

Webinar: Implementing the Medical Support Worker scheme

This webinar will begin shortly

27 March 2024



This is a Zoom webinar so you will be automatically muted throughout.



Your camera will also be off throughout the webinar.



If you have any questions please ask them using the Q&A function.
You will also be able to upvote other attendees' questions.



Medical Support Worker Programme at The Royal London Hospital Heike Bojahr

Background



Her Majesty the Queen opens The Queen Elizabeth Unit

Posted Monday, 11 April 2022 by Alenka Daniel



On 6 April, Her Majesty the Queen formally opened The Queen Elizabeth Unit at The Royal London Hospital more than year after it received its first patient.

The 155 critical care bed unit on the 14th and 15th floors of The Royal London Hospital was built in five weeks and began taking its first patients in December 2020. The opening of the unit enabled the hospital to triple its critical care capacity, meaning it could care for more patients severely ill with Covid-19 – at its peak ~~this number was 155~~.

- Queen Elizabeth Unit opened 6th May 2020
- 180 ventilated Covid-19 beds
- Redeployment
- 1st MSW chance appointment



3 Cohorts at RLH

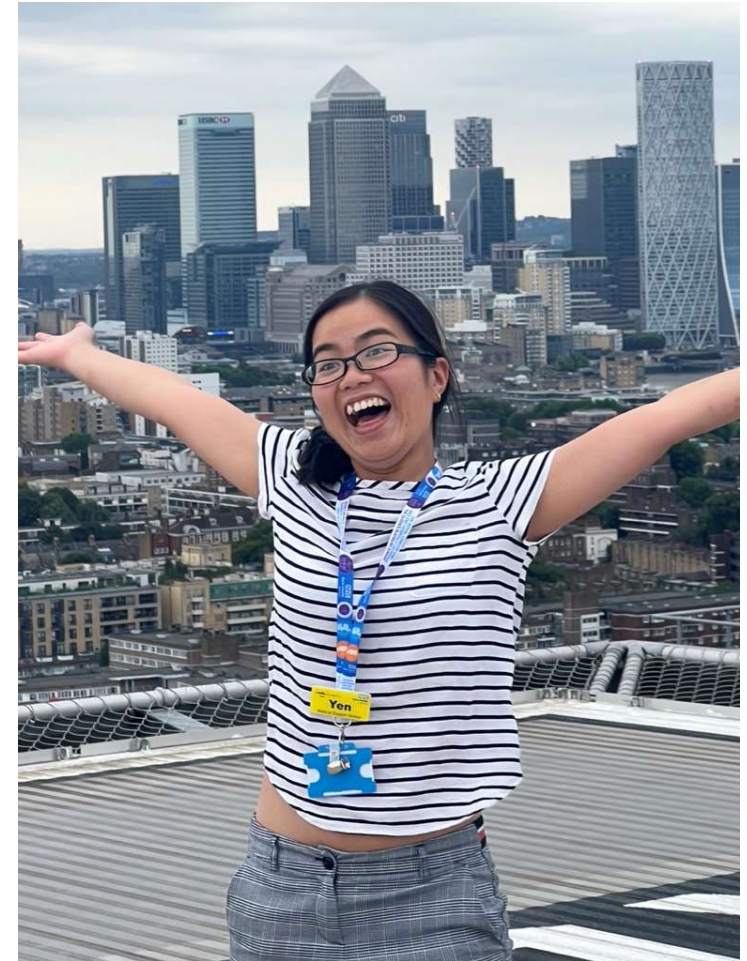
Cohort	Dates	No's	Specialty												
1	August 2020 – March 2021	21	ACCU												
2	March 2021 – July 2022	36	<table border="0"> <tr> <td>ACCU</td> <td>Surgery</td> </tr> <tr> <td>Medicine</td> <td>Obs & Gynae</td> </tr> <tr> <td>Paediatrics</td> <td>Ophthalmology</td> </tr> <tr> <td>ED</td> <td>Anaesthesia</td> </tr> <tr> <td>Radiology</td> <td>ENT</td> </tr> </table>	ACCU	Surgery	Medicine	Obs & Gynae	Paediatrics	Ophthalmology	ED	Anaesthesia	Radiology	ENT		
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MSW Feedback

“I can’t believe a nurse is allowed to ask the doctor a question!”

