

Building Bridges

Impact Report 2014-15



NHS

Health Education
North Central and East London

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Foreword



“As Chair of the Clinical Steering group for Refugee Doctors, it is pleasing to witness another successful year in the Building Bridges Programme in which 68 new refugee health-care professionals joined the Programme.

We helped them to embark on the path to re-qualification in order to successfully join the UK healthcare workforce. 37 individuals gained employment this year, 16 progressed on to work placements, and 22 achieved milestone qualifications. Whether working as fully qualified doctors, nurses, pharmacists, or being in transitional post as health care assistants, all the Building Bridges Programme participants continued to receive tailored assistance to make this transition a smooth one.

This year we commissioned an external evaluation to assess the programme and its strategic directions. We are determined to ensure that our provision is in line with the HENCEL objectives, i.e. that we are providing quality training organised around the five domains of HENCEL/PSU Framework for Supporting Safe Transition for IEHPs while supporting skilled refugee professionals to join the NHS. The evaluation coincided with a nomination for the HENCEL 2015 Quality Award, in the category “Excellence in widening participation and wider workforce development”. The winners will be announced in December.

Our programme was even mentioned internationally in the October edition of the Harvard Business Review (2015) where, an article discussing how Europe could find better ways to get refugees into workforces referred to our program as an example of good practice.

However, it has not been all plain sailing, particularly with stricter licensing requirements introduced by professional regulating bodies over the last few years. We are currently liaising with the General Medical Council and the General Dental Council to help mitigate these problems.

Credit is due to all those involved in the programme delivery: partners, external organisations and a league of excellent volunteers, who have together prepared talented medical practitioners for work in the NHS, where they are sorely needed.”

Dr Sandy Gupta, MD FRCP

Consultant Cardiologist
Whipps Cross/Barts Health NHS Trust, London

Chair, Clinical Steering Group
Refugee Health Professionals Programme, London

Introduction

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“While every refugee’s story is different and their anguish personal, they all share a common thread of uncommon courage – the courage not only to survive, but to persevere and rebuild their shattered lives.”

- Antonio Guterres, U.N. High Commissioner for Refugees

We take pride in helping refugees re-start their career, which will not only reinstate purpose and hope in the life of a refugee, but also supports the health of wider society with the addition of skilled, experienced professionals.

Refugees are legally allowed to work in the UK and refugee health professionals (RHPs) bring skills, experience and specialisations which benefit the NHS. Unfortunately only a small number have been able to return to clinical practice. Despite all their qualifications, experience and skills, the route back into practising medicine, dentistry, nursing, among other health professions, is a long and difficult journey.

To begin with, refugees need to have successfully applied for asylum in order to receive refugee status. The asylum system imposes enforced unemployment, sometimes for significant periods of time, which can lead to a lack of confidence and deskilling, particularly in clinical professions. Combining this with a lack of work experience and professional references from UK employers, refugee health professionals are at a distinct disadvantage when they try to resume their career in the UK.

Our aim is to support that journey and bridge gaps that can prevent a RHP from fulfilling their career path.

London is one of the most ethnically and linguistically diverse cities in the world, and one where our National Health Service (NHS) cares for patients from 270 different nationalities, speaking 300 different languages. In order to best serve patients, our health professionals need to reflect the people they care for.

Executive Summary

Healthcare in the UK is highly regulated and those applying for work are expected to meet its strict criteria. The Building Bridges programme helps RHPs to understand the processes required to successfully return to practice. We offer support from initial advice and guidance, to finding employment directly related to their education and experience.

Building Bridges is a partnership of three delivery organisations: Glowing Results, RAGU (Refugee Assessment & Guidance Unit) and Refugee Council, who work together to deliver a range of specialist services. Building Bridges is supported by two NHS Hospital trusts, Professional Support Unit (London Postgraduate Medical and Dental Education), as well as over 50 GP Health Practices, a north London CCG and other secondary and primary health care centres across London.

