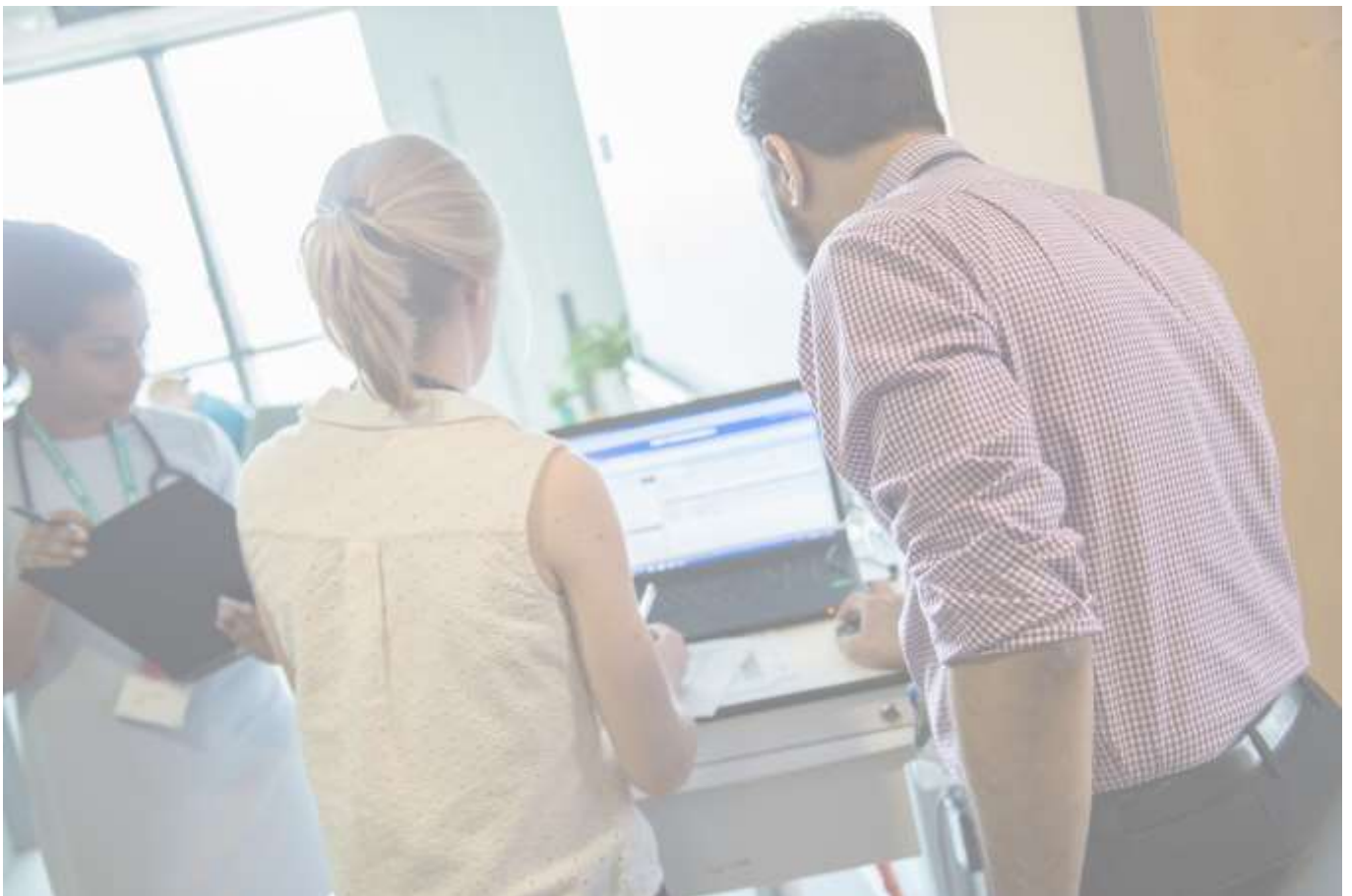


Preparing for Life as a West Midlands Trainee





Foreword

Welcome to the West Midlands!

