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University Hospitals  
Bristol and Weston  
NHS Foundation Trust



# GUIDE

## For Welcoming And Supporting International Medical Graduates

This guide has been designed to help all team members to understand the journey of International Medical Graduates (IMGs) joining your team and your role to support an effective transition into the workforce.

Quotes from our IMGs are shown in bubbles throughout this guide.

***"We are amazed by the beauty of the UK and are surrounded by kind, supportive people. "***

# Contents

1. Introduction
2. Pre-Arrival
3. Arrival day & Initial week
4. Other Considerations
5. Flow Chart



## Introduction

### How Can You and Your Team Best Welcome Our IMGs?

Our international medical graduates (IMG's) have come from across the world to help the NHS and we want to help them to settle, in any way we can. One significant way is to acknowledge that these candidates come from very diverse cultures and what can be standard practice in the UK may be an unusual approach or visa versa. It is important to collaborate with our international colleagues from day one to gain better understanding. Starting them up with a trust introduction and walk with the candidate to show around the hospital on the first day would really feel them welcomed. An introduction to colleagues on the first day would also be really beneficial.

The Trust relies heavily on IMG candidates to support staffing levels across both Weston and Bristol. In recent times, recruiting international candidates have increased substantially in order to make a positive contribution to workload and patient care.

*"We may have been very experienced, competent, confident doctors in senior positions in our last workplace. Now we feel unsure about new practices, equipment - We need to have regular feedback on what we are doing to confirm we have done things correctly or not as there is much to learn and adapt to. We want to develop skills ASAP".*

## Pre-Arrival

Preparatory information must be provided to support the IMG's in readiness for their arrival to the UK and help reduce some of the anxiety associated with relocating and working in a new country. This includes an electronic welcome book with links to make them aware and research many of the challenges they will face during their relocation. Also a detailed process of the whole recruitment process as well.


A team's call to the candidate would be very beneficial and reassuring to clarify any issues. All the IMG's would normally enquire about the below availabilities when they relocate.

1. **Accommodation** - We have hospital accommodation in our trust which are limited and need to book early to secure one. The direct contact for the residences are through email ID "residencesenquiries@uhbw.nhs.uk".
2. **Transport from Airport to accommodation** - Transport from airport to accommodation is an important one as the candidate would be unaware of the various options. Couple of them are National express, Flix bus, local taxi's and also airport taxi.
3. **Bank account** - We can arrange bank account opening once they are here in UK. Recruitment coordinators can help in the same. Bank account is necessary for any candidate for their salary and also to support in their ID check.



## Arrival day & Initial Week

- **Bank account opening** – We have tie up with HSBC bank to help our IMG's with their bank accounts. We usually send them over a letter with the candidate details prior to the agreed appointment date and time. IMG's must carry their passport to the bank for their appointment.
- **BRP collection** – Check if BRP has arrived in the post office selected by the candidate during their visa application. Details of this can also sometimes be found on the Visa Decision Letter.
- **ID check** – After the candidate opens their bank account and obtains their BRP, they are eligible to schedule an ID check using three documents: their passport, an account opening letter from the bank serving as proof of address, and the BRP.
- **DBS** – Criminal check documents will be sent through trac to the candidate. The candidate needs to fill in the same and submit it back for review. It would take 2 to 3 weeks for the DBS to come back in normal time period.



*"It take time for us to learn the new system and especially the IT part. "*

## Other Considerations

### International Holidays

Most annual leave requests are for summer and Christmas break periods. Consideration should be given to the holidays that matter to International colleagues. IMGs may not always want to be on annual leave on these days, however it would be nice to bring it up in conversation and check if they would like to be off on that day.

#### Egypt

**Eid Al-Fitr** ~ Usually celebrated in April

**Eid Al-Adha** ~ Usually celebrated in June or July

#### India

**Onam** ~ Major event for Keralites, usually in September.

**Diwali** (Hindu) ~ Usually October.

#### Nepal

**Dasain** (Hindu & Buddhist) ~ Usually October.

**Tihar Festival** (Similar to Diwali) ~ Usually October.

#### Middle East

**Ramadan** (Muslim) ~ Usually April or May.

**Eid al-Fitr** (Muslim) ~ May feast to mark the end of Ramadan fasting.

**Eid al-Adha** (Muslim) ~ Usually July. Commemoration of prophet Ibrahims absolute dedication to Allah.

#### Zimbabwe Ghana Kenya & South Africa

**Christmas and New Years Day** ~ 70-80% are Christian.

#### China

**Chinese New Year** ~ Usually January / February.

**Ghost Month** (Taoist / Buddhist) ~ Usually August.



## Flow Chart

