



Whittington Health
NHS Trust

Whittington Health International Medical Graduate (IMG) starter's guide





INNOVATION



COMPASSION



ACCOUNTABILITY



RESPECT



EXCELLENCE

EQUITY

Welcome from our Medical Director

Welcome to Whittington Health – it is vital to our services that we have a richly diverse workforce to reflect the community we serve as we pursue our mission of helping local people live longer healthier lives. As such you, as International Medical Graduates, bring new ideas, perspectives, and innovation which we want to learn from and bring into our practice to ensure our shared goal of delivering the best care for patients and a great workplace for staff.

Having worked internationally myself for two years, I recognise the excitement and adventure of establishing oneself in a new country, but also the challenges as unfamiliar processes, regulations and ways of working arise at every turn. My colleagues have worked on this booklet to help you navigate this time in your professional lives with greater ease knowing that you are part of the Whittington Health family.

In the words of our Chief Executive Officer, Whittington Health is a special place with so many wonderful people in hospital and community services working together – not just under the same banner – but also helping to demonstrate how this can be achieved to provide person-centred care. The most recent Care Quality Commission (CQC) inspection described us as an ‘organisation with a soul’ and this is very important to us.

Our **ICARE values**, including the overarching value of equity, are key to who we are and the way we offer care.

The size and scale of Whittington Health means that we can be agile, we can adapt, teams can work together flexibly and support each other to grow and develop and keep providing the best care.

At Whittington Health we aim to go from strength to strength, to build on the innovation of recent years to continue the vital role we play in the local North Central London health and care system and to remain outstanding for caring.

Clare Dillery
Executive Medical Director

Before arrival in UK:

Getting Certificate of Sponsorship (CoS) and Visa and air tickets

Getting your Certificate of Sponsorship (CoS)

If you require sponsorship to work for the Trust, and your role satisfies the criteria for a Tier 2 visa, our recruitment team will apply for a Certificate of Sponsorship (CoS). The CoS provides a certificate number which you will need to apply for your visa.

Once your CoS has been issued, you will also receive an email from the Recruitment Team. A CoS cannot be issued earlier than 3 months prior to the proposed start date of your employment and is only valid for 3 months after issuance.

Further information on the UK Visas and Immigration (UKVI) requirements, e.g., English Language, maintenance, police certificate, and making the application is available on their website <https://www.gov.uk/tier-2-general/eligibility>

Applying for your Visa

Once you have your CoS, you can apply for your visa in your home country online: www.gov.uk/tier-2-general/apply

If there are any issues with securing your visa or you are not going to be able to start work on your agreed start date, please keep in touch with your recruitment advisor via TRAC emails or our generic email address: whh-tr.RecruitmentWhittHealth@nhs.net

Biometric Residence Permit (BRP)

When you have been given permission to work in the UK, you will get a visa stamp (vignette) in your passport which is valid for 30 days and this allows you travel to the UK. On arrival in the UK, you will be issued with a Biometric Residence Permit (BRP).

You are expected to collect your BRP from a designated post office within 10 days of arriving in the UK. The details of where you are to collect the BRP from will be in the letter you receive from the UKVI when you collect your passport. It is essential you collect this as soon as possible as you could be fined if you do not and because you need it to be able to start work.

Share Code

When you have been given permission to work in the UK you are required to prove your right to work by generating a Home Office Share Code please

visit: <https://www.gov.uk/view-prove-immigration-status>

Please forward your Share Code as soon as possible to your Medical Recruitment Advisor.

Relocating to the UK

Important things to think about when relocating to the UK are:

- GMC face to face appointment
- Accommodation
- Opening a UK Bank account
- Things to look out for when relocating with family members:
 - Childcare arrangement including schools
 - Partner's career
 - Healthcare

Arrange a General Medical Council (GMC) face-to-face appointment

During busy periods it might take a long time to get a face-to-face appointment from the GMC. To minimise the delay in starting your new job, please make sure you book an appointment when you book air tickets (within a few days of arrival in the UK). You will need full GMC registration before starting the contract of employment.

Accommodation

The initial few weeks in the UK can be costly especially until you settle in. Financial costs at this stage may include the following:

- a. Rent and deposit – usually six weeks' rental plus first month
- b. Furniture and household essentials
- c. Living cost

The Trust finance office can help you until you get the first salary. You can apply for a salary advance. The approved amount will be deducted from your salary over the first three months.

