

The UK's Leading  
RMO Service Provider





Peter Sheppard  
Managing Director

## What makes NES Healthcare the best choice of RMO service provider?

Working in partnership with client hospitals, NES has become a pioneer in developing and setting the standards for Resident Medical Officer (RMO) service provision to the Independent Healthcare Sector.

In 2005, NES initiated a unique and specialised Training and Assessment Programme for all new recruits, ensuring clinically competent doctors who are fit for purpose within our client hospitals. This has been continually enhanced and developed over the last decade in response to the evolving needs of the sector. NES provides Advanced Life Support (ALS) training and is the primary provider in the UK of Advanced Cardiac Life Support (ACLS) and Paediatric Advanced Life Support (PALS), running courses from our modern training facility based in Aylesbury, Buckinghamshire.

Whilst the majority of our clients require us to supply Resident Medical Officers for surgical disciplines, we do have a number with more specialised needs including anaesthetics, intensive care, paediatrics general medicine, neurology, oncology, accident and emergency and orthopaedics.

Growth and development of the Company has always been managed and controlled. Our organisational and management infrastructure has been designed to ensure continuity of service and the maintenance of quality.



NES is currently the only RMO service provider which holds the Quality Management Standard **BS EN ISO 9001:2008**. We have consistently maintained high standards of practice and have successfully retained continuous ISO accreditation for more than 20 years.

A recent surveillance visit noted that *“the company operates an effective management system which meets the requirements of the business, the client organisations and the customers. There was very good evidence of process monitoring and reporting with supporting analysis of data. The staff were confident and demonstrated a high degree of competence and knowledge of the systems, documents, processes and services provided by NES.”*



Today, NES has the largest and most diverse client base of any RMO supplier in the UK. We employ over 250 doctors, across many specialties, from countries all over the world so that we can offer the best service possible. The large scale of the NES operation provides our clients with a high level of confidence in our capacity to maintain a reliable service.

# The NES Contract RMO service

We understand that your choice of service provider represents a substantial investment on your part, and for that reason we employ a significant support staff to ensure that the operation runs efficiently.

The Medical Staffing Managers (MSMs) are the primary contacts for the hospitals and doctors, addressing all of the day-to-day arrangements of an RMO rotation. They look after portfolios of hospitals that are small enough to allow them to devote time and attention to each and to visit the Matrons or Directors of Nursing on a regular basis.

Our MSMs are backed up by an administrative team that is committed to ensuring our hospitals are provided with the paperwork that they need, when they need it.

## Peace of mind: The NES Standby Programme

NES operates a Standby Programme whereby a sufficient number of doctors every week are paid to remain free from commitments and to be **on hand for any emergencies**, such as a doctor going sick. This provides NES and hospital management with a robust safety net to ensure that they never run the risk of being left without a doctor.

In order to effectively operate the Standby Programme, we have a **24/7 on-call mobile phone** service which is manned by one of the team so that hospital staff or doctors can reach us whenever they need to.



## Continuity is key

Our aim is to provide a hospital with a high level of continuity. Doctors are contracted for a minimum period of six months, and in most cases they will choose to prolong this. Over the last 3 years the rate of contract extension has been between 60% and 70%, which means that the hospitals are seeing the majority of doctors for much longer periods of time.

We aim to build on the continuity this provides by using a pool of experienced cover doctors for planned leave and, where possible, using the same individuals repeatedly in the same hospital.

In this way the hospital management's time is not taken up with new RMO introductions and the subsequent inductions that are required for each doctor that attends a hospital. With the level of continuity of care that NES can provide, our doctors will become an established part of the medical team within each hospital.



## Safer working practices

At inpatient facilities that require full 24/7 cover, RMOs will typically remain on duty for a week at a time. This provides a good level of continuity to the multidisciplinary team at the hospital. For reasons of patient safety, NES does not endorse duty periods of any longer than a week.

In the past, some RMO employers have operated shifts of two weeks' duration, or sometimes even longer. NES abolished this practice many years ago following evidence that suggested an increased likelihood of adverse clinical incidents occurring towards the end of the second week of duty.

We do not impose rotations upon our clients, but will work in consultation with them in order to identify the safest, most appropriate working pattern at their hospital.

## NES Locums

In addition to those clients that have full-time contracts with NES, there are a number of hospitals and clinics who make use of our services on an ad hoc basis.

