



The UK's Leading  
Resident Doctor Service Provider

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

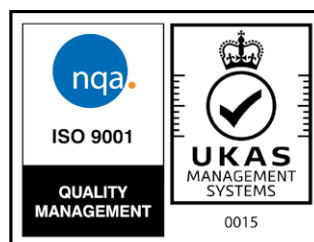
For over 25 years NES has been the leading name in the provision of Resident Doctor services with the UK's Independent Healthcare sector.

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 doctors 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 over 200 client hospitals.



NES is currently the only company in its field 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 March 2023 observed that ***“leadership has been effectively demonstrated and commitment levels are evident”***.



Today, NES has the largest and most diverse client base of any supplier of managed doctor services 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.

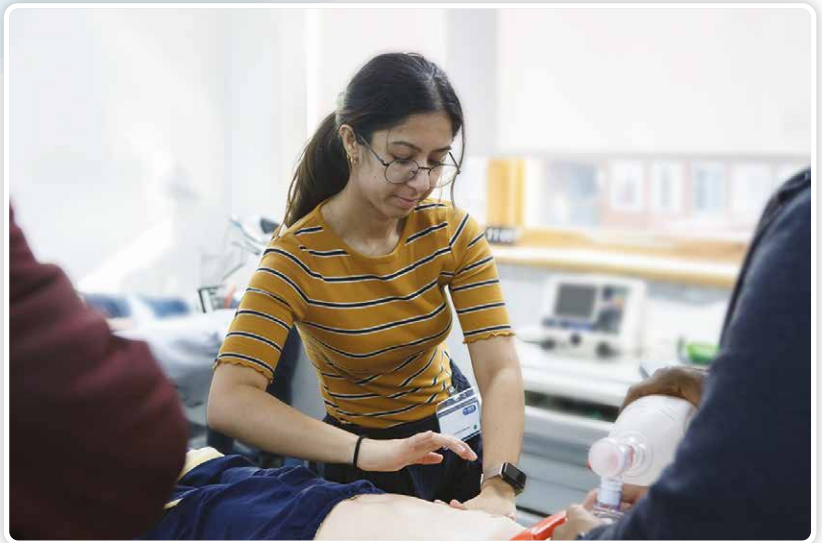


## The NES Contract service

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 a Resident Doctor rotation. They work on portfolios of hospitals that are small enough to allow them to devote time and attention to each and to undertake regular site meetings with clients and doctors.

Our MSMs are supported by a governance team that is committed to ensuring our hospitals are provided with the essential documentation that they need, when they need it.



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.

### Peace of mind: The NES Standby Programme

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

The NES Standby Programme provides the assurance that in such a scenario a hospital will never be left without a Resident Doctor. 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.

### 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 many cases they choose to extend this.

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

## Safe working practices

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. We consult regularly with our clients and monitor workloads and, where necessary, will agree changes in rotation patterns or additional rotations in busier hospitals.

Patient safety and the well-being of our Resident Doctors is of paramount importance. The aim is to provide a good level of continuity of care for the patients and the multidisciplinary team and at the same time ensure our doctors have periods of structured work and appropriate rest. We monitor night disturbances to ensure our doctors have sufficient rest periods and are able to provide a professional high quality service to the patients they are caring for.

## 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 managed doctor 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 request this 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.

**NES' dedicated UK-based recruitment team** ensures that we are not reliant on third parties in order to deliver and maintain our service. The vast majority of our doctors are recommended to join us by friends or colleagues, indicating that doctors enjoy a positive experience of working with NES. We employ skilled professionals from all over the world, with annual applications being received from doctors of some 40 different nationalities.

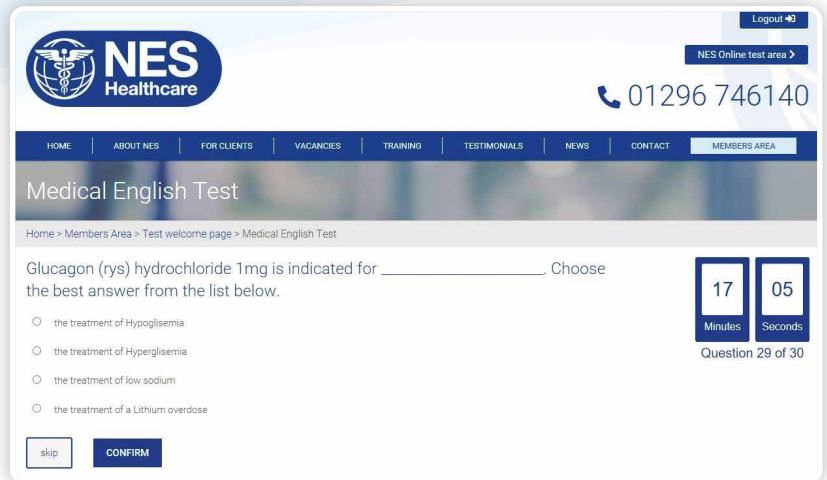
The quality of our doctors is of paramount importance, so those seeking employment with us are required to go through a strict recruitment process of up to 6 months. This time is taken to ensure every doctor is properly assessed as being suitable to work in the UK.