The Whittington Hospital has its own single persons residential rooms with shared facilities (bathrooms, kitchens, and coin operated laundry facilities). There is limited availability of on-site accommodation at Whittington.

For further information please contact:

Facilities Support Manager

020 7288 3088

whh-tr.accommodationqueries@nhs.net

Hospital Accommodation is limited, please see the list below of local estate and lettings agents who will be able to advise you on local property available to rent or buy.

[Rightmove - UK's number one property website for properties for sale and to rent](#)

[Zoopla > Search Property to Buy, Rent, House Prices, Estate Agents](#)

<https://www.davidandrew.co.uk/>

<https://www.jtmhomes.co.uk/>

<https://stonehouse-estates.co.uk/>

<https://www.cppapas.co.uk/>

<https://www.stelfort.co.uk/>

<https://hanleyestates.com/>

<https://prestige-properties.net/>

<https://www.alexcrown.co.uk/>

<http://www.whitehalls.co.uk/>

<https://www.dexters.co.uk/contact-us/our-offices/dexters-highgate-estate-agents>

Information about Hotels and restaurants can be found online on links such as this:

https://www.tripadvisor.co.uk/RestaurantsNear-g186338-d9784500-Premier_Inn_London_Archway_hotel-London_England.html

Utility Bills & Council Tax

It is important to note that when you settle into a property you may need to pay utility bills to water and energy suppliers separately as well as apply for TV licence if these are not included in your rent. Your landlord should be able to help you with which utility companies have been previously used and these can be found online.

TV Licencing: <https://www.tvlicensing.co.uk/> You will also need to pay a local charge known as Council Tax. Please see the links below for more information on Council Tax in the local area.

Borough of Islington: <https://www.islington.gov.uk/council-tax>

Borough of Camden: <https://www.camden.gov.uk/pay-council-tax>

Opening a bank account

All staff of the Trust are required to hold a UK bank account into which their salary will be paid monthly, usually on the 27th-day of each month. You may likely need to provide the following documents to be able to open a bank account when you arrive in the UK:

- Your valid international passport

- Evidence of your address in the UK (e.g. tenancy agreement, utility bill, driving licence)
- Proof of employment (a letter from the Trust)
- Residence permit.

The Medical Recruitment Team can provide you with a proof of employment letter for the banks located close to the Trust or another bank branch of your choosing.

On Arrival

Airport pickup

If you need, we can arrange a taxi for airport pickup. Please contact the Medical Recruitment team to arrange this.

If you are travelling by London Transport, please see the following information about the location of Whittington Hospital.

Transport to Whittington Hospital

London Underground Station (Tube)

Nearest tube: Archway (Northern Line High Barnet Branch) then a short 3-minute walk via Highgate Hill.



Local Buses

Bus Number; C11, W5, 4, 17, 41, 43, 134, 143, 210, 263, 390

Travel & Oyster Card

For more information about travel around London, please use the Transport for London (TfL) website: <https://www.tfl.gov.uk>

Oyster card is a pay-as-you-go travel card that can be used within London zones on Tube, Bus, London Overground Trains, National Rail Trains within London, Docklands Light Railway (DLR) and on Trams.

<https://oyster.tfl.gov.uk/oyster/entry.do>



Please note:

- Buses will not take cash.
- You can use a contactless debit or credit card as an alternative to an
- Oyster card.
- You can top up your Oyster card at bus and rail stations and at most newsagents.

Season ticket loans

You will be eligible to apply for a season ticket loan after you have been employed by the Trust, the loan be repaid over the year through your wages. You can find out more information about the season ticket load scheme by looking at the following page on the Intranet.

<https://whittnet.whittington.nhs.uk/?c=10334>

First week in the UK

Settling down in a new country can be challenging. There are few essential things you need to arrange to make sure smooth transition.

a) Getting a temporary phone and internet connection

You would need a temporary pay as you go sim card when you arrived in the UK. You can use your old phone with these type of sim cards.