The partnership provides tailored services relevant to all RHPs attempting to overcome the barriers to employment. These barriers include:

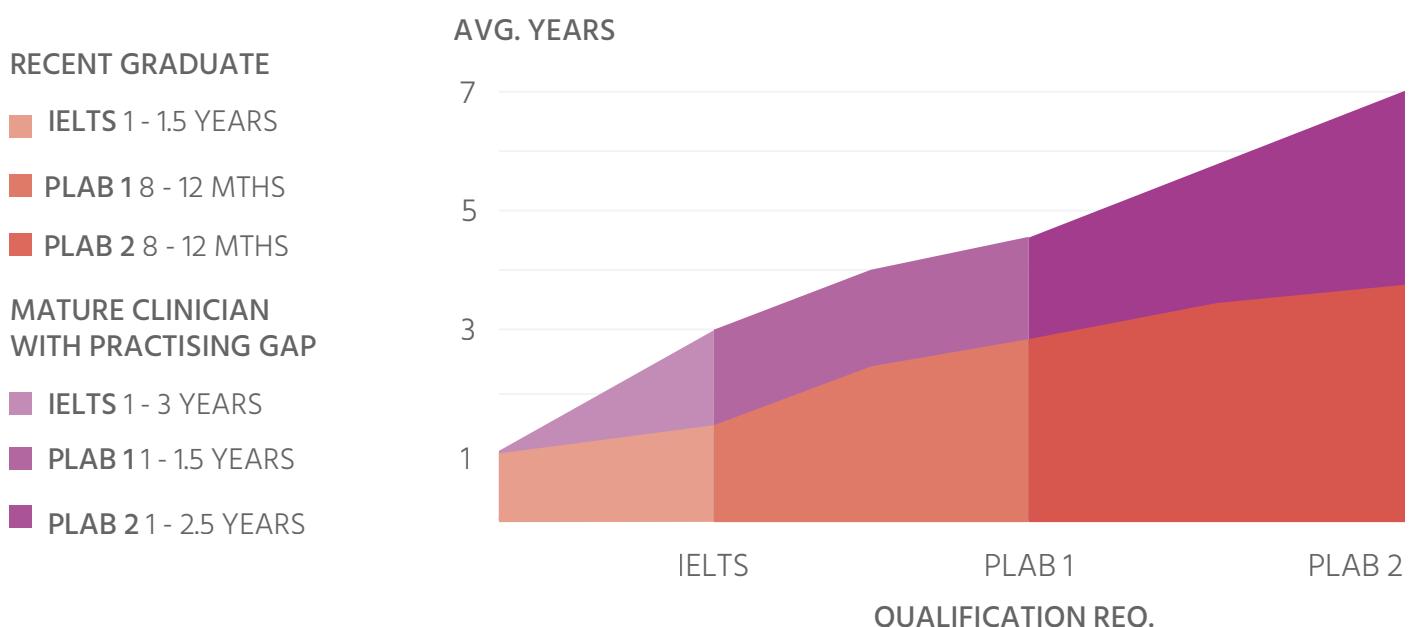
- Conversion of professional qualifications to meet requirements laid down by the bodies regulating the healthcare profession, including the General Medical Council, General Dental Council, and the Nursing and Midwifery Council
- English language and communication skills
- Knowledge about the labour market, recruitment process and employability skills to apply effectively for vacancies
- Access to relevant UK work experience and references
- Familiarisation with the health sector in the UK

What prevents refugee health professionals from getting into employment?

Most Internationally Educated Health Graduates find it challenging to adapt to a complex health care system and living in a new country. The key difference between those qualified in the UK and those qualified overseas is the emphasis on individual autonomy and shared decision making between doctor and patient. Patient centeredness is the current norm in the UK, which contrasts with many other countries that have a more paternalistic model of the patient-doctor relationship. For Refugee Health Professionals these challenges are even more evident:

- The asylum system means that people do not have permission to work until they get a decision from the Home Office. Long term unemployment often results in losing personal and professional skills.
- The health system and recruitment methods here may be very different from a home country, so familiarisation with the NHS systems, working culture and competencies is needed.
- The routes into practising are varied and finding the right information and advice can be challenging, particularly when people are not aware of refugee entitlements.
- Healthcare professionals must register with the relevant regulating body before they can work and to do so they must meet specific requirements including passing prescribed exams testing their language, communication and clinical skills. Specialist advice and support is important.

Retraining to UK standards takes time, but this is drastically increased for mature clinicians with a practising gap. The chart below illustrates the difference in time taken for RHPs to requalify from a recent graduate and mature clinician.



Building Bridges - How do we help?

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“I would not be where I am now without your help. When my confidence was low you were there to encourage me and show me a different way of facing challenges. After six months as a FY2 doctor I am deciding which job to take, I have a few offers. I also want to continue with my MRCP training. So many doors have opened for me, thank you”. - Sudanese doctor who has completed his CAPS post

► Glowing Results

Provision of tailored English language courses to help RHPs achieve the required International English Language Test (IELTS) scores as prescribed by the regulating bodies.