Health Education England West Midlands (HEE WM) would like to extend a very warm welcome to all trainees joining this region.

At HEE WM, we recognise that the transition to working and living in a new area, or even a new country can be a difficult one. In the hope of easing this change, we have created this resource pack to provide the relevant information required by registered doctors coming to train in the West Midlands.

'Preparing for Life as a West Midlands Trainee' should provide you with the information and resources you might need to help you at the start of your journey through training, here in the wonderful West Midlands.

Originally conceived as a document to help trainees new to working in the UK, we realised there was lots of information that would be useful for any trainee new to training or new to the West Midlands, so whatever your situation we hope you'll find useful information in here to help you prepare for life as a West Midlands trainee.

Wishing you well on your training journey,

Dr Laura Kelly & Dr Anneka Varma
HEE Clinical Fellows 2019-20

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Training Fundamentals



General Medical Council (GMC)

The [GMC](#) is an independent organisation whose primary role is to protect patients, whilst supporting medical education and practice across the UK.

The GMC has five aspects to its role as laid out in law by the Medical Act 1983, which you can find out more about [here](#). These five elements are:

1. Maintaining the medical register
2. Setting the standards for doctors
3. Overseeing medical education and training
4. Maintaining and improving standards through revalidation of doctors
5. Investigating and Acting upon concerns about doctors

For a doctor to practice medicine in the UK, they must be registered with a license to practice with the GMC. Anyone can check if a doctor is on the register and licensed to practice using the online [list of registered medical practitioners](#).

The GMC make the decision as to which doctors qualify to have a license to work in the UK. It is not the purpose of this resource hub to describe the necessary steps needed to apply for GMC registration. You can find out more about this on the GMC website.

The GMC sets the standards that doctors are expected to adhere to in terms of their professional values, knowledge, skills and behaviours. The most important guidance for doctors to adhere to is the GMC's '[Good Medical Practice](#)'. The GMC also oversee medical education and training. They make sure doctors get the education and training they need to be able to deliver high-quality care throughout their careers. The GMC does this by setting standards for undergraduate and postgraduate medical education and then undertakes monitoring of these training environments.

The GMC help maintain and improve standards through revalidation. It is important that every doctor with a license to practice in the UK is keeping their skills and knowledge up to date. The GMC check this through making sure every doctor has an annual appraisal with an experienced senior doctor. Every 5 years doctors must go through revalidation with their appraiser making a recommendation to the GMC about whether they should be revalidated or not on the basis of the evidence provided by the doctor. Doctors in training do have to revalidate as all licensed doctors do. However, doctors in training undertake an Annual Review of Competence Progression and this meets the revalidation requirements, so by engaging with your training programme you should meet the revalidation requirements. You can find out more about this [here](#).

If it is felt that a doctor's practice is putting patient safety at risk or there are concerns that their fitness to practice is impaired or falls well below the standards outlined in the GMC's guidance on 'Good Medical Practice', these concerns can be reported to the GMC and it is the GMC's responsibility to investigate and take appropriate action. When a concern is reported to the GMC they will assess whether they need to investigate it. If it does need investigating, the GMC will collect and review evidence. At the end of their investigation they may issue advice or a warning to the doctor. They might agree with the doctor that they will restrict their practice, retrain or work under supervision. Sometimes cases need to be referred to the [Medical Practitioners Tribunal Service](#).

It may be of interest to note that all doctors must pay a fee to register with the GMC and then an annual retention fee to remain on the register. Details of how much you will be expected to pay can be found on the [GMC website](#).

‘Good Medical Practice’

The core guidance for all doctors working in the UK, regardless of stage of training or level of seniority, is *Good Medical Practice* (GMP). This is produced by the GMC. GMP requires doctors to maintain their knowledge and skills throughout their working life and to maintain and improve their performance. All doctors must be familiar with and follow GMP.

