SUPPORT WORKER SCHEME FOR REFUGEE DOCTORS - APPLICATION FORM

PLEASE PRINT - illegible or incomplete information on this form will delay your application			
1. Personal Details			
First Name			
Last Name			
Address			
Post code		Mobile No.	
Email address		Date of Birth	
Nationality		County of origin	
Gender		Native Language	

2. Application Details			
Current immigration status			
(please attach a copy of proof of immigration status)			
Year arrived in UK		Years out of clinical practice	
Country where medical qualifications obtained			

Please list your two (2) most recent non-UK Medical Employment(s)		Start date	Finish date
1.			
2.			

* Please include speciality, grade and Hospital name and location for each medical employment

3. References
Please provide two referees who have insight into your work as a doctor.

Name:		Name:	
Address:		Address:	
Telephone no:		Telephone no:	
Email:		Email:	
Contact now Do not contact initially		Contact now Do not contact initially	
Name (printed)			
Signature			
Date			
4. Professional and Linguistics Assessment Board (PLAB)			
PLAB 1	Yes	No	No. of attempts (including pass)
PLAB 2	Yes	No	No. of attempts (including pass)
			Date passed:

**Medical Support Worker Scheme
Placements for Refugee Doctors**

Data Protection

The Data Protection Act 1998 aims to make sure that anyone giving personal information which will be kept in a database will be fully aware of why the information is needed, what will be done with it and who will have access to it.

The information which you have provided to Barts Health NHS Trust and HEE Professional Support Unit is confidential. It will be stored on an electronic database owned by Barts Health NHS Trust and HEE Professional Support Unit and will be used for your benefit only.

However, we would like to use your data for research and evaluation purposes. All details shared will remain confidential and only used for the purposes of evaluation which aims to sustain and improve services currently available to refugee doctors.

If you are willing for your details to be kept on this database and used for the purpose described above, please sign the declaration below.

Declaration

I understand that the information which I have given will be held on a database owned by Barts Health NHS trust and HEE Professional Support Unit and used only for the purposes of evaluation.

Signed:

Date:

Print name:

EXEMPTION FROM PLAB (please attach a copy of exemption)		<input type="checkbox"/>	Date	
Other (please specify):				
5. IELTS				
7.0 in all areas	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
7.5 OVERALL			No. of attempts (including pass)	
			Date passed:	
PLEASE NOTE: Applications received after the closing date for receipt will NOT be considered				
<p>Please attach the following additional information (any missing documents will delay the process or disqualify your application):</p> <ul style="list-style-type: none"> • Updated CV • Evidence of your refugee status • Evidence of residency in London • IELTS certificate (copy) • OET certificate (copy) • Evidence of dates of PLAB 1 (copy) • Names of two referees who are doctors (consultants) • Data Protection Form (signed copy) 				
6. Clinical skills self-assessment				
	Skill description	Have you had experience?		
Candidate required to complete this self-assessment matrix. This will help to understand competency level and identify any training needs	Take and record clinical observations	<input type="checkbox"/>		
	Complete documentation such as National Emergency Warning System (NEWS) scoring	<input type="checkbox"/>		
	Take blood samples, blood cultures and venous blood gases	<input type="checkbox"/>		
	Insert and flush peripheral cannula	<input type="checkbox"/>		
	Perform ECGs	<input type="checkbox"/>		
	Scribe in patients' medical records	<input type="checkbox"/>		
	Perform diagnostic and therapeutic procedures	<input type="checkbox"/>		
	Complete discharge summaries	<input type="checkbox"/>		
	Basic resuscitation	<input type="checkbox"/>		
Applicant Signature and declaration				
<ul style="list-style-type: none"> • I confirm that all the information I have given on this form is accurate • I agree that information provided on this form may be entered into a computerised system. I also agree that there may occasionally be a need to use my details for mailings, but will only be used by those closely connected with my training. • I give permission for my CV and application form to be sent to the relevant NHS institutions and associated facilitators 				
Signed	<input type="text"/>	Date	<input type="text"/>	

APPENDIX D – REFERENCE REQUEST FORM



Medical Support Worker Scheme for Refugee Doctors

Reference Request Form – CONFIDENTIAL

It is acknowledged that Referee's will not have worked with the candidate in a medical capacity in the UK

PART 1: CANDIDATE DETAILS	
Name of candidate	
PART 2: REFEREE DETAILS	
Name	
Job title	
Postal address	
Email address	
PART 3: REFERENCE	
Dates of when you worked with / known the Doctor?	
In what professional capacity do you know the Doctor?	
In what capacity did you work with the Doctor?	
How long have you known the Doctor in this capacity?	
Please comment on the Doctor's clinical abilities if you are able to	
Please give observations on the Doctor's relationship building and communication skills	
Please comment on:	

General conduct	
Time keeping	
Number of days/occasions off sick and reason for absence	
Team work	
Honesty and integrity	
Please give your detailed comments on this Doctor's suitability to be offered a post of Medical Support Worker under this scheme for refugee doctors	

PART 3: SIGNATURE	
Signed:	Date:
Name:	

Please note: the information provided on this form will be stored in a database. However, your information will not be shared with any other organisation.