We have a sizeable pool of doctors whose services we can draw on at short notice (including out-of-hours through our on-call system). The vast majority of these have a significant amount of UK hospital-based experience and have been recruited to the highest standards through our Training and Assessment Programme.

## Innovation

Over the years, NES has made great strides in order to respond to the challenges associated with providing a high quality RMO service. By far the biggest development has been the establishment of the Training Centre, the work of which is covered within this brochure, but significant advances have also been made in respect of language screening.

These initiatives are unlike anything currently in place in the industry and have gone further than anything else to position NES as the industry's leader, both in terms of market share and quality of service.

### We welcome your feedback

We take your views very seriously. We actively seek out our clients' feedback on our doctors by issuing Performance Reviews, which are competency-based forms to enable the hospital management to highlight strengths and weaknesses.

This feedback is used individually to pick up on any training needs, and is also collated to highlight wider trends.



# Recruiting the best doctors

NES has developed a robust worldwide recruitment infrastructure in order to provide our clients with confidence in our ability to maintain a steady supply of doctors.

We have our own **dedicated recruitment teams** based in the UK, Poland and South Africa and work closely with partners who supply doctors to us from Europe and beyond. We recruit from all over the world, with applications being received from doctors of 42 different nationalities during 2015.

Recruitment of high-quality medical professionals is of paramount importance to NES and doctors seeking employment with us are required to go through a strict recruitment process which typically takes 6 months or more. This time is taken to ensure that each and every doctor is properly assessed and approved as being suitable for RMO work in the UK.



The NES Medical English Screening Test

This is a thorough assessment of the ability of the doctor's clinical skills and includes a **full Medical English exam**.

## Placing the right doctors at the right hospitals

Once a doctor has successfully completed all of the assessments and is accepted to work for NES, the focus turns to their placement at one of our client hospitals.

We are careful to match the correct skills to the appropriate hospital, for example providing hospitals that admit paediatric patients with doctors that have recent experience in this area, in line with CQC guidelines.

## Thorough screening

The first stage of a doctor's application is the **Medical English Screening Test**. This is applied to all doctors irrespective of their country of origin and background.

The test is run from the NES website and is a 30 question, multiple choice test with a **pass mark of 80%**. An example of a question taken from this test is shown on the right.

Before starting work at one of our client facilities, candidates are required to successfully complete our **Training and Assessment Programme**, about which full details are provided in this brochure.



## Formal induction

Once a hospital has been identified for a doctor they will undertake a **week of shadowing at no cost to the hospital**. This is intended to give the doctors the best possible start to their work at the hospital.

During their shadowing with the incumbent RMO they will complete the hospital's induction, be signed off on competencies and will benefit from the opportunity to meet the team and to undertake basic clinical procedures under supervision.

Feedback we have received from hospital management in relation to this period of shadowing has been extremely positive. The result of this work is that instances of adverse feedback during a doctor's first working week, traditionally a period associated with the highest risk, have been greatly reduced.

## Clinical mentoring

Many hospitals assign a named clinical mentor at the induction stage on the RMO's first day. This is usually the Chair of the MAC or another consultant. NES encourages its doctors to avail themselves of this support where it exists.

It is our experience that the communication and rapport with consultants can be significantly improved where a clinical mentor is available to the RMO, especially in the early days of a new placement.

## Support

We encourage all of our RMOs to maintain regular communication with the hospital's Matron or Director of Nursing. A good relationship with the hospital management team often results in that doctor prolonging their stay in the hospital beyond their initial contract period, thus improving continuity and quality of service.

The doctors also benefit from regular contact with their NES Medical Staffing Manager, who is always on hand to help them with whatever they need.

In addition to this the Operations Director, Medical Director and indeed all the staff at NES are always available to assist doctors and hospital staff should issues arise. Problems, be they clinical or otherwise, are always resolved promptly, irrespective of whether they occur inside or outside of office hours.

The figures suggest that the relationships between our clients and our doctors are very positive. In 2015 we found that over **60%** of our doctors extended their contracts.

During the same period, **95%** of our clients indicated that they would like the doctors currently assigned to their hospital to stay on beyond the duration of their current contract. This indicates that there is a high level of satisfaction amongst NES' clients in respect of the quality of doctor that we are recruiting.