Good Medical Practice is available [online](#), in PDF and hard copy; in English and Welsh.

Explanatory guidance that shows how the principles described in GMP apply in real life is also available online using the following link: https://www.gmc-uk.org/guidance/ethical_guidance.asp. Interactive learning materials, decision tools and a range of case scenarios relating to GMP can also be accessed at [‘Good Medical Practice in action’](#).

In order to gain insight into the level of your knowledge and understanding of how the GMP standards apply to your daily practice, we would recommend using the Welcome to UK Practice [self-assessment tool](#). The results of this tool can be used as part of your continued learning and professional development and may also help you decide whether to attend further courses and workshops to improve any identified areas of weakness. If you are new to the UK, the GMC offers free [‘Welcome to UK practice’](#) workshops.

British Medical Association (BMA)

The [BMA](#) is an independent [trade union](#) and professional body for doctors and medical students in the UK.

Becoming a member of the BMA is not a mandatory requirement of working in the UK, however, there are recognised benefits of being a member. These benefits include:

- [Ethics toolkits](#)
- Getting expert [advice](#) on issues such as contracts, pay and pensions
- Legal advice on partnership agreements and practice mergers (in general practice)
- A free contract checking service
- Access to the BMA Library with a free UK postal loan service and online access to learning resources such as ebooks and journals.
- Expert financial advice
- Confidential counselling and guidance
- A free copy of The BMJ (online and/or in print) in order to keep up to date with the latest clinical research and information on professional development, careers and jobs.
- The BMA offers online and face-to-face learning courses, often free or at reduced cost to members.

You have to pay for membership of the BMA, but there are significant discounts available for those in their first year working in the UK, those earning below certain thresholds and those on parental leave.

Medical indemnity

As a doctor working in the UK, it is a legal requirement that you hold adequate and appropriate indemnity cover. The GMC has the power to check whether doctors

The types of work a doctor undertakes will affect what indemnity cover they will need. There is some government backed indemnity cover for many healthcare organisations, but generally this will not provide regulatory support and medico-legal advice to individual doctors. Thus, it is important to take out your own individual insurance or indemnity cover.

It is important to review the indemnity requirements for your area of practice and level of training. There are differing arrangements in primary and secondary care and for locum or private work. You can find out more about the different requirements [here](#).

Medical Defence Organisations (MDOs) are non-profit making organisations that provide members with 24-hour access to advice and assistance on medico-legal issues arising from clinical practice which fall outside the scope of indemnity provided by NHS bodies. There are 3 major MDOs operating in the UK: [Medical Defence Union \(MDU\)](#), [Medical Protection Society \(MPS\)](#) and [Medical and Dental Defence Union of Scotland \(MDDUS\)](#). They also provide educational resources and publications on medico-legal issues that arise for doctors in practice. There are also other smaller or specialised insurance companies for medical insurance.

Each MDO offers different membership benefits and therefore it is important to consider each one carefully before making a decision as to which is right for you.

Key Figures in Your Training:

Supervisors

As a doctor in training you will be allocated a clinical supervisor for each post, who is usually a consultant working in the same department as you and can provide supervision for the clinical work you undertake in your role. You will also be assigned an educational supervisor, who will help you develop a personal development plan and will monitor your education and professional development in training. Sometimes these posts may be held by the same person. You may keep the same educational supervisor for some time throughout your training programme or even for the whole of your training programme. You can find out more about the role of clinical and educational supervisors [here](#).

You will be expected to have regular discussions with your supervisors regarding your progress and outstanding learning needs. The discussions should also include summarising and reflecting on strengths and weaknesses, and significant achievements or difficulties, which will usually encompass information on significant events, and complaints and compliments.

Training Programme Director

This is a senior consultant or GP who works for HEE in overseeing training for a specialty in a region. They report to a region's 'Head of School' who will be the doctor in charge of specialty training for that specialty within the West Midlands. The exact roles and responsibilities of TPDs will vary depending on the specialty school they sit within.