► RAGU, London Metropolitan University

Provide specialist careers guidance for health professionals, in addition to NHS employability training, structured work placements, relevant volunteering opportunities and support to enter paid work in healthcare.

► Refugee Council

Lead partner of the Building Bridges Programme, Refugee Council offers advice and practical support with PLAB (Professional and Linguistic Assessment Board) exam preparations, arranging clinical attachments, specialist language and communication skills training and a Professional Development Group for refugee doctors.

The Refugee Council and RAGU also jointly administer a Beneficiary Fund to provide financial support to cover tuition/exam fees and other expenses.

► Partner hospitals: Whipps Cross University Hospital and Newham University Hospital

Offer a structured clinical attachment programme to refugee doctors as a stepping stone towards familiarising with the NHS system.

► 50 GP practices across London boroughs

Host three month structured work placements for RHPs working in HCA roles gaining clinical and non-clinical skills to support progression through registration exams and to enter Transition jobs

► London Professional Support Unit

Run CAPS (Clinical Apprenticeship Scheme) to help refugee doctors access their first NHS post.

“The 6 month CAPS placements in local NHS hospitals provide close clinical supervision to refresh clinical skills and an experience of working in a multidisciplinary team. In addition the CAPS educational program targets communication, cultural-awareness, medico-legal issues, ethics and the GMC “Good medical practice”, in addition to portfolio learning, presentation skills, career planning and job interviews. The CAPS program is essential to ensure this valuable group of doctors are supported to make a safe and confident transition into NHS careers”, Dr Stephen Nickless, CAPS Educator.

In the period between September 2014 - August 2015, the Building Bridges partnership delivered:

68

Newly registered Refugee Health Professionals provided with information, advice and guidance (IAG) sessions

22

Refugee Health Professionals attended International English Language Testing System (IELTS) Preparation tutorials

16

Supported to complete work placements in a range of health settings, including GP surgeries, pharmacies and community services

24

Employers engaged in providing work placements

27

Job search workshops

10

Language and communication skills workshops

200

Over 200 hours of teaching/practicing delivered through PLAB preparation courses, Language and Communication Skills, Medical English and Professional Development Group sessions

12

Refugee doctors supported to pass the Professionals and Linguistic Assessment Board Part 1 examination

12

Refugee doctors supported to pass the Professionals and Linguistic Assessment Board Part 2 examination and became qualified doctors available to practice within the NHS

9

Clinical attachments arranged and supported within NHS partner hospitals



Recognition and Achievements

Cited in the Harvard Business Review as an example of good practice:
Europe Can Find Better Ways to Get Refugees into Workforces, October 05, 2015

"A Refugee Council program funded by Britain's National Health Service (NHS) supports refugee doctors to re-qualify to UK standards and secure employment appropriate to their professional qualifications. Professional and Linguistic Assessment Board tests are the main route by which international medical graduates demonstrate they have the necessary skills and knowledge to practice medicine in the UK. This successful project works with 50 refugee doctors each year".

Shortlisted for HENCEL award, in the category of
"Excellence in widening participation and wider workforce development".

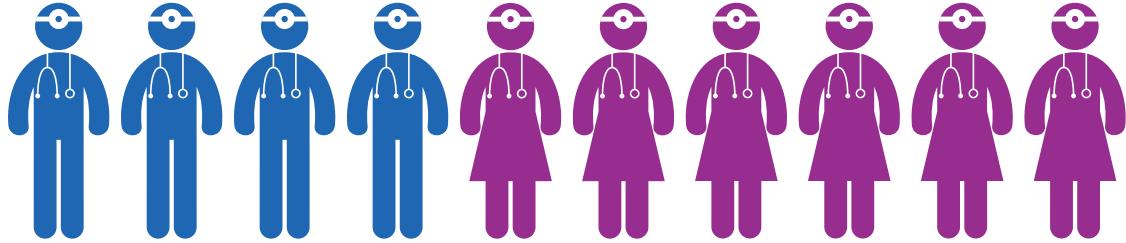
This is a quality award to acknowledge and celebrate the excellent work across North Central and East London to deliver excellence in multi-disciplinary education, training and workforce development.