Some of the economical pay as you go sim are Lyca mobile, Lebara mobile and Giffgaff which are available in most of the street shops for a little cost. (Usually for less than £2.00 pounds)

b) National Insurance number (NI number)

Every person employed in the UK, irrespective of their nationality needs a National Insurance (NI) number. The NI number ensures that your NI contributions and tax are correctly recorded against your name. It is also a reference number you can use when communicating with the Government, Department for Work and Pensions and HM Revenue and Customs (HMRC).

Your NI number may be printed on the back of your BRP and if it is, you do not need to re-apply for it. If you, however, do not have one, you will need to apply for it when you arrive in the UK. For further details on how to apply visit:

<https://www.gov.uk/apply-national-insurance-number>

c) Familiarisation to UK Medical Practice

- a. e-lfh online module. (<https://www.e-lfh.org.uk/programmes/induction-for-international-doctors/>)
- b. GMC 'Welcome to UK Practice' online module (<https://www.gmc-uk.org/doctors/welcomeuklogin/Default.aspx>)
- c. NHS England - <https://www.e-lfh.org.uk/induction-international-doctors/>
- d. PSA (Prescribing Safety Assessment) - <https://prescribingsafetyassessment.ac.uk/>
- e. Are any educational achievements required prior to starting a scheme? E.g., ALS/ILS
- f. Are specific competency equivalents needed? (e.g., Foundation competency)
- g. Become familiar with GMC Good Medical Practice - <https://www.gmc-uk.org/ethical-guidance/ethical-guidance-for-doctors/good-medical-practice>

The following have been suggested as useful pieces of work in this area:

Royal College of Psychiatrists - [rcpsych-img-guide.pdf](#)

BMA - <https://www.bma.org.uk/advice-and-support/international-doctors>

Barts Health - [SAS Doctors - Doctors - Knowledge and Library Services at Barts Health NHS Trust \(libguides.com\)](#)

d) Money matters

Before you get your first salary payment from the Trust, you will need to have enough money to pay for your transport, short-term accommodation, food, personal expenses, and long-term accommodation costs before moving in. If you want to use your cash or credit card to withdraw money from the cash machines in the UK, make sure you know how much your home bank will charge you for this service.

e) Childcare and Education

For details about schools, you can visit the following websites:

Childcare

<https://www.google.com/search?q=childcare+near+archway+london/>

Education

[schools near archway london - Google Search](#)

f) Banks

Details of banks in the area can be found on the following websites:

<https://www.yell.com/s/banks-archway+tube-upper+holloway.html>

g) GP Surgeries

Details of GP surgeries can be found on

<https://www.nhs.uk/service-search/find-a-GP/results/N19%205NF>

h) Dentists

Details of Dentists can be found on

<https://www.nhs.uk/service-search/find-a-dentist>

Before your first day of work

You will need to have completed your pre-employment checks before you can start work. This comprises of Occupational Health Clearance, ID Checks, Convictions Check, Reference Checks, Right to work and Professional Registrations.

Document checks

You need to book an ID check appointment online, the link for this is sent with your offer letter via TRAC Jobs.

You should come to the **Recruitment Office, First Floor, Highgate Wing, Dartmouth Park Hill, London, N19 5JG** with the list of documents communicated to you during your appointment booking. The documents required are:

1. Current and Valid International Passport
2. Biometric Resident Permit (if you have one)
3. Police Clearance Certificate
4. Disclosure and Barring Service (DBS) - To be completed within 3 months of your arrival in the UK.
5. GMC number.
6. Two Proofs of Address (E.g., Tenancy agreement, Bank Statement, Utility bill, Driver's licence, Council Tax bill, etc.)

The documents list varies slightly for different categories, if in doubt, contact your recruitment advisor. You will also be required to fill out the Trust's joining forms which are attached to your offer letter.

It would be a good idea to get a bank account opened as soon as you arrive in the country, as you will need bank account details for payroll processing.

Reference Checks

Please ensure all your references (covering the last 3 years without any gaps) have been cleared before your proposed start date, as this can prevent your pre-employment checks from being completed, and thus, a delay in starting work.

Occupational Health Clearance

You will receive a link to the occupational health questionnaire, please complete and submit the questionnaire as soon as you receive it.

When you arrive in the country, you will be required to attend a physical assessment with the occupational health team. To book an appointment, please contact the occupational health team by phone on +44 20 7288 3351 or email rf-tr.nlpss-ohsharedservice@nhs.net.