# NES Training & Assessment



Dr Stephen Drotske

NES is the only company in its field that has developed a comprehensive training and assessment course for the RMOs to ensure better quality of doctors for our hospital clients.

Throughout a busy week of training and assessments, doctors will spend time with NES training personnel and external instructors brought in to assist in providing invaluable feedback on their readiness for their UK workplace.

**Dr Stephen Drotske** (pictured above), who heads up this division, has gained over 16 years experience in GP work, Anaesthesia and Accident and Emergency. He has conducted training in Adult and Paediatric Life Support for over 2000 medical professionals.

## The aims of our training and assessment programme are:

- To ensure NES doctors have excellent clinical skills.
- To ensure NES doctors have a high standard of medical English.
- To ensure NES doctors are effective communicators in resuscitation.
- To fully prepare NES doctors for the RMO role.

Prior to attending the training courses, each candidate is required to complete a Training Passport. This is the doctor's entry ticket to the courses, and requires them to undertake set numbers of clinical procedures which must be signed off at their current place of work. The aim of this is to ensure that the doctors have been regularly practising the skills necessary to be successful as an RMO before their arrival in the UK.

## Advanced Resuscitation Courses

Every doctor is required to attend and pass both Adult and Paediatric Advanced Life Support courses. Any doctor who does not achieve advanced resuscitation certification will not be accepted by NES. All training undertaken at NES counts towards CPD progress, which in turn will contribute to annual Appraisals.

## Ensuring a good standard of medical English

Whilst an initial English assessment is conducted as part of our screening process, the doctors are still required formally to demonstrate their competence with the language.

The importance of good communication skills amongst RMOs cannot be overstated, and there are many certificates and qualifications, such as the International English Language Testing System (IELTS) available to the doctors to demonstrate their competence.

However, none of these are able to provide the assurance of **good Medical English**, so NES has developed an English assessment that covers both conversational and Medical English. Doctors are required to pass this before they will be placed at one of our client hospitals.

This exam is completed during the RMO course and follows the structure of the IELTS in that doctors are assessed for ability in Listening, Speaking, Reading and Writing, and must achieve a pass mark in each area.

# The RMO Course

The RMO Training and Assessment course combines theoretical work with frequent 'hands-on' practicals. Up-to-date equipment and mannekins are of a high quality to ensure that skills can be put into practice.

Candidates receive the course materials four to six weeks prior to the Resuscitation courses.

**The RMO Training and Assessment course covers the following:**

## 1. Pharmacy

An introduction to the Pharmacy Department, which includes the importance of an RMO's relationship with the Pharmacist, drug charts, prescriptions, the British National Formulary (BNF), dosage calculations, Latin abbreviations, indications and contra indications, side effects, IV fluids, PCAs and the importance of good clinical note-writing.

This section culminates in an exam, for which doctors are expected to use their BNF and a calculator. The pass mark for this section is 100%.

RMOs are encouraged to purchase their own copy of the BNF, although we are aware that this is made available to the doctors at every hospital.

## 2. Venepuncture and Cannulation

Including blood bottles and labelling, sharps disposal procedures, needle-stick injuries (and associated policies), arterial blood gas sampling, painless cannulation.

The candidate's aptitude in this area is judged by means of practical assessments.

## 3. How to be an RMO in the Private Sector

Areas covered include the importance of hospital induction, resuscitation scenarios, ECGs, early warning signs, post

operative complications, mandatory training, hygiene (hand washing, use of white coat, MRSA), patient care plans, death certificates and asepsis/ infection control.

## 4. Male and Female Catheterisation

"Why, when, where, with whom", the equipment and its uses, Prophylactic antibiotics.

The candidate's aptitude in this area is judged by means of practical assessments.

## 5. Medical English

**Listening, Speaking, Reading and Writing.**

This section culminates in an exam. The pass mark for this section is **70%**.

## 6. Infection Prevention

As part of our commitment to high quality patient care, we ensure doctors have a clear understanding of the cause and spread of infection and each individual's role in preventing and controlling the risk.

## Continual development of the Programme

Dr Drotske works closely with our hospital clients to continually review and develop our Training and Assessment. Through this partnership we have created a programme that is successful in providing well-prepared doctors that are fit for purpose within the UK healthcare sector.