A poster accepted to be presented at the Developing Excellence in Medical Education conference, Manchester, 26 November 2015.

BACK TO PRACTICE PROGRAMMES FOR DOCTORS - EXPERIENCES FROM A LONDON HOSPITAL (2009-15)

Presenters: A Moodambail* (1), S Limb (2. CAPS & Re Launch programmes, Newham University Hospital, Barts Health NHS Trust, London (2) Newham University Hospital, Barts Health NHS Trust, London

Demographics



GENDER (14-15)

Male: 42.65%

Female: 57.35%

COUNTRY OF ORIGIN



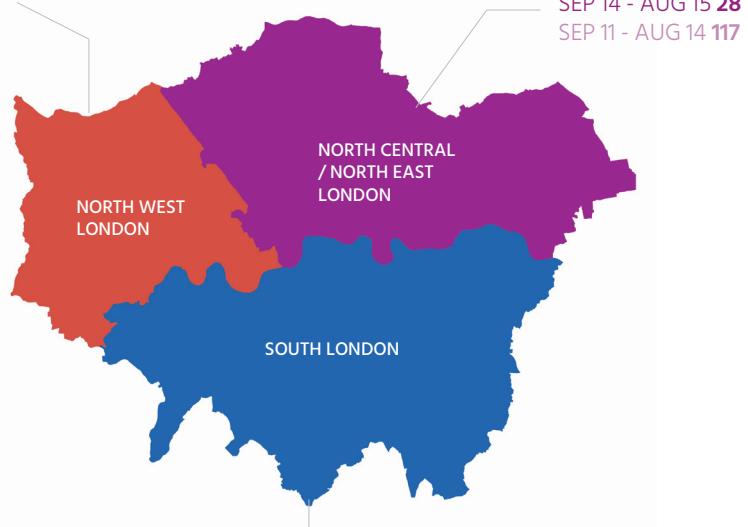
Afghanistan	10	Iran	13	Pakistan	6	Syria	8
Algeria	1	Iraq	4	Russia	4	Tanzania	1
Congo	1	Lebanon	1	Somalia	2	Turkey	1
Eritrea	1	Liberia	1	Sri Lanka	4	Yemen	1
Ethiopia	1	Libya	1	Sudan	7	TOTAL	68

OUTCOMES

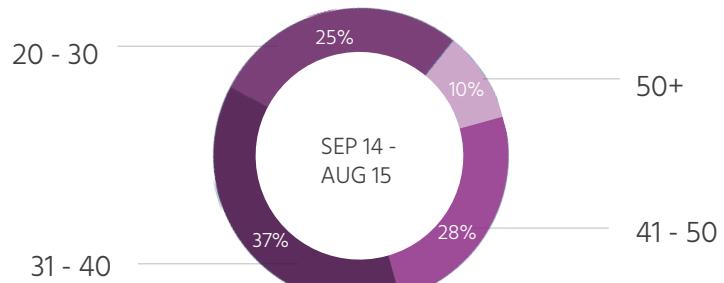
Doctors	
CAPS	6
SHO	2
Medical Officer	1
Dental	
Dentist	1
Dental Nurse/trainee	1
Other	
HCA	8
HAC/Phlebotomist	3
Phlebotomist	2
Bank Phlebotomist	1
Pharmacy Assistant	2
Nurse Assistant	1
FGM Advocate	1
Ebola Screener	1
Care Worker	1
Mental Health Worker	1
Ward Receptionist	1
Note Summariser	1
Radiology Assistant	1
Interpreter	1
Research Assistant	1
TOTAL	37

RHPS BY LONDON REGION

SEP 14 - AUG 15 22
SEP 11 - AUG 14 106



AGE RANGE



192

RHPS INTO JOBS
(SEP 11 - AUG 15)

338

NEWLY REGISTERED
CLIENTS (SEP 11 - AUG 15)

Refugee Council

The Refugee Council has supported RHPs for over 15 years. In this time, we have developed into a specialist provider in supporting the conversion of professional overseas qualifications to meet UK standards, in addition to providing careers advice and guidance. To enhance our activities we work closely with a number of NHS trusts, the London Professional Support Unit, various training providers and professional registration bodies.