Director of Medical Education/Clinical Tutor

This will normally be a consultant within a hospital or NHS trust who is responsible for overseeing the delivery of medical education in the trust. This may be both undergraduate and postgraduate or solely postgraduate medical education.

Education Lead/College Tutor

This is usually a person within a specialty at a particular trust or hospital site who leads on overseeing education and training within that particular department.

Royal Colleges

There are 23 royal colleges and faculties that form the [Academy of Medical Royal Colleges](#). Each Royal College or faculty represents a specialty (some specialties e.g. surgeons and physicians may have more than one college each) and the AoMRC brings these organisations together. It is Royal Colleges and faculties who set postgraduate exams for doctors in training.

Health Education England

Health Education England (HEE) exists for one reason only: to support the delivery of excellent healthcare and health improvement to the patients and public of England by ensuring that the workforce of today and tomorrow has the right numbers, skills, values and behaviours, at the right time and in the right place. In particular for trainees this means overseeing the postgraduate medical and dental education of doctors and dentists in training.

Originally established as a Special Health Authority in 2012, HEE is now a Non-Departmental Public Body (NDPB), as of 1 April 2015, under the provisions of the Care Act 2014.

ePortfolio

As a doctor in training, whichever training programme you are on, you will be required to complete a portfolio. The portfolio is typically an electronic portfolio, or eportfolio. You will be provided with a username and password by the UK Foundation Programme Office (UKFPO) or the Royal College to which your training programme is aligned.

Every specialty will have a slightly different e-portfolio affording to the differing curriculum requirements of each training programme.

Foundation Training – doctors completing Foundation training will be expected to complete the [Horus ePortfolio](#). Further explanation and guidance surrounding the use of this e-portfolio should be provided in the Trust induction. You can also find out more about Horus by reading the [Horus Frequently Asked Questions Website](#).

Specialty and GP Training – every specialty has its own e-portfolio that is expected to be completed by their trainees. These eportfolios are usually run by the Royal college(s) aligned to

your specialty training programme and you will need to be a member of the relevant royal college to be provided with access to the relevant eportfolio. You will usually receive further explanation and guidance about how to use the relevant eportfolio when you receive induction to your training programme. There will also usually be further guidance on the website of the relevant royal college(s) about eportfolio use. You may also need to keep an electronic logbook to record procedures and you should receive information about that from your training programme.

Non-training or Trust doctors – doctors who are not on a training programme do not have access to a specific e-portfolio. Many royal colleges have a membership option for non-training doctors that can include eportfolio access, but this is not always the case, so it is worth exploring with the relevant royal college. However, the British Medical Journal (BMJ) has the [BMJ Portfolio](#), which is a free, online portfolio tool that can be helpful for planning and recording continuing medical education. There are also a number of online and app-based free or low-cost logbooks you can also use if you want to record procedures undertaken.

Assessments, appraisals and revalidation

Assessments: As part of your training, you will be expected to complete a minimum number and variety of assessments. These include, amongst others, workplace-based assessments (WPBAs), case-based discussions (CBDs), mini clinical examinations/encounters (mini-CEXs) and direct observation of procedures (DOPs) amongst others assessments defined for your training programme. Details of these assessments should be given at the induction to your training programme and can be found on your relevant e-portfolio or associated royal college/training programme website. If you encounter any difficulty completing these assessments, it is advised that you contact your clinical and/or educational supervisor in the first instance. You will likely have guidance from the UKFPO or Royal College about how many assessments of the different types you need to complete and when these need to be done by.

Appraisals: Whilst in a training programme you will have an Annual Review of Competence Progression (ARCP) which replaces the appraisal process for non-training doctors. You can find out more about ARCP [here](#). The ARCP process is the means by which doctors in training are reviewed each year to ensure that they are offering safe, quality patient care, and to assess their progression against standards set down in the curriculum for their training programme. It is also the process through which their full scope of work review is undertaken to satisfy revalidation requirements.

