



The UK's Leading  
RMO Service Provider

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

For over 25 years NES has been the leading name in the provision of Resident Medical Officer services with the UK's Independent Healthcare sector.

During this time we have led the way in improving standards of international doctor recruitment, applying innovative approaches to ensure that only the best doctors come to work for us.

Our unique and specialised Training and Assessment Programme for all new recruits ensures clinically competent doctors that are fit for purpose within our client hospitals. This programme has been continually enhanced and developed in response to the evolving needs of the sector. NES provides Advanced Life Support (ALS) and European Paediatric Advanced Support (EPALS) qualifications, running courses from our modern, UK Resuscitation Council accredited training facility in Aylesbury, Buckinghamshire.

Whilst the majority of our contracts are for RMOs to work within surgical disciplines, we do provide a number of more specialised roles including anaesthetics, intensive care, medicine, psychiatry, paediatrics, oncology and orthopaedics.

NES has achieved sustained and managed growth, which has been built on the key principles of quality and continuity in our service provision. At the same time we have invested heavily to create an infrastructure that can provide effective medical services to some 200 client hospitals.



NES is currently the only RMO service provider that holds the Quality Management Standard BS EN ISO 9001:2015. We have consistently maintained high standards of practice and have successfully retained continuous ISO accreditation for more than 20 years.

The surveillance visit in February 2020 noted **“good leadership and top management commitment”** and observed that **“the control of customer-related processes had been particularly well demonstrated.”**



Today, NES has the largest and most diverse client base of any RMO supplier in the UK. We employ over 500 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 in an ever-changing and challenging environment.

# The NES Contract RMO service

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

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 administration and compliance team that is committed to ensuring our hospitals are provided with the essential documentation that they need, when they need it.

## Peace of mind: The NES Standby Programme

One of the questions that we are most frequently asked by prospective clients is 'what happens if an RMO is sick and cannot work?'

The NES Standby Programme provides the assurance that in such a scenario a hospital will never be left without an RMO. Each week we pay a significant number of doctors to remain free of commitments and to attend any emergency cover that they are activated for. These doctors are spread across the country and we ensure that all specialties are catered for.



In order to effectively operate the Standby Programme around the clock we have an **on-call phone** service so that hospital staff or NES doctors can reach us whenever they need to.

## Continuity is key

We aim to operate our doctor rotations with a high level of continuity. The majority of our doctors are contracted for a minimum of twelve 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%, meaning the hospitals are seeing the majority of doctors for much longer periods of time.

Our hospitals regularly feed back that they welcome the benefits that they experience from the continuity NES provides. These benefits include improved patient outcomes, a greater level of confidence from the Consultants and less time being spent on induction and familiarisation.



Doctors undergo intensive training and assessment at our modern facility in Aylesbury



## Safer working practices

At inpatient facilities requiring full 24/7 coverage, RMOs will typically remain on duty for a week at a time. This provides a good level of continuity for the patients and the multidisciplinary team. Over the course of the week, doctors will have periods of structured work and rest and we monitor the level of night disturbances to ensure this rotation is appropriate and safe to operate at a hospital.

NES does not endorse duty periods of longer than a week both in the interests of our doctors' wellbeing and the safety of the patients. Evidence has suggested that there is an increased likelihood of adverse clinical incidents occurring towards the end of a 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 that we can call on at short-notice (including out-of-hours through our on-call service). 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 we have also shown leadership in the development of language screening to ensure effective clinical communication.

These initiatives are designed to exceed rather than simply meet client expectations and have been fundamental in positioning NES as the industry's leader, both in terms of market share and quality of service.

## We welcome your feedback

The information that clients provide in respect of our doctors' performance and clinical expertise is enormously helpful. We therefore actively seek this out and have a variety of mechanisms by which it can be provided.

Feedback is addressed both individually, for example to highlight specific training needs, and in order to identify trends amongst the wider group.



Our clinical team is heavily involved in delivering our course programme, alongside instructors from local NHS Trusts

# Recruiting the best doctors

NES has established a robust recruitment infrastructure in order to provide our clients with absolute confidence in our ability to maintain a steady supply of doctors from all over the world.