Through the Building Bridges Programme we help refugee doctors to:

- Refresh their medical knowledge and skills before taking PLAB Part 1 and Part 2 exams. We provide a series of preparation courses following the PLAB syllabus. Doctors also have access to our Skills Lab where they can practice under supervision using medical equipment and manikins (OSCE stations).
- Prepare for providing patient centred care by enhancing their language and communication skills (active listening, questioning, explaining and advising). Refugee doctors also learn how to ensure patients are involved in decisions about their own care. Professional Development Group sessions are run weekly to prepare doctors for working in the NHS.
- Familiarise with UK medical procedures and systems through clinical attachments before assuming professional duties themselves. Access to clinical attachments represents a significant barrier for refugee doctors as opportunities are scarce, difficult to find and often costly.
- Understand recruitment processes in the UK and develop skills. Recruitment processes differ significantly from those many refugee doctors are used to; they may need considerable support to develop the necessary skills and confidence to compete effectively on equal terms with UK trained medical graduates.
- Develop and maintain a strong peer-to-peer network where refugee doctors can share their knowledge and experience and provide emotional, social or practical help to each other. This support is mutually offered and reciprocal, allowing peers to benefit from the support whether they are giving or receiving it.
- Access employment: our services are directly linked to the Clinical Apprenticeship Scheme (CAPS) run by the London Professional Support Unit.

Our two partner hospitals offer structured clinical attachment to refugee doctors, which are a stepping stone towards joining the NHS workforce. A clinical attachment is a period of time (1-3 months) where a doctor is attached to a clinical unit with a named supervisor, providing the opportunity to learn about the legal, ethical and cultural context of medical practice through the observation of hospital teams in their day-to-day activities. Clinical attachments provide doctors with invaluable UK experience and the opportunity to gain a UK reference, both of which are critical when applying for jobs.



PHOTO CREDIT: WILLIAM KNIGHT

Case Study

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“Without help from the Building Bridges I would not have the knowledge or means to navigate this maze. I can't thank you enough for all the encouragement, support and guidance when it felt that all my efforts were in vain. Nothing can stop me now on the way to becoming a successful GP”. - Aferdita, Doctor from Albania

Aferdita, an Albanian doctor, registered with the BB partnership in 2011. She was referred to the IELTS tutorial at Glowing Results, and received support from RAGU with career guidance sessions and employability training. As a result she progressed to a work placement as a Health Care Assistant (HCA) in a GP surgery and her confidence grew greatly. Upon completion of the work placement, Aferdita successfully applied and interviewed for a paid post.

With combined guidance, employability training, work-based learning and IELTS tutoring, Aferdita was able to achieve the necessary IELTS test score and move on to PLAB preparation training at Refugee Council. She often stayed hours after class to practice in the Skills Lab and became a member of the Professional Development Group where she was actively involved in discussions on clinical case scenarios, role plays and presentations. It paid off and she passed both PLAB Part 1 and Part 2 exams.

We then arranged a clinical attachment. Shadowing and learning through observations proved an empowering experience beyond Aferdita's expectations. She quickly established a good rapport with other team members and patients on the ward. During her attachment, with the support of RAGU and the Refugee Council, she applied for GMC registration for licence to practice and worked on her job interview skills by attending a series of workshops.

A negative decision on her GMC membership crushed Aferdita's hopes. When she arrived to the UK, she spent some time on settling her family and adapting to a new environment, followed by 4 years of studying for IELTS and PLAB exams. Whilst she did work as a HCA while preparing for these exams, the gap in her clinical practice was cited the main reason. She needed more evidence to demonstrate her clinical skills were up-to-date despite successfully completing PLAB exams. At the same time, there was an opening for a CAPS job, however she was not able to access it without GMC registration and licence to practice.

After the initial shock, we developed a plan to help Aferdita overcome this barrier. She was placed on a second clinical attachment where her participation in ward duties and clinical lectures were further extended. Her supervisors were willing to support her GMC application which enabled her to significantly develop her portfolio of CPD evidence. She passed an exam in Advanced Life Support and continued online study to gain more CPD credits through the British Medical Journal.

She then managed a second attempt at obtaining GMC membership and 7 months later Aferdita received a positive response. From there, events took a dramatic turn for the better and soon she was offered a FY2 job through the CAPS scheme.

Refugee Advice and Guidance Unit, London Metropolitan University



Within the Building Bridges Partnership, RAGU provides the main portal for progression through the Building Bridges pathway. RAGU works creatively and collaboratively with Glowing Results and Refugee Council to help RHPs progress towards relevant career goals.