Doctors who have completed their training must participate in an annual appraisal and use supporting evidence to demonstrate their ongoing fitness to practice, irrespective of specialty or branch of medicine. It is a key opportunity to focus on professional development needs. The process involves a facilitated self-review supported by information gathered from the full scope of the doctor's work. It is an important source for agreeing and monitoring personal development objectives.

[The Good medical practice framework for appraisal and revalidation](#) sets out the broad areas that all doctors are expected to address and the responsibilities of both doctors and employers in the process. During their appraisals, doctors will discuss their practice and performance with their appraiser and use supporting information to demonstrate that they are continuing to meet the principles and values set out in Good medical practice.

Revalidation: is the process by which all licensed doctors are required to demonstrate on a regular basis that they are up to date and fit to practise in their chosen field and able to provide a good level of care. Licensed doctors usually have to revalidate every five years and do so through the annual appraisals described above. It provides doctors with the support to maintain and develop their practice throughout their career and ensures that they have the opportunity to reflect regularly on how change and improvements can be made to their practice. Detailed information about the process of revalidation for licensed doctors can be found on the [GMC website](#).

Doctors in training (junior doctors) revalidate through the Annual Review of Competence Progression (ARCP) and do not participate in the revalidation process described above. A recommendation for revalidation will be made to the GMC on behalf of the junior doctor by the Responsible Officer connected to their designated body. Your Responsible Officer will be in the organisation that is supporting you with revalidation. This organisation is called your designated body. If you are a trainee in England, your designated body is your Local Education and Training Board (LETB). As a trainee in the West Midlands, your designated body is Health Education England West Midlands (HEE WM). As a doctor in training, you will be generating the supporting information required for revalidation by meeting the requirements of your curriculum and training programme. You will also be in regular discussion about your progress and any outstanding learning needs with your supervisors. Completion of the above will mean that you are ready for revalidation by ARCP. Further information about the ARCP process can be found on the [GMC website](#).

Employment contract

Throughout England there is a national contract specifically for doctors in training that governs their terms and conditions of service, including such areas as work rostering, salary and leave arrangements amongst others. You can find out more about this contract on the [NHS Employers' website](#). Generally, doctors in training are employed by the trust at which they are rotated to work at as part of their training programme. Some trainees or training programmes use a different 'Lead Employer' model, where trainees are employed one NHS trust, but move to different locations for their training programme. It is important to check which employment model you are on, as there can be some minor differences in processes between the two models.

Study Leave

As a doctor in training you will be entitled to study leave and to claim study leave expenses to attend courses and events relevant to your learning. There may also be the opportunity to use study leave for personal study. There are some differences in study leave availability for Foundation doctors, but within core and specialty training you will be able to take leave to attend courses and events relevant to your training and that enable you to meet your personal development plan. You can also claim expenses for the cost of the course and any associated travel/accommodation costs. You need to check who you need to claim study leave expenses through as it may vary depending on your employer model. Also, aspirational and international study leave requests need to be approved via HEE WM. You can find out more about study leave on the HEE WM [website](#).

It is best practice when requesting study leave to plan early so you can get the leave and costs approved in advance (retrospective requests are usually refused). You also need to plan the

leave in conjunction with your rota and let your rota coordinator know. It is also courteous to plan leave in conjunction with colleagues. There may be instances where many colleagues want to attend the same educational event and it may not be possible for all to go or attendance may need to be split and shared.

Annual Leave

As a doctor-in-training your contract entitles you to an allowance of annual leave. Annual leave allowances increase after 5 years NHS service, so do bear this in mind. You can find out more about your rights to annual leave by reviewing your employment contract.

Less-than-full-time (LTFT) working

Doctors in training can request to work less than full time where they are unable to work full-time. Category 1 includes reasons such as personal health or caring responsibilities. Category 2 applications are for where the trainee has unique opportunities for personal/professional development or for service to the wider NHS. There have also been pilots in some specialties of category 3 LTFT where no reason is needed to request to work LTFT and there is the possibility that these pilots might be expanded depending on how well they are received.