## Thorough screening

Before a doctor can commence our recruitment process, they must first complete the **Medical English Screening Test** and the **Clinical Assessment Test**.

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

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.



The screenshot shows the NES Healthcare website's 'Medical English Test' interface. At the top, there's a navigation bar with links: HOME, ABOUT NES, FOR CLIENTS, VACANCIES, TRAINING, TESTIMONIALS, NEWS, CONTACT, and MEMBERS AREA. The main heading is 'Medical English Test'. Below it, a question is displayed: 'Glucagon (rys) hydrochloride 1mg is indicated for \_\_\_\_\_. Choose the best answer from the list below.' The options are:
 

- ☐ the treatment of Hypoglycaemia
- ☐ the treatment of Hyperglycaemia
- ☐ the treatment of low sodium
- ☐ the treatment of a Lithium overdose

 At the bottom of the question area are 'skip' and 'CONFIRM' buttons. On the right side, there's a timer showing '17' minutes and '05' seconds, and a label 'Question 29 of 30'.

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

## 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.

It is testament to the high quality of doctors NES employs that so many are successful in obtaining career development within the NHS following their time with us. With up to 150 NES doctors every year moving to substantive NHS hospital placements or on to the GP Training Programme, it is clear that the pathway NES has established provides a significant benefit to the UK's entire healthcare sector.



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. We are an A-rated Sponsor with UK Visas and Immigration and have been so for 15 years.

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 doctor. 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,

with all parties recognising the value that it represents in giving a doctor the greatest prospect of a successful introduction.

## 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 for all doctors employed by NES and his team regularly issues clinical bulletins to ensure everyone remains up to date with current practice and guidance.

It is also highly beneficial for a hospital to designate a consultant to act as Resident Doctor 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 clinical management team. A good relationship with the nursing team and support staff will usually help a doctor to feel valued and confident in their duties, thereby promoting high quality patient care.

The NES Medical Staffing Managers are in regular contact with each of the doctors in their portfolio, so our clients can rely on us to identify and resolve any issues they encounter.

The evidence supports the view that NES doctors have a positive experience of working with us, with the rate of contract extension consistently over 50%. 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 (Clinical Manager and Appraisal Lead) and Ben Godden (Resuscitation Lead). Many additional Appraisers and Instructors are also engaged to provide an unmatched level of support to clients and doctors.

## Preparation secures good 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 doctors 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 Resident Doctor 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 Resident Doctor Training and Assessment course covers the following:**

### 1. UK Prescribing

An introduction to the Pharmacy Department, which includes the importance of a Resident Doctor'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. Ezi IO, Venepuncture and Cannulation

Including blood bottles and labelling, sharps disposal procedures, practical insertion of the intraosseous needle and needle stick injuries.

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

### 3. Human Factors and Working as a Resident Doctor

Areas covered include an awareness of the factors that help or hinder patient care in the workplace, 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. Urinary 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.

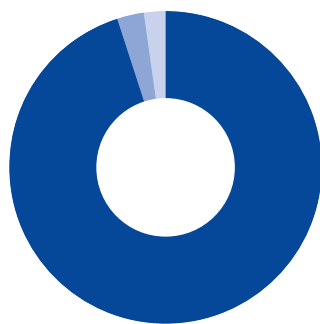
Doctors can also access a wide variety of training modules from NES to support their work and provide

access to varied clinical learning opportunities.

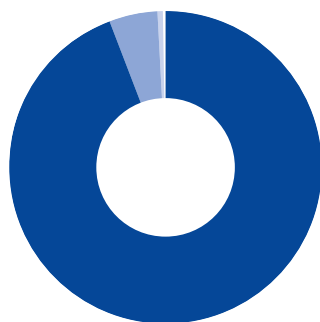
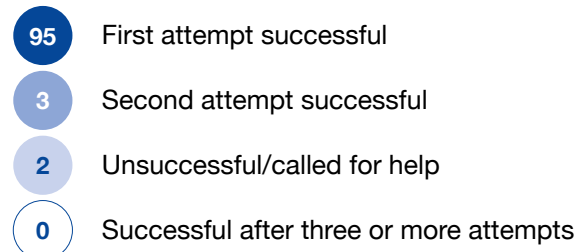
We offer refresher training for those doctors who can benefit from it, including 1:1 coaching and Independent Life Support courses.

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.

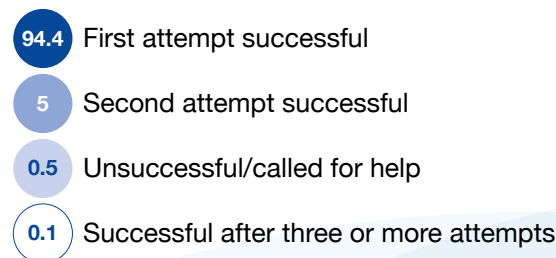
Trained NES appraisers conduct appraisals for all our doctors and these appraisers are supported with peer review and quality assurance events.



### NES Blood taking Success %



### NES Venflon Success %



## Summary

NES has been at the forefront of Resident Doctor 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.



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