Please return COMPLETED/SIGNED to:	
TBC	Email:
	Tel:

FOR OFFICE ONLY	
Date received:	

APPENDIX E – SAMPLE INVITE TO INTERVIEW

Medical Support Worker Scheme for Refugee Doctors Interview date:

Dear Dr xxx

Please find below details and instructions to join your scheduled interview for a place on the Medical Support Worker Scheme.
We look forward to meeting you on xxx

Microsoft Teams meeting

Could you please join your allocated time slot 5 mins beforehand and wait in the lobby. Thanks

Interview Panel Members:

Dr Rupal Shah, Associate Dean – Lead for Return to Practice Schemes, Professional Development Team

Ms Lynne Rustecki, Education Lead – Specialist Clinical Communication and Linguistic Service, Professional Development Team

Dr Mohammad Alam, Consultant Paediatrician & College Tutor, Training Programme Director, Return to Practice for Barts Health NHS Trust

David Lowe, (Interim) Associate Director, People Education Academy, Barts Health NHS Trust

Admin:

Deena Ragiwala, Senior Officer, Professional Development Team, HEE

Contact: caps.lase@hee.nhs.uk

Instructions to Candidates

Interview Process:

This interview is scheduled for 45 minutes and will comprise of a number of questions from each interview panel member.

Please note: when you join the interview via MS Teams you will be asked to show a form of photographic ID. For example, a passport or Driving Licence.

Guidance and tips on video Interviews via MS Teams:

- Please ensure your internet connection has a strong signal and is secure
- Check that your audio and webcam on your computer is functioning and runs MS Teams on-line effectively (you may need to download the MS Teams App beforehand)
- You can use a headset with a microphone to ensure audio quality and avoid background noise
- You will be joining as a 'Guest' on MS Teams on the day: Before your interview slot you will be in the MS Teams 'lobby waiting area' for about 5 minutes before your interview to check that your connection works and you can hear us appropriately. If you have any technical issues please contact us at caps.lase@hee.nhs.uk
- You will be asked to show a form of photographic identification confirming your identity, please hold this up to the camera. Once the panel is ready you will then be admitted to the panel to commence your interview. You can use a notebook and pen to make notes if you wish
- Please reply to xxx if you need to make any reasonable adjustments to accommodate you before your interview.

After the interview:

Please note that as with all posts in the NHS, this is a competitive selection and recruitment process and only those who perform sufficiently well at interview will be appointed to the scheme.

Should you be successful following the interview process, the Barts Health recruitment team will undertake all required pre-employment checks. This will include reference checks. If you have not done so already it is advisable that you check your referees' availability and ensure that you have provided us with contact information such as their telephone number and work email address. When references are taken up, it is your responsibility to chase your referees in order that an unconditional offer of a place on the scheme can be made.

**Education Academy
Barts Health NHS Trust**

APPENDIX F – SAMPLE INTERVIEW QUESTIONS

Tips for writing interview questions

- Give a headline (e.g. 'This question is about.....').
- Break complex questions down into short, simple sentences. This makes it easier for the candidates to process the question and recognise the points they need to address in their answer.
- Cut out unnecessary detail.
- As far as possible, avoid abbreviations and institutional, 'NHS-speak'
- Be prepared to repeat or paraphrase the question.

Example redraft:

Have you *identified* any particular *support or development requirements* that you will need to *focus on* during the 6 months on the scheme?

This is a question about your professional development. If you join the scheme, are there any areas you might need support with?

Question	Answer reference points	Notes of candidate responses	Score (0-5)
<p>1.</p> <p>Can you take us through your CV with relevant experience you have?</p> <p>Can you tell us why you have applied to participate in the MSW Scheme?</p> <p>Have you identified any particular support or development requirements that you will need to focus on during the 6 months on the scheme?</p>	<p>Icebreaker question to get to know the candidate and put them at ease. Please do not score.</p> <ul style="list-style-type: none"> · Relevant experience for the role · Understanding of the role- context, remit & challenges · Evidence of energy, enthusiasm and commitment · Reflective practice · Realistic self-appraisal 		No score required

Question	Answer reference points	Notes of candidate responses	Score (0-5)
<p>2.What was the hardest or most important lesson you've learnt during your time working in healthcare in the UK?</p>	<p>Evidence of reflection and learning, evidence of insight, honesty and self-awareness</p>		
<p>3.What does compassionate care mean to you and how do you deliver it?</p>	<p>Evidence of wanting to care, kindness, empathy, treating the person as I would want myself or my family to be treated, listening to what it is the patient perceives as the problem and addressing that issue, recognising own limitations – tiredness, emotional resilience, skill mix and staffing levels, language or communication challenges, influence of families, how busy the ward/dept may be</p>		
<p>4.Tell us about a clinical incident you were involved in or a mistake you made – what happened and what did you learn?</p>	<p>Honesty to share a mistake, insight into what went wrong and evidence of learning, awareness of clinical incident processes and actions to be taken, evidence of putting patient safety first</p>		
<p>5. What do you understand about confidentiality in the healthcare setting and how do you ensure you maintain patients' confidentiality?</p>	<p>Keep records and document filed away Do not discuss patients/info in public Do not give out details over the phone to 3rd parties unless to a direct line manager</p>		
<p>6.We are a very diverse organisation with staff and patients from all over the world. How do you ensure you are communicating effectively and that your colleagues and patients have understood you?</p>	<p>Awareness of own communication barriers and different methods of communication, awareness of how others within the team can help, checking understanding with patients and families</p>		

Question	Answer reference points	Notes of candidate responses	Score (0-5)
<p>7. Tell us about an improvement you've personally made or been involved in during your clinical practice. How was this identified and implemented?</p>	<p>Example of innovation, impact on patient care, leadership skills, communication, involving others, team work</p>		
<p>8. What would you do if you witness a colleague coming consistently late to work and missing the patient handover meeting?</p>	<p>Assess for impact on patient and ensure patient safety as priority. Talk privately to the person about what seen and impact it had, encourage them to reflect. Notify ward sister/nurse/doctor in charge.</p>		

Is the candidate willing to participate in the scheme on a full-time basis, or is part-time participation preferred?

Does the candidate anticipate any difficulties in travelling to the hospital site?

Does the candidate have any questions for the panel?

Medical Support Workers Scheme for Refugee Doctors

- a partnership between