Convictions Check

You will be required to bring in the original copy of your recent (issued within 6 months) police clearance certificate if you are an international staff who is new to the UK. If however, you have been living in the UK, you will need to have a recent

Enhanced DBS certificate that covers the Adults and Children Barred list check, issued to an NHS Trust. If not issued to an NHS Trust, it should be registered on the update service. If you do not have one, or are new to the UK, your recruitment advisor will process one for you when you arrive in the UK.

Others

You can collect the following from the Recruitment team:

- a. Letter for the bank account confirming the occupation and address
- b. ID badge

Work Induction

A Trust Corporate Induction will be arranged for you within the first month of you starting. You should receive information about this via TRAC Jobs and then subsequent emails from our Learning & Development team.

Your department will be responsible for your local induction, and this may include the following:

1. Familiarization with IT
 - a. Care flow
 - b. E-prescription
2. Setup mandatory training via the Trust's E-Learning tool ELEV8
3. An Educational Supervisor will be assigned by the department.
4. E-Portfolio

Meet the Department Lead

You should make a prior appointment and meet the clinical lead of your department during the first week. They should arrange the following for you:

- Department induction
- Educational supervisor
- Trainee buddy within the department
- Department Mentor
- Work rota

Health and wellbeing

Registering with a GP

- It is very important to register with a local GP center as soon as you have a permanent accommodation to avoid any delay in treatments if required.
- The NHS is the UK's public health system, providing free medical treatment for millions of people every year. You are eligible for free NHS treatment.
- To register with a doctor you can obtain a list of your local GPs from NHS website: <https://www.nhs.uk/Service-Search/GP/LocationSearch/4>.
- Call one of the closest centres to make an appointment for registration. Some GP centres have online registration for new patients.
- You can visit the closest accident and emergency department if you require a medical treatment while you are waiting for the GP registration.

Trust wellbeing programmes

The Trust takes employee health and wellbeing very seriously, and offers a wide range of programmes to ensure you are at your best. This includes access to advice and support (including psychological support), please see the 'Caring for those who care' section on the Intranet.

Occupational health Team

You will have access to Occupational Health team, they provide support to ensure that you remain in good health and fit to work. You or your manager can make referral to the Occupational Health if needed. You can find more information about the Trust's occupational health services in the 'Workforce' section on the Intranet.

Useful Information within the Trust

Whittington Health Library

[Whittington Health Library](#) offers a free, friendly and comprehensive library service to the Trust Medical workforce, both on site and in the community.

The library is based in the Highgate Wing of the hospital on Dartmouth Park Hill, next to Waterlow Park and close to Highgate Cemetery.

Staff can [become a member](#) via the library web page. Members can borrow up to 10 books.

The library provides access to 13 Trust computers and free Wi-Fi. Printing, scanning, and photocopying are also available.

There are quiet study spaces, a computer area and two smaller rooms that can be booked for meetings or used for Zoom calls.

Book stock covers all areas of medical specialty and if the book you need is not available, it can be obtained via the library's extensive network.

Online, the Library can provide access to an extensive range of sources. These include UpToDate and BMJ Best Practice, hundreds of e-textbooks (including Oxford

Handbooks and Textbooks) and thousands of e-journals.

Most online access is via the NHS OpenAthens account, which is set up for staff as part of membership.

If you are taking professional exams, the library holds vouchers for access to British Medical Journal on Examination online revision materials.

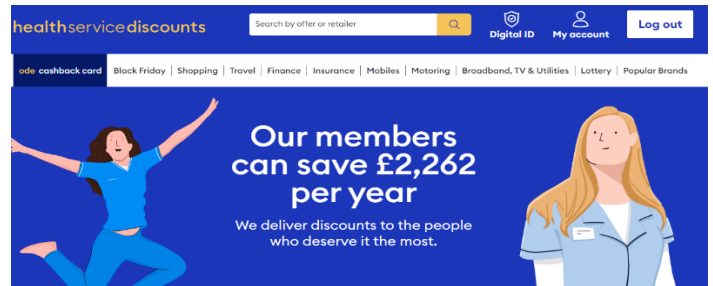
Keeping up to date in your field is always a challenge, but the library subscribes to the Knowledge Share service, which provides regular tailored emails for staff listing you guidelines, articles and events.