RAGU works with refugee doctors (64%), as well as nurses, midwives, physiotherapists, psychologists, dentists and biomedical scientists. We support clients at all stages of their UK career: from preparing for the IELTS exam, into transition and alternative health roles, through to registration and registered posts. Our specialist careers guidance and employability training supports and empowers clients, focusing on building confidence, gaining specialist employability skills for clinical and non-clinical work, and understanding and preparing for the specific demands of the NHS in developing its workforce.

Reflective learning has been a key feature of RAGU's work with refugees for 20 years. The programme is designed to enable a reflective approach to learning, development and progression. We particularly focus on supporting clients into work-based learning (volunteering and work placements) to enhance professional development.

RAGU's contribution to the Building Bridges partnership includes:

- **Careers guidance** – assessment of refugee health professionals skills and competences, supporting clients to develop career plans and identify and implement realistic actions to enable clients' progression
- **Employability training** – a program of specialist training to support the development of key skills which enable clients to successfully access NHS health jobs (includes NHS Familiarisation, CVs, applications forms, interview techniques, networking, clinical attachment portfolios, CAPS interviews)
- **Structured work-based training** in NHS Primary Healthcare across London boroughs, and in community health, hospital settings and health based NGOs
- Accurate up to date information including professional registration processes across all health professions, NARIC equivalences, NHS policies and practice, NHS recruitment practice and workforce demands
- **Networking and advocacy** - enabling clients to access and develop professional networks, including NHS employers, range of London-wide provisions

RAGU's program for Refugee Health Professionals has two components:

Careers guidance and employability training

Through a combination of one-to-one careers guidance, group training and coaching, RAGU offer a range of opportunities for professional development tailored to the individual needs of each refugee health professional. RAGU supports clients to progress along a parallel pathway: that is working towards registration and studying IELTS while simultaneously developing employment skills to access transition roles and alternative routes into health work.

"Coming to the RAGU training has given me back confidence and hope. I now recognise my skills as a physio and understand how to approach job applications and interviews". - Physiotherapist, Pakistan

RAGU work placement in Primary Healthcare

The placement experience – where clients build communication skills and confidence, access UK professional networks, gain a NHS reference and insight into UK work culture – provides 'a parallel pathway'. This placement is an important step towards achieving longer-term goals of UK professional registration; for others who will not achieve registration, it provides an essential path to earning a living, supporting their families and contributing to UK health services.

In the contract year 2014-15, RAGU has continued to build a strong network of GP Training Practices in many London Boroughs to host refugee health professionals on placements. Work placements were set up for doctors, nurses and a dentist in health care assistant roles, comprising both clinical and non-clinical responsibilities and providing the bridge clients need to find paid work.

Case Study

From the beginning of joining RAGU's programme, Yakob came with the intent of becoming a registered pharmacist in the UK. Having arrived from Syria in 2014, he has faced a number of hurdles in reaching his goal, from obtaining documents from Syria where institutions no longer operated, passing the IELTS exam, paying for the expensive Overseas Pharmacists conversion (OSPAP) course and securing a pre-registration pharmacy post.

With unwavering commitment he attended a series of careers guidance appointments and RAGU employability training in preparing CVs, Opening Doors, NHS Familiarisation. He then approached several community pharmacies with his CV and obtained a position working as a Pharmacy Assistant. Recognising his skills and with the support of his colleagues, Yakob was quickly trained as a Pharmacy dispenser. In addition to this, he studied for IELTS with Building Bridges partner Glowing Results and achieved the result required by the General Pharmaceutical Council (GPhC).

RAGU's earlier advocacy with the GPhC on documentation for Syrian pharmacists enabled Yakob to have obtained the minimum documentation and supporting evidence to successfully apply to the GPhC, allowing him to seek a university place to join the OSPAP course. With RAGU's support, he secured his place at Kingston University with a great application and interview behind him.

Yakob then had to raise £10,000 for the OSPAP tuition fee. With a grant from the Building Bridges Beneficiary fund, he worked with RAGU to apply for further funding sources, including a fee-waiver arranged by CARA for academic refugees. This September, Yakob started the OSPAP course with all the fees paid for.

The final stage for Yakob was to secure a pre-registration pharmacy training place (which needs to be set up a year in advance). Working with RAGU on written applications and interview practice, Yakob's latest success has been acceptance for a much-sought after training post in a community pharmacy to start in August 2016. Yakob is now well on the road towards professional registration.