“Where I come from, the patient is the least important person in the room”



Need for Support

Emphasis on cultural integration:

Named supervisor and buddy

Diversity training

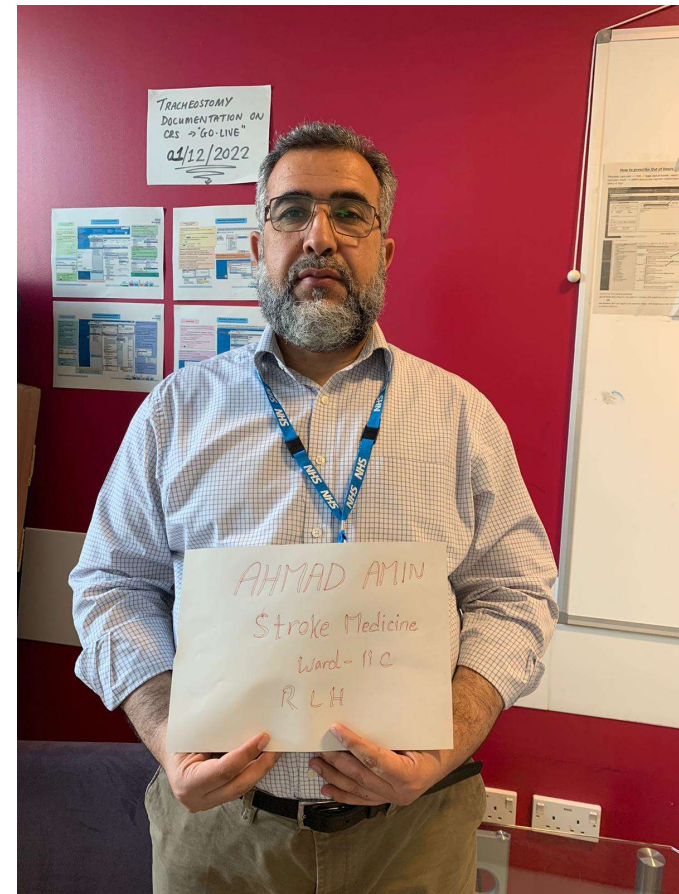
LGBTQ+ workshops

Psychology support

Pastoral Care

Outings

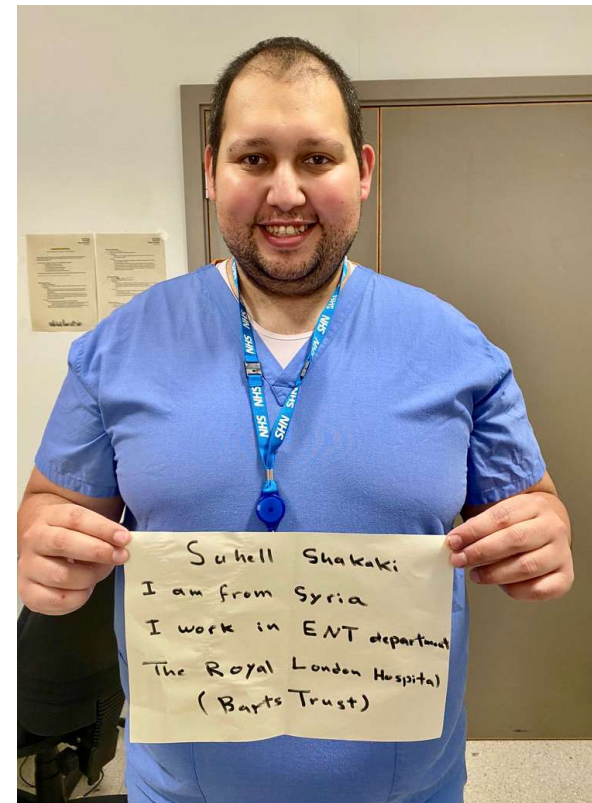
Peer Support



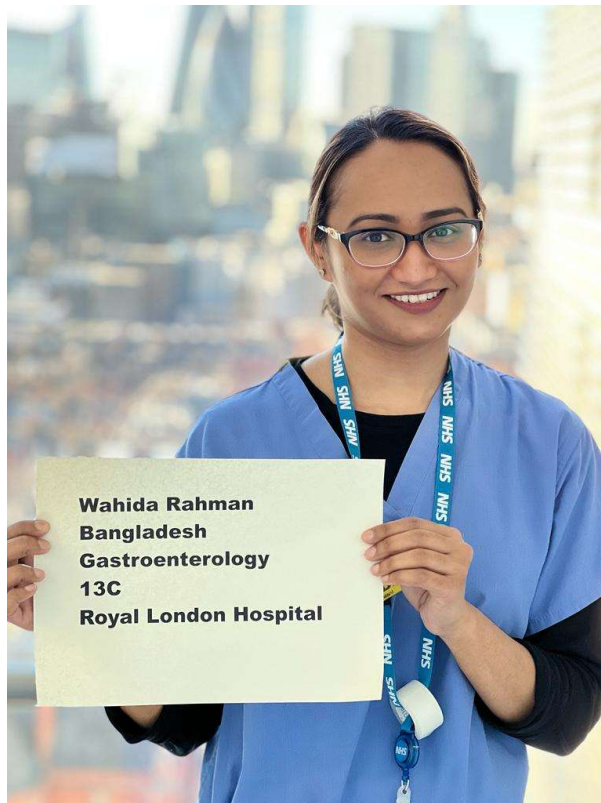
Collaboration

Close relationships with

- RAGU
- Refugee Council UK
- GMC
- GP Training Hub
- Other NHS Trusts



Linking up



- Network of London Providers
- Joint online teachings
- Pilot with Primary Care
- Working with CAPS program





Demographics

	Somalia	6		Egypt	1		Iraq	3