The NHS: Structure and People



Structure of the NHS

The NHS is the world's largest publicly funded health service and deals with over one million patients every 36 hours. It employs more than 1.3 million people and has an annual expenditure of around £105 billion. The services provided by the NHS can be organised into the following categories:

Primary care – includes community services such as general practice, general dentistry, pharmacies, walk-in clinics, the NHS 111 telephone service and community optometry. It is generally the first point of contact for patients and often the way to access secondary care services.

Secondary care – Secondary care is healthcare generally provided in hospitals. It includes accident and emergency departments, inpatient wards, outpatient departments, antenatal services, mental health hospitals, genitourinary medicine and sexual health clinics

Tertiary Care - Care for people needing complex treatments. People may be referred for tertiary care (for example, a specialist stroke unit) from either primary care or secondary care.

These services are provided for by numerous organisations and an overview of the structure of the NHS to explain this further is provided below:

The Department of Health & Social Care (DHSC) is responsible for the strategic leadership and funding of both health and social care in England. It is a ministerial department supported by external agencies and public bodies. The Secretary of State for Health & Social Care has overall responsibility for the work of the DHSC.

One of these public, independent, arm's length bodies is [NHS England](#), which since 2019 has joined with NHS Improvement, working together as a new single organisation to better support the NHS to deliver improved care for patients. There is a new single operating model which has been designed to support delivery of the [NHS Long Term Plan](#).

Local health systems are supported by seven integrated regional teams who play a major leadership role in the geographies they manage. They make decisions about how best to support and assure performance in their region, as well as supporting system transformation and the development of sustainability and transformation partnerships (STPs) and integrated care systems (ICS).

The NHS is organised more locally by CCGs who receive around 60% of the NHS budget. The CCGs are responsible for the planning and purchasing of primary (in collaboration with NHS England) and secondary healthcare services for their local population. CCG members include GPs and other clinicians such as nurses and hospital consultants. CCGs can commission any service provider that meets NHS standards, costs and quality of services taking in to account the assurance provided by the NICE guidelines and Care Quality Commission (CQC) data available for that service provider.

Roles within the NHS

Working in the NHS exposes you to many different roles and professions and together, these multidisciplinary teams work to provide safe and effective patient care.



Doctors

Undergraduate medical students – in the UK, medical students typically study for five years. Much of this study will take place in one of our many teaching hospitals and you may be asked, in your capacity as a fully qualified doctor, to contribute to their education and training.

Foundation doctors – doctors who have just graduated from medical school are called Foundation doctors and are required to complete a 2-year training programme called the Foundation Programme. This programme provides experience in a range of different areas of medicine and surgery. Doctors on this programme are responsible for caring for patients but under the supervision of more experienced doctors and healthcare professionals. For the first year of the programme (called F1), doctors are provisionally registered with the GMC. In the second year (called F2), doctors are fully registered with the GMC and begin to take on more responsibility for patient care.

Core training doctors – Some specialties require doctors to have undertaken a more generic programme of training before entering specialty training. Examples include Core Surgical training, Acute Care Common Stem (ACCS) and Internal Medicine Training (IMT). Following completion of these training programmes doctors can apply for higher specialty training in a specific specialty area.

Specialty training doctors – these are doctors that are training in a particular area of medicine or surgery including general practice. Depending on the area of training, they may have to complete between 3 and 8 years of specialty training. As these doctors progress through their training and gain in experience, the supervision they require will reduce. Doctors in specialty

training are referred to as ST doctors. They may have previously completed a core training programme before entering higher specialist training, or for some specialties they will have applied directly into specialty training, which is often referred to as 'run-through' training.

Consultants and GPs - Upon completing their specialty training and exit examinations, doctors are awarded a Certificate of Completion Training (CCT), which allows them to apply to the specialty or GP register and apply for a consultant or general practitioner post.