Case Study

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“I work four days with Fridays free for English studies with Glowing Results. In the mornings I am on reception and do notes summarising, in the afternoon I see new patients for primary healthcare checks. Next week I will start visiting NHS patients over 40 at risk of cardiovascular disease. I am going to finish L2 smoking cessation in October and will then visit patients who need to quit smoking. The PM has booked me for a Care Certificate course and after 5 sessions I will receive a certificate in healthcare which is great.” - Said, Dentist from Iran

Refugee dentists face special challenges with UK registration, including costly Overseas Registration Exams (ORE) and a very high failure rate, largely due to a lack of English communication skills. There is also no transitional role in dental work open to someone who is unregistered.

When Said, an experienced dentist from Iran, approached RAGU he was despondent about his slow progress with English, his accommodation and lack of work.

RAGU placed Said with a large Haringey GP training practice – the second dentist to be placed on this programme. By his second week Said was calling patients and arranging appointments, and his confidence improved greatly. He picked up EMIS Web and notes summarising rapidly, and also volunteered a Saturday to help with the surgery's major local health promotion. After 12 weeks the practice offered Said paid work.

The Practice Manager wrote to RAGU: “Said has fitted well into the team and become a great asset to us. Thank you for introducing him”.

Said is now close to getting through his IELTS exam, the Practice have offered help with re-qualifying and he's full of optimism about the future.

end documents to usual Dr, not registered Dr. 3rd letters addressed to registers and saturated 10%. Otherwise send letters to the usual Dr. 10 days when a partner is not in (see table below) load amongst registers. 2ndors do not need to see notification of appointment and complete. 3rd letters should go to practice.

medicine management
only among regulars who
have failed before).
of these for those who
hypnotic drugs, and
ry when

Glowing Results

Glowing Results offers specialist and high level language tuition to small groups of RHPs who are preparing for the International English Language Testing System (IELTS) exam and need to improve their academic English.

The IELTS Test measures the ability to communicate in English across all four language skills; reading, writing, listening and speaking. The General Medical Council requires an overall score of 7.5 with a minimum score of 7.0 in each module as evidence of proficiency for the purpose of registration.

The group training is delivered by a published author of IELTS materials, who has over 10 years' experience working with refugee doctors.

As a partner in the Building Bridges project, Glowing Result delivers:

- Weekly tutorials to RHPs consisting of four hours of group input, and one hour which is set aside for one-to-one support for individual clients
- Additional online input via a blog is offered to all trainees
- A distance training program for improving reading and writing skills for those who are judged to be near the prescribed score but may have to wait a significant period of time before a place becomes available on the weekly tutorial.
- Advice and guidance, including additional materials for self study
- Language testing and assessment of new RHPs, which as a result of initial assessments, trainees may either join the weekly tutorials, join the waiting list or advised to develop their general English.

Passing IELTS test is a stumbling block for many RHPs. It can take anything between 1 to 4 years to achieve the necessary score. In order to join our IELTS class a RHP needs to be at level 6, i.e. "has generally effective command of the language".

Case Study

With Kamila, a doctor from Azerbaijan, her first assessment results banded her into level 5, with a particular weakness in her writing. At the time, she was doing ESOL Level 1 and had no previous experience of IELTS. She was advised to continue working on her general English as her level was too low to immediately join the main tutorial.

Taking this onboard, she continued to improve her general English and also completed a short course on IELTS preparation. Upon reassessment, she was admitted to the Building Bridges IELTS tutorial in January 2015. Her attendance in the first term was 100%, but her writing prevented her from passing the exam twice in this time.

When the IELTS provision was reorganised in September 2015 into an advanced IELTS group and an intermediate level group (which would focus on both IELTS and workplace language), Kamila was judged to be at a sufficient level to join the advanced group. Writing was still her weak area but with perseverance she took advantage of the tutorial hour to receive some one-to-one coaching on her writing skills. She passed her IELTS in October 2015, obtaining an overall band 8 (listening 9, reading 8.5, writing 7, speaking 7).

Kamila has now been referred to Refugee Council for assistance with her PLAB exams.



Conclusion



"A lasting solution, the possibility to begin a new life, is the only dignified solution for the refugee himself." Poul Hartling (UNHCR High Commissioner, 1968-1975)

RHPs play an important role in the current and future needs for a skilled, diverse NHS workforce. With the Building Bridges programme, we have developed a robust package of services to assist the progression of RHPs who wish to get back to working as health practitioners, at all stages of their UK career. The programme supports the integration of RHPs into the UK workforce by enabling the understanding of British culture, language fluency, clinical and employability training, and work experience.