	Nigeria	5		Venezuela	1		Palestine	2
	Libya	4		Mexico	1		Myanmar	1
	Afghanistan	6		Guyana	1		Iran	1
	Pakistan	9		South Africa	1		Syria	7
	Yemen	3		Sierra Leone	1		India	11
	British	3		Sudan	5		Bangladesh	8
	Sri Lanka	2		Ukraine	15		Belize	1
	Albania	2		Turkey	5		Belarus	1



Changing Lives

Mohammed from Syria: now ST6 radiology



Changing Lives

Ahlam from Yemen: now IMT



Going forward



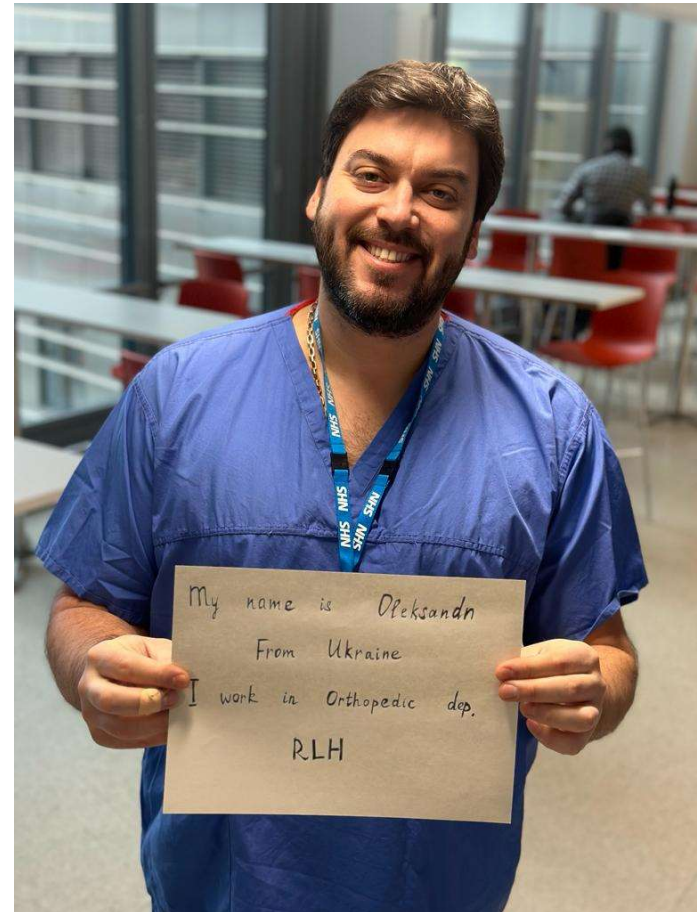
- Highly motivated and dedicated medical workforce
- Clinical value
- Contribute to more effective medical workforce and strategy
- Diversity strengthens our workforce and workplace



Win-Win for every stakeholder!