Library staff provide training on searching for evidence and the critical appraisal of research via MS Teams. In addition, one-to-one support is also available by appointment.

Staff Benefits and Discounts

A list of employee benefits can be found on the Trust Intranet at:

<https://whittnet.whittington.nhs.uk/default.asp?c=6891&q>



You can also register for NHS Discounts at:

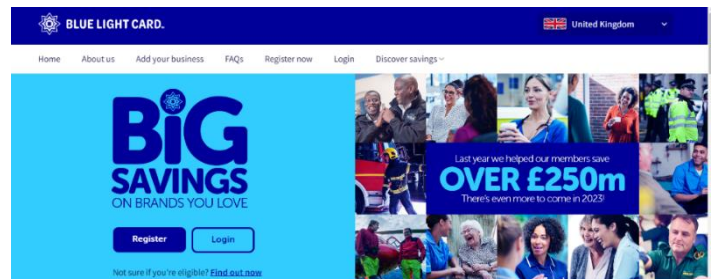
Health Service Discounts

<https://healthservicediscounts.com/>

You can also apply for further discounts with the

Blue Light Card

<https://www.bluelightcard.co.uk/>



Trade Unions

In the UK, trade union membership allows you to have a say in improving your working conditions as well as supporting you should things go wrong at work. The unions are member-run and led, negotiating for the best terms and conditions as well as lobbying and campaigning on the issues impacting the medical profession.

The British Medical Association (BMA) is the largest trade union that represents, supports, and negotiates on behalf of all doctors and medical students in the UK. Information about the BMA's services for IMG doctors is available on the BMA website <https://www.bma.org.uk/>

The Hospital Consultants and Specialists Association (HCSA) <https://www.hcsa.com/> is another trade union that represents hospital doctors.

Medical defence organisations

It is important to register with a medical defence organisation (MDO) before you start working.

There are 3 main MDOs in the UK:

1. The Medical Protection Society (MPS):

<https://www.medicalprotection.org/uk/home>

2. The Medical Defence Union (MDU): <https://www.themdu.com/>

3. Or the Medical and Dental Defence Union of Scotland (MDDUS):

<https://www.mddus.com/>

4. Premium Medical Protection: <https://premiummedicalprotection.com/>

5. Medical Defence Shield: <https://mdsuk.org/>

6. Towergate MIA: <https://www.towergateinsurance.co.uk/>

Membership of the MDOs provides doctors with 24 hour a day, seven day a week access to medico-legal advice as well as the right to request advice and legal representation for General Medical Council referrals, disciplinary hearings, coroner's inquests and fatal accident inquiries, as well as protection for Good Samaritan acts. The MDOs can also advise as to whether you need protection from clinical negligence claims.

Useful Contacts

Whittington Hospital Switchboard Tel. Number: +44 20 7272 3070	Accommodation Office Annie West Email: whh-tr.accommodationqueries@nhs.net Tel. Number: +44 20 7288 3088
Medical Recruitment Tel. Numbers: +44 20 7288 3114 +44 20 7288 5286 +44 20 7288 3254	Parking Email: whh-tr.facilitieshelpdesk@nhs.net Estates & Facilities Tel. Number: +44 207288 3600
Medical Workforce Team Email: whh-tr.medicalworkforceteam@nhs.net Tel. Numbers: +44 20 7288 5068 +44 20 7288 5283	Payroll / Pensions Email: whh-tr.EmployeeServices-WhittHealth@nhs.net Tel. Number: +44 20 3316 1166
Occupational Health Email: rf-tr.nlpss-ohsharedservice@nhs.net Tel. Number: +44 20 7288 3351	Learning and Development Training whh-tr.learninganddevelopment@nhs.net Tel. Number: +44 20 3074 2308

Staff restaurant

The staff restaurant in the main building provides a wide variety of hot and cold meals to customers. The cafe in the Social Club, basement of the Jenner Building, provides a range of sandwiches, snacks, and hot and cold drink. There are vending machines near the Jenner Exit which serves hot meals and snacks.



Outside work activities

Gym membership

Archway Leisure Centre gives discount for NHS staff. You can find more details on Trust intranet.