Specialty Doctors and Associate Specialists - The term 'SAS doctor' includes staff grade, associate specialist and specialty doctors with at least four years of postgraduate training, two of which are in a relevant specialty. SAS doctors are a diverse group with a wide range of skills, experience and specialties. They are an essential part of the medical workforce

Locally Employed Doctors - There will also be doctors working in non-training roles, directly employed by local trusts or practices to fill local service needs. These posts have some similarities to SAS doctor roles but may not have the same entry criteria or terms and conditions of service. These posts include job titles such as trust grade, trust doctor, clinical fellow and senior clinical fellow.

Medical Careers

There are many career pathways and specialties doctors can work in in the UK. To find out more about career options for doctors available in the UK go to <https://www.healthcareers.nhs.uk/explore-roles/doctors>

Nurses

There are four key areas of nursing that nurses will qualify into:

- *Adult*: Adult nursing specialize in caring for people aged 18 and above. Adult nurses may work managing one health condition or a variety.
- *Child*: A child nurse aims to minimise the effects of illness on children, ensuring they develop into healthy and happy adults.
- *Learning Disabilities*: These nurses work with adults and children who have a range of learning disabilities. Their work aims to improve and maintain their patient's health and encourage independent living.
- *Mental Health*: Support people with a range of mental health conditions, this might involve long-term care or more short-term support

District nurses – play a crucial role in the primary healthcare team. They visit people in their own homes or in residential care homes, providing increasingly complex care for patients and supporting family members.

General practice nurses – These are nurses working in a primary care setting. General practice nurses work in GP surgeries as part of the primary healthcare team, which might include doctors, pharmacists and dietitians. In larger practices, they might be one of several practice nurses sharing duties and responsibilities. In others, they might be working on their own, taking on many roles.

Neonatal Nurse - Neonatal nurses care for newborn babies who are born premature or sick. A newborn baby can suffer from a range conditions requiring treatment.

Theatre nurse - Theatre nurses work with patients of all ages and are involved in each phase of a person's operation. They provide high standards of skilled care and support during each phase of a patient's perioperative care.

Nursing Associates - Nursing associate is a new role within the nursing team. Nursing associates work with healthcare support workers and registered nurses to deliver care for patients and the public.

Clinical Nurse Specialist – These are nurses who have undertaken further training and/or qualifications to develop a particular specialism in a specific area of nursing, for example a clinical nurse specialist in diabetes care. They may have developed additional skills to help deliver care in their particular specialism.

Advanced Nurse practitioners – registered nurses with additional education and training who can diagnose and treat certain medical conditions without the direct supervision of a doctor.

Midwives:

Midwives provide care and support to women and their families while pregnant, throughout labour and during the period after a baby's birth. They mainly deal with pregnant women requiring professional support and advice. Midwives are likely to be the lead health professional and contact for pregnant women. They are an expert on childbirth and have diverse responsibilities. They provide full antenatal care, including parenting classes, clinical examinations and screening. Midwives help identify high-risk pregnancies that may require obstetric or neonatal input. Midwives will monitor women and support them during labour and the birthing process. Midwives teach new and expectant mothers how to feed and care for their babies.

Some midwives may develop a specialist area of practice such as Bereavement or safeguarding.

Allied Health Professionals

Pharmacists – experts in medicines and their use. They also offer health advice to patients on issues such as sexual health and giving up smoking.

Pharmacy assistants – help pharmacists prepare and dispense medicines.

Pharmacy technicians – manage the supply of medicines in a community pharmacy and assist pharmacists with advisory services. In hospitals, they do more specialised work such as manufacturing or preparing complex medicines.

Physiotherapists and physiotherapy assistants – work with people to help with a range of problems which affect movement using exercise, massage and other techniques.

Occupational therapists – help people of all ages to carry out everyday activities which are essential for health and wellbeing.

Speech and Language Therapists – provide life-changing treatment, support and care for children and adults who have difficulties with communication, or with eating, drinking and swallowing.