The initiative shown, coupled with the investment put in place by NES Healthcare was recognised at the Laing and Buisson Independent Healthcare Awards in October 2013 as we won the award for Excellence in Risk Management.



NES' purpose-built Training Centre



## Refresher training

At NES we appreciate that resuscitation knowledge needs constant updating. NES therefore runs Intermediate Life Support (ILS) and paediatric Intermediate Life Support (pILS) courses for all its doctors on an annual basis.

Despite our best endeavours, we recognise that occasionally an RMO's skills may need improving in a specific area. NES can provide training and support on a one-to-one basis at our Training Centre. This training is designed to take the RMO to an advanced level of practice and is only ever undertaken in conjunction with the hospital management.

## Appraisal and Revalidation

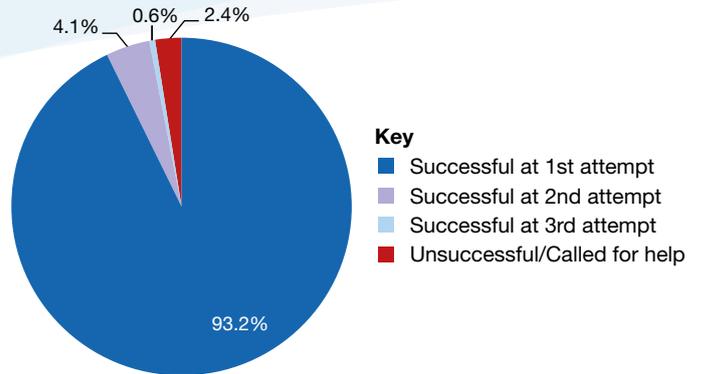
At NES Healthcare we are committed to engaging with Revalidation and have invested time and resources to ensure that suitable processes are in place.

Our Responsible Officer, Dr Stephen Drotske, has been instrumental through his work with the South Central Strategic Health Authority, the Association of Independent Healthcare Organisations (AIHO) and the GMC's Revalidation Reference Group in establishing NES as a Designated Body with the Department of Health.

Dr Drotske was one of the first group of thirty doctors in the UK that Revalidated on 17th December 2012 and has since had the privilege to conduct Appraisals for other Responsible Officers. This has enabled us as a Company to remain at the forefront of any developments in this area, thereby ensuring that we can prepare our doctors for a seamless Appraisal which is ready for Revalidation purposes.

From the commencement of Revalidation in April 2013, we have been able to make 165 positive recommendations to the GMC for doctors to receive their Licences to Practice for a further 5 years. In all we have completed more than 500 Appraisals during this period.

## Clinical audit



NES doctors are encouraged to participate in clinical audits. These help NES establish the outcomes of the work that the doctors are doing, and also provide the doctors with valuable evidence for their Appraisals.

The Blood-Taking Audit (see graph above) undertaken in October 2015 provided evidence that over 93% of venipunctures undertaken by NES doctors were successful at the first attempt.

## Summary

At NES we all feel very strongly that whilst knowledge is excellent, it is the 'contribution' that counts, both from our RMOs and office staff. We are proud of our achievements to date, but will constantly strive to improve our service so that we can maximise the quality and continuity of our RMO service provision.

### For further information about NES Healthcare please contact:

**Tel:** 01296 746140

**Web:** [www.neshealthcare.co.uk](http://www.neshealthcare.co.uk)

**Peter Sheppard - Managing Director**  
[peter.sheppard@neshealthcare.co.uk](mailto:peter.sheppard@neshealthcare.co.uk)

**Stephen Drotske - Medical Director**  
[stephen.drotske@neshealthcare.co.uk](mailto:stephen.drotske@neshealthcare.co.uk)

**Justyn Tollyfield - Operations Director**  
[justyn.tollyfield@neshealthcare.co.uk](mailto:justyn.tollyfield@neshealthcare.co.uk)





**Tel:** 01296 746140

**Email:** [admin@neshealthcare.co.uk](mailto:admin@neshealthcare.co.uk)

**Web:** [www.neshealthcare.com](http://www.neshealthcare.com)

NES Holdings (UK) Ltd  
t/a NES Healthcare  
St John's House  
25 St John Maddermarket,  
Norwich, Norfolk, NR2 1DN  
Company Reg No. 3299836