Over 70 International Medical Graduates gained full GMC registration

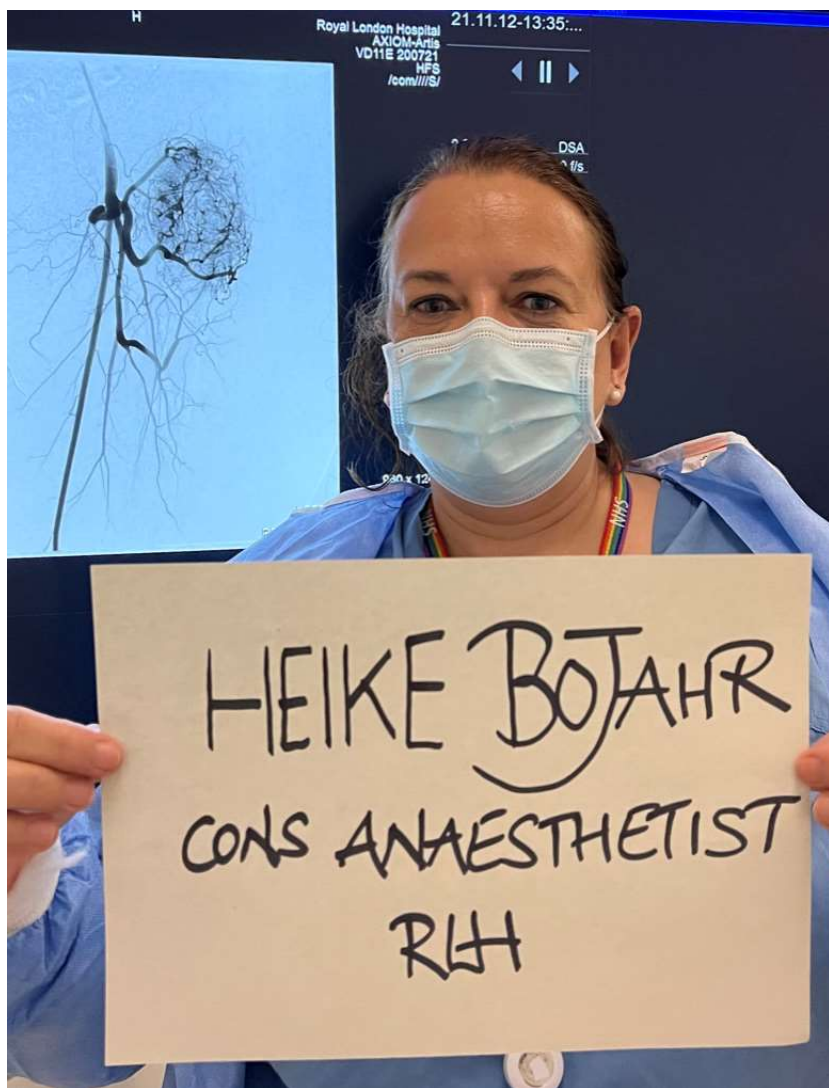
Once fully registered, they are working in a variety of departments and roles, from locum consultant to junior doctor level



Future

- MSW as a formal entry path into the NHS medical workforce
- Structured national programme
- Length of central funding for 1 year
- Closer collaboration with HEE
- Educational and Admin Support
- Engagement with Royal Colleges
- Give GMC registered IMG's with no NHS experience 3-6 months central support – easy win!
- Portfolio





Thank You!



North-West London NHS Refugee Employment Programme

Early results of 18 months work

Anthony Sembatya

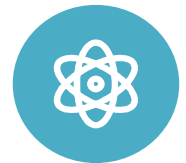
Our Aim



Engage with the large number of refugees looking to start a career in the NHS or in Social Care



Provide a rapid recruitment pathway to reduce barriers to employment



Support the refugee recruits with pastoral care to enable their retention in the NHS and Social Care