Health Education England (HEE) recognizes the importance of supporting new staff by ensuring that they have the "right training to perform their roles efficiently and effectively". Our program correlates with the HE NCEL/PSU developed framework for supporting the safe transition for internationally trained health professionals to working in the NHS.

Through the partnership working we help Refugee Health Professionals to develop in the five main areas including:

1. Communicative and cultural capability
2. Developing resilience
3. Clinical capability
4. Teaching and learning
5. Professional culture

The inclusion of Refugee Health Professionals in the NHS workforce contributes to:

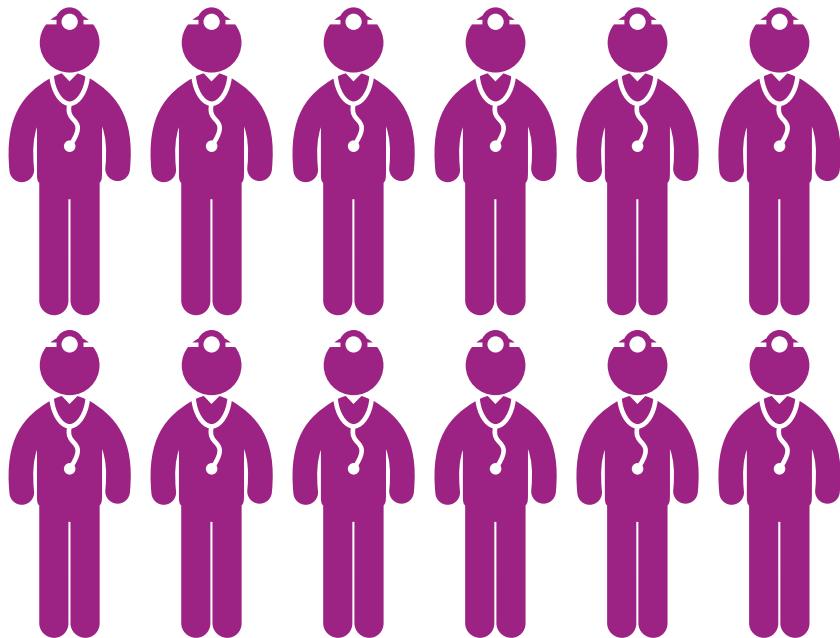
- Meeting gaps in the NHS workforce
- Excellent patient care by competent, caring and capable staff, reflecting the communities they serve
- Widening participation, recognising individual as well as group differences, placing positive value on diversity in the workforce and the opportunities to progress
- Providing excellent value for money
- Reducing unemployment



£294,164



£290,510



*The British Medical Association estimates it costs approximately £294,164 to train one Foundation Officer 2.

In comparison, the annual funding of £290,510 for the Building Bridges Programme allows us to support over 150 RHPs towards employment, enabling 10-12 refugee doctors to start working as Foundation Officer 2 each year. Approximately 30 more are helped into associated health profession positions as part of their transition to working as fully fledged health professionals (doctors, nurses, dentists, biomedics, pharmacists, physiotherapists).

British Medical Association, Commissioned by the Department of Health: Cost of training of doctors employed within the NHS (extracted from Unit Costs of Health and Social Care 2012, PSSRU, University of Kent).

Supporting refugees from a health professional background makes a strong business case:

- Refugee Health Professionals provide a wide pool of significant experience, talents and skills
- Employing Refugee Health Professionals helps to fill the gaps in the NHS workforce
- The cost of re-training a refugee doctor is a fraction of that required to train a UK doctor - and this also applies to other Refugee Health Professionals*
- The retention rate amongst Refugee Health Professionals is high as most remain in the UK for the rest of their working lives
- Supporting skilled and experienced people off welfare support and into work is a key government agenda

We look forward to continue supporting HENCEL in its mission to deliver excellence in multi-disciplinary education and training. With stable funding and through the partnership working we will be able to support more Refugee Health Professionals to join the NHS workforce and successfully integrate in the UK society.



SUPPORTING AND
EMPOWERING
REFUGEES

www.refugeecouncil.org.uk



www.londonmet.ac.uk/ragu



GLOWING
RESULTS

www.glowingresults.biz