In 2020, 97% of our newly recruited doctors were introduced by NES' **dedicated UK based recruitment team**. This means that NES is not reliant on third parties in order to maintain its service. Around half of our doctors are referred to us by friends or colleagues, suggesting that doctors enjoy a positive experience of working with NES. We recruit from all over the world, with annual applications being received from doctors of some 40 different nationalities.

The quality of our doctors is of paramount importance to NES, so doctors seeking employment with us are required to go through a strict recruitment process which can take up to 6 months. 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.

## Thorough screening

Before a doctor can be allowed to commence our recruitment process, they must first complete the **Medical English Screening Test**.

This is a multiple choice exercise run from the NES website and doctors are required to achieve a **pass mark of 80%** or more. This is applied to all doctors irrespective of their country of origin or background.



*A sample question from the NES Medical English Screening Test*

Before starting work at one of our client facilities, candidates are also required to successfully complete our **Training and Assessment Programme**, which is a thorough examination of a doctor's clinical skills and includes a full **Medical English exam**. See page 7 for more details of what is included in this Programme.

## Finding a good match

Once a doctor has proven that they are of a sufficient calibre to be employed by NES, the focus turns to which of our many client hospitals will be the perfect environment for them.

We carefully match skills and experience, but also use our vast experience, built up in many cases by lengthy association with our hospitals, to place doctors in a facility where we feel they will have the best opportunity to make a positive contribution.



Our Training Centre is fully equipped to enable doctors to develop a familiarity with the set-up at their assigned hospital.

## Governance & Compliance

At NES we operate to the highest possible standards. As a Healthcare Organisation and a Designated Body we are heavily regulated and regularly audited. As an A-rated Tier 2 Sponsor with UK Visas and Immigration we are required to ensure 100% compliance with the published legislation and guidance.

NES takes its obligations extremely seriously and our meticulous approach to governance is a source of great reassurance to our clients.

As the employer of the doctors, NES retains responsibility for their pre-employment checks, their ongoing compliance and the performance of their duties. Documentation that we provide to the hospitals includes evidence of experience, references, qualifications, criminal record checks and Occupational Health screening, which is based on UK laboratory results.

## Shadowing & Induction

Prior to starting their first shift, a doctor will undertake a **week of shadowing at no cost to the hospital**. This is intended to give the doctor the best possible start to their work.

During their shadowing they will complete a formal induction process, gain sign off on specific competencies and undertake some procedures under the supervision of NES' incumbent RMO. They will also benefit from the opportunity to familiarise themselves with the hospital and its multidisciplinary team.

The views of both doctors and hospitals in relation to this period of shadowing are always extremely

positive. The result of this work is that instances of adverse feedback during a doctor's first working week, historically a period associated with the highest risk, have been greatly reduced.

## Mentoring & Support

NES' experienced clinical team is available 24/7 to provide support and advice to our doctors or clients. Our Responsible Officer, Dr Stephen Drotske, acts as a mentor to all doctors employed by NES and regularly issues clinical updates to ensure they remain up to date with current practice and guidance.

It is also highly beneficial for a hospital to assign a designated consultant to act as RMO liaison, as this will help to improve communication and rapport with the wider consultant body.

We encourage all of our doctors to communicate regularly with a hospital's Matron or Director of Nursing. A good relationship with the hospital's management team, nursing team and support staff will usually help a doctor to feel valued and confident in their duties, thereby improving the quality of patient care.

The NES Medical Staffing Manager will be in regular contact with each of the doctors in their portfolio, so our clients can rely on us to highlight any issues they encounter as appropriate.

The evidence supports the view that NES doctors have a positive experience of working with us, with the rate of contract extension consistently over 60%. With 95% of our clients indicating that they would like the doctors currently assigned to their hospital to stay on beyond the duration of their current contract, there also appears to be a high level of satisfaction in respect of our quality of service.



We aim to ensure that all doctors are fully prepared for their work at our client hospital



# Clinical Governance



Dr Stephen Drotske

It is a challenge for a medical professional to adapt seamlessly and flawlessly to working in a new country and the demands of the UK health sector can place unique stresses on individuals if they are not properly prepared.

NES is the only company in its field that developed a wide-ranging training and assessment programme for doctors. This has continually evolved since its inception in 2006 to become the blueprint for preparing a doctor to work in the UK.

Dr Stephen Drotske (Medical Director and Responsible Officer) leads the programme, ably supported by Dr Anneke Blaauw (Appraisal Lead) and Nick Thompson (Resuscitation Lead). Many additional Appraisers and Instructors are also engaged to provide an unmatched level of support to clients and doctors.