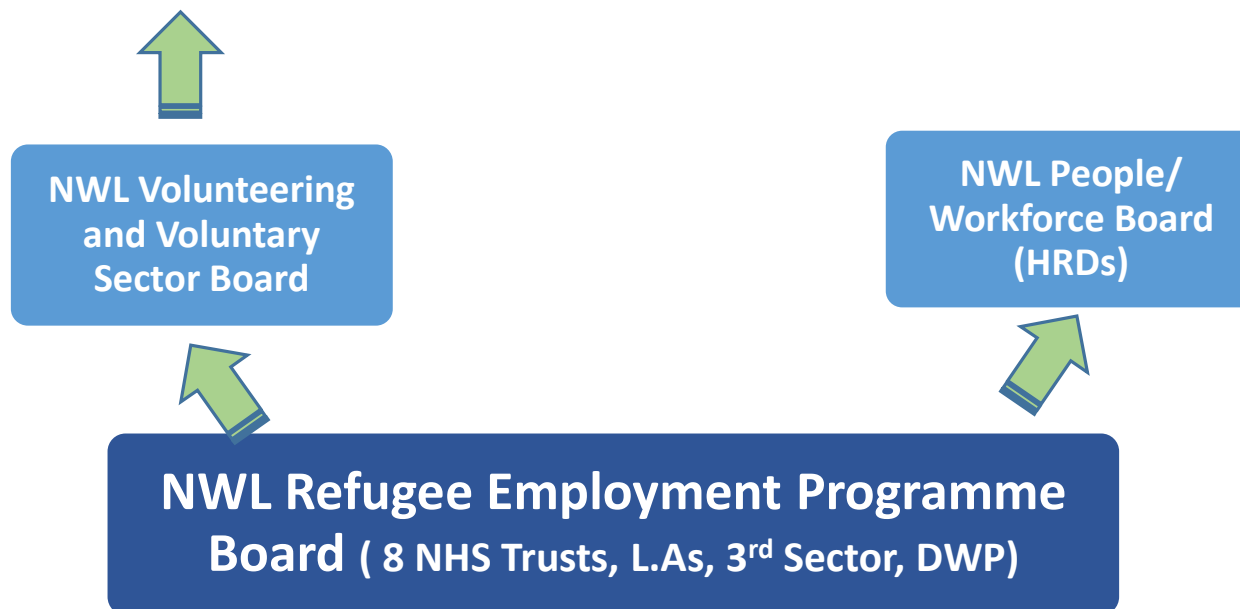


Offer volunteering opportunities as part of career preparation when is needed



Governance

NWL Population Health Board of ICB



Size of the challenge and Opportunity

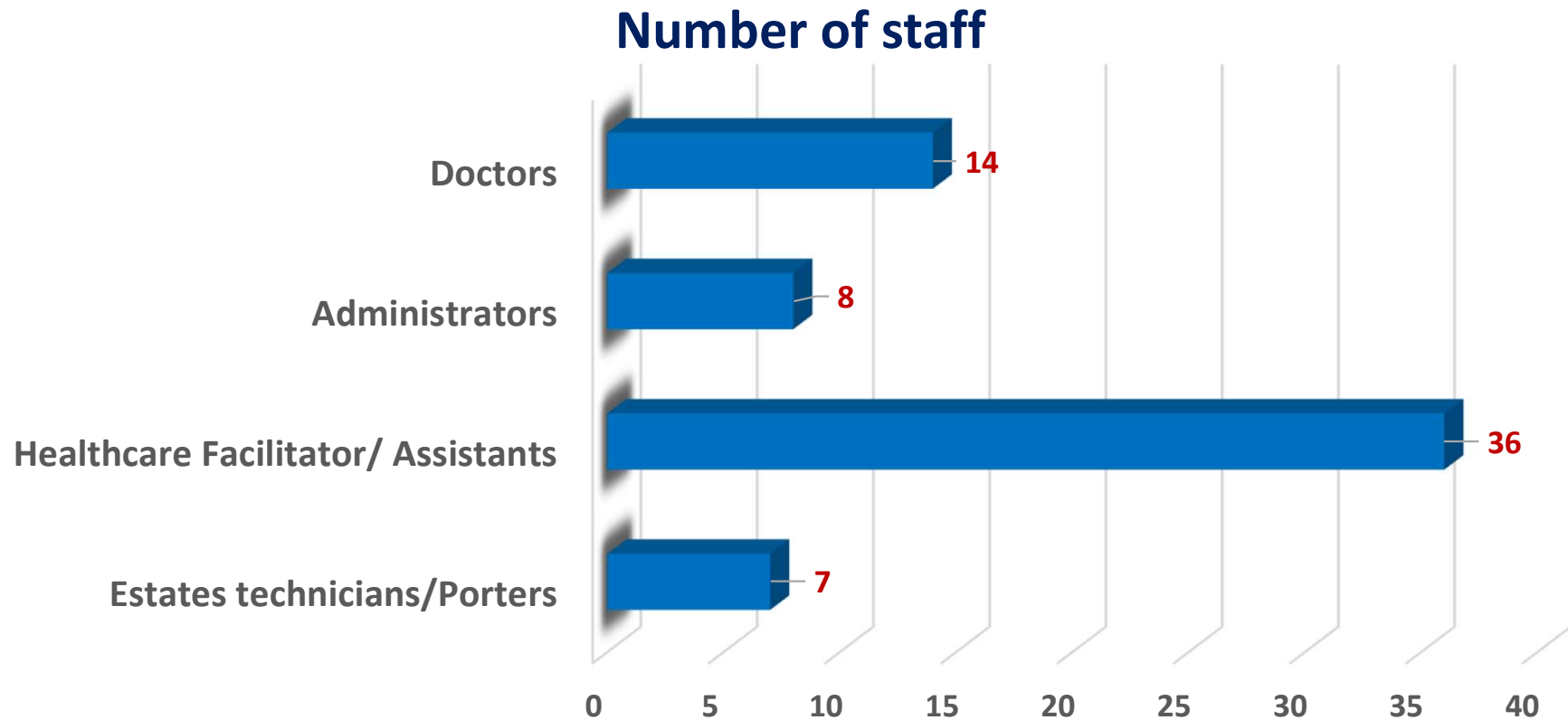
453,400 Refugees and displaced people in the UK

