


IMPROVING THE EXPERIENCE OF COMING TO THE NHS FROM OVERSEAS

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Over the last few years the NHS has had an influx of medical staff from non-EU countries and our department has been no different. We wanted to know what it felt like to arrive in the department, what an excellent experience would feel like and also how we might get there.

What we did

We interviewed 32 Drs who had joined the department from overseas, capturing demographics and their perspectives of arriving and joining the department. We used an appreciative inquiry approach, concentrating on the positives in the present and the potential we might realise.

What we found

What was particularly appreciated?

friends and family gave a warm welcome
47.5% of respondents

departmental induction regarded as "amazing"
22.5% of respondents

supportive department
17.5% of respondents



What would brilliant look like?

an easy process for finding long term accommodation
30% of respondents

introduction to more UK specific concepts such as the mental health act
10% of respondents

more mentoring
(this is a composite improvement)



Where we are going

Our results show that there is a virtuous circle, where having friends and family around helps the process of settling in. Also, the effort that goes into creating an induction that values individuals and spends time with them was hugely appreciated-this is almost all down to Nicki Williams a consultant in our ED. We are now going to work on how we might improve the housing situation for our newly arriving colleagues, as well as increasing mentoring and some aspects of training.