Local parks



Waterlow Park

Roughly 29-minute walk (from Bavaria Road)

Hampstead Heath

Roughly 32-minute walk (from Bavaria Road)

Finsbury Park

Roughly 21-minute walk (from Bavaria Road)

Clissold Park

Roughly 36-minute walk (from Bavaria Road)

Places of worship



St Joseph's Parish Centre
Highgate Hill, London N19
5NE
020 7272 2320

**Archway Methodist
Church** Archway Road,
London N19 3TD
020 7272 2241

St Augustine Highgate
Archway Road London,
N6 5BH
020 8341 2564

Church Of Pentecost
30 Junction Road,
London, N19 5RE
020 7272 9224

Finsbury Park Mosque
7-11 St Thomas Road, Finsbury
Park, London N4 2QH

Finchley Mosque
Regents Park Central Mosque
London Mosque White Chapel

Masjid Yusuf
440 Hornsey Road, Holloway,
N19 4EB



Highgate Hill Murugan Temple
200A Archway Road, London N6 5BA

**Sri Saddhatissa International Buddhist
Centre**
309, 311 Kingsbury Rd, London NW9 9PE



Local shops and supermarkets



Morrisons

10 Hertslet Road, N7 6PL

Sainsburys Local

643-645 Holloway Road, London N19 5SS

Aldi

689 Holloway Road, N19 5SE

Tesco Express

627-635 Holloway Road, N19 5SS

Iceland

46 Junction Road, London,
N19 5RD

The Co-operative

11-19 Junction Road, Highgate, N19 5QT

To help with your orientation of the local area, below are some links to local newspaper sites you may find helpful. These sites provide, local news and information:

[Hampstead and Highgate News, Sport & Things to do | Ham & High \(hamhigh.co.uk\)](http://hamhigh.co.uk)

[Islington News | Islington Gazette](#)

Things to do in London: Shopping & Sightseeing:

There are many famous Central London shopping areas near to the Whittington Hospital. Shops, selling everything from the latest high street fashion and footwear, specialist gifts from independent retailers to fresh fish and meat from local family run shops.

Camden Town – 6 minutes by Tube – Northern Line Southbound to Camden Town

You will find some really interesting indoor and open-air markets in Camden Town as well as a large selection of unique shops, bars and restaurants.

Leicester Square – 12 minutes by Tube – Northern Line Southbound (via Charing Cross) to Leicester Square

Leicester Square hosts many big movie premieres. You will find various shops and restaurants and theatres and cinemas here.

Oxford circus – 16 minutes by Tube- Northern Line Southbound (Towards Modern) to Euston Change onto the Victoria Line Southbound (Towards Brixton) to Oxford Circus

Oxford Street is Europe's busiest shopping street, with around half a million daily visitors approximately 300 shops. Selfridges and other big department stores can be found here.

Tower Bridge / Tower of London – 30 minutes by Tube – Northern Line Southbound (via Bank) Change onto the District Line (Towards Upminster) to Tower Hill

Tower Bridge crosses the River Thames close to the Tower of London and has become a world-famous symbol of London. As a result, it is sometimes confused with London Bridge, about 0.5 miles away.

St Pauls Cathedral – 29 minutes by Tube – Northern Line Southbound (Via Charing Cross) to Tottenham Court Road change onto the Central Line to St Pauls.

St Paul's Cathedral is an Anglican cathedral in London. It sits on Ludgate Hill at the highest point of the City of London.

Buckingham Palace – 27 minutes by Tube – Northern Line Southbound to Euston change onto the Victoria Line Southbound (Towards Brixton) to Green Park Station.

Buckingham Palace is the London residence and administrative headquarters of the monarch of the United Kingdom.

Big Ben / Houses Of Parliament / Westminster – 22 minutes by Tube – Northern Line Southbound (via Charing Cross) to Embankment Station change onto the Circle Line (Towards Edgware Road) to Westminster.

Big Ben is the nickname for the Great Bell of the striking clock at the north end of the Palace of Westminster.

Trafalgar Square – 18 minutes by Tube – Northern Line Southbound to Charing Cross Station

Trafalgar Square is a public square in the City of Westminster, Central London, established in the early 19th century around the area formerly known as Charing Cross. The Square's name commemorates the Battle of Trafalgar.