200,000 circa have permission to work 2023

8,667 Refugees and Asylum seekers housed in NW London at the end of Dec 2023

534 Refugees and Asylum seekers enrolled on the NWL REP over the last 18 months. 65 are in employment in NHS

65 refugees Supported into paid employment over the last 18 months



Programme partners

- Imperial College Healthcare
- Central London Community Healthcare NHS Trust
- Central North West London NHS Trust
- Hillingdon NHS Foundation Trust
- London North West Hospitals NHS Trust
- London Ambulance NHS Trust
- Chelsea and Westminster NHS Trust
- West London NHS Trust



The Prince's Responsible Business Network



❖ MS Development Charity

shaw trust



Benefits

1

Reduction in social isolation and better integration for refugees and asylum seekers who are accommodated in local hotels

2

Channelling the NHS' focus on utilising skills and talents of "in country" refugees

3

Reduction in the economic and social burden of accommodating refugees in hotels and other funded accommodation

4

Reducing inequalities among disadvantaged communities

Case Study –Refugee Doctor

- Dr AK qualified as a doctor in Libya before moving to the UK in 2017 where he sought asylum. Struggled to get work in the NHS.
- He did a few jobs including in health care and teaching before completing PLABs and OET.
- He was recruited to the MSW programme at North Middlesex University hospital.
- He was referred to NWL Refugee Employment Programme by the Refugee Council at the beginning of 2022.
- He gained GMC registration in July and was recruited by West London NHS Trust as a Trust doctor in Oct 2022.
- WLT's senior medical leadership put in place specific support to enable him adapt into the mental health hospital environment
- Still working at the Trust.

What can come next

- Find a solution to support refugee Doctors to prevent them from becoming deskilled while going through GMC exams
- Scale up this programme to support more refugees to work in NHS across other ICS/ICB areas to make a real impact
- Encourage and support retired doctors and nurses as mentors for the refugees
- Expand the Volunteer to Career (VtC) programme across NHS (supported by Helpforce Charity) to enable under privileged people to work in healthcare including refugees and asylum seekers

Case study 2 - Feedback from Refugee Recruits



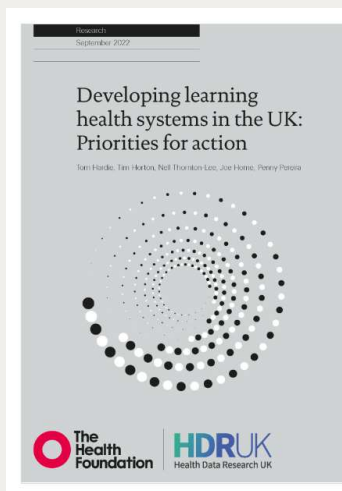
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Thank you