## Thorough preparation = better outcomes

All new doctors joining NES are required to successfully undertake a full week of training and assessment at our Training Centre in Aylesbury.

**Before they are enrolled on this course week, each doctor is expected to:**

- Complete 30 hours of Mandatory training, including Adult and Paediatric Safeguarding Level 3 (see full details in the table below)
- Pass a Clinical Assessment and a Medical English Screening test
- Complete a practical assessment of the most common procedures, e.g. blood taking, cannulation, urinary catheterisation and ECGs
- Complete Blood Transfusion Training

The aim of these checks is to ensure our doctors arrive with excellent clinical skills, a high standard of medical English and are fully prepared for the work in the UK.

|                        |  |
|------------------------|--|
| Anaphylaxis            | Infection Control (Clinical)           |
| Consent                | Information Governance                 |
| Controlled Drugs       | Medical Devices                        |
| COSHH                  | Medicines Management                   |
| Deprivation of Liberty | Mental Capacity Act                    |
| Equality and Diversity | Moving and Handling (Clinical)         |
| Falls Prevention       | Principles of Health and Safety        |
| Fire Safety            | Privacy and Dignity                    |
| First Aid              | <b>Safeguarding Adults (Level 3)</b>   |
| Fluids and Nutrition   | <b>Safeguarding Children (Level 3)</b> |
| GDPR                   | Sepsis                                 |

*Mandatory training modules*



NES' clinical trainers are joined by external instructors to ensure an objective assessment of each doctor

# The Training and Assessment Course

## 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 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 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.

**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%.

### 2. Venepuncture and Cannulation

Including blood bottles and labelling, sharps disposal procedures and needle stick injuries.

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

### 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, 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. Infection Prevention, ANTT & Blood Transfusions

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 safe blood transfusion.



A great deal of investment has gone into providing a training environment that is beneficial to our doctors



# Existing doctors: Maintaining skills

At NES we recognise the need to ensure that our doctors maintain the high standards that we establish for them out the outset.

In order to support every NES doctor that is working for us we provide them with a host of learning and development opportunities. These include regular clinical updates, which can consist of the latest clinical guidance or case studies containing vital learnings from their colleagues.

We provide our doctors with CPD opportunities, refresher training, access to workload audits and assistance with their appraisal and Revalidation.

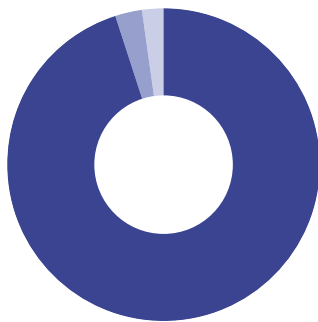
Doctors can also access a wide variety of training modules from NES to support their work and provide

access to varied clinical learning opportunities.

We offer refresher training for those doctors who can benefit from it, including 1:1 coaching and Independent Life Support courses.

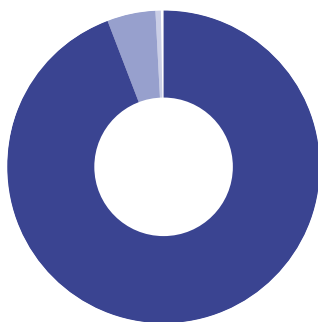
Regular workload audits are conducted to help NES establish the outcomes of the work that the doctors are doing and to provide them with valuable data against which to benchmark their own work, all with a view to further improving patient care.

Trained NES appraisers conduct appraisals for all our doctors and these appraisers are supported with peer review and quality assurance events.



## NES Blood taking Success %

- 95 First attempt successful
- 3 Second attempt successful
- 2 Unsuccessful/called for help
- 0 Successful after three or more attempts



## NES Venflon Success %

- 94.4 First attempt successful
- 5 Second attempt successful
- 0.5 Unsuccessful/called for help
- 0.1 Successful after three or more attempts

## Summary

NES has been at the forefront of RMO provision in the UK for over 25 years. This success has been down to our absolute commitment to quality and continuous improvement.

We are proud of the reputation that we have established and of our achievements to date, but we will carry on constantly striving to improve our service for the benefit of clients, doctors and, most importantly of all, patients.

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.



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Healthcare

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