Health visitors – are nurses or midwives who are passionate about promoting healthy lifestyles and preventing illness. They work with families to give pre-school-age children the best possible start in life.

Radiographers – use imaging to aid with the diagnosis and treatment of pathology.

Wider Health care team

Health Care Assistants – work in hospital or community settings, such as GP surgeries, under the guidance of a qualified healthcare professional to deliver basic care to patients.

Phlebotomists – collect blood samples from patients to help diagnose illness.

Ward clerks – do administrative work to support professionals in hospitals and health centres.

Domestics – keep hospitals, health centres, offices and other areas clean and hygienic.

Porters – move people and items around a hospital site.

This is not an exhaustive list and you are likely to meet many more healthcare professionals in numerous roles throughout your career in medicine. For further information on the other roles in health see the [Health careers website](#).

New to the UK?

Starting work in a new and unfamiliar place can be extremely daunting and starting work in the UK will be no different. We recognise that there will be significant differences between the way medicine is practised here and the way it may have been practised in your home country. In order to help doctors who have moved to the UK to prepare, the GMC run a workshop called [Welcome to UK Practice](#). This workshop provides a great opportunity to meet other doctors, ask questions and learn from real-life experiences of others who have moved to the UK. The session deals with the role of the GMC, experiences from senior UK doctors in video format, ethical scenarios on issues faced by doctors new to UK practice including consent, confidentiality, raising concerns in 0-18 care and prescribing and creating learning logs and reflections. The workshop is held in various locations and a place can be booked via the GMC website.

HEE WM also provide Welcome to the West Midlands events, particularly aimed at those who may be new to the UK or NHS. If eligible for these events you will be contacted with details about registering for these when they are run.

Clinical Guidance



The National Institute for Health and Care Excellence (NICE)

[NICE](#) provides national guidance and advice to improve health and social care. They are a Non-Departmental Public Body and independent of the government.

NICE's role is to improve outcomes for people using the NHS and other public health and social care services. They produce evidence-based guidance and advice for health, public health and social care practitioners. They also develop quality standards and performance metrics for those providing and commissioning health, public health and social care services.

NICE guidelines make evidence-based recommendations on a wide range of topics from preventing and managing specific conditions, improving health and managing medicines in different settings, to providing social care to adults and children. NICE is also responsible for providing NHS access to the British National Formulary (BNF) and British National Formulary for Children (BNFC), which are published jointly by the Royal Pharmaceutical Society and the British Medical Association (BMA).

British National Formulary (BNF)

The [BNF](#) aims to provide prescribers, pharmacists and other healthcare professionals with sound up-to-date information about the use of medicines. It includes key information on the selection, prescribing, dispensing and administration of medicines.

The BNF for children ([BNFC](#)) provides practical information on the use of medicines in children of all ages from birth to adolescence.

The BNF is found [online](#), in book format or can be accessed via the BNF app available on [google play](#) or the [app store](#).

General Medical Council

As already covered the [GMC](#) is an independent organisation whose primary role is to protect patients, whilst supporting medical education and practice across the UK. They have a key role in providing guidance on professional standards and medical ethics outlining values, knowledge, skills and behaviours expected of doctors working in the UK. All of their learning materials, professional guidance and resources for ethical topics can be found [here](#).

Local Guidance

It is important to note that although the national guidance referred to by NICE and BNF should be used to aid your decision making, each Trust will have local guidelines for the management of certain conditions and importantly local antibiotic protocols. Upon starting work, it would be prudent to seek out this guidance and become familiar with its content. It is typically stored on the local intranet and you will receive instruction upon induction to the Trust as to how you can access this.

Practicalities of Daily Life



National Insurance number

In the UK, National Insurance (NI) is a system of taxes paid for by employees (and employers). These taxes are used primarily to fund state benefits, including the state pension. The amount of NI contributed by an employee is dependent on how much they earn and will determine how much they get in state pension upon retirement. It will also determine their entitlement to other benefits should they lose their job or suffer from long term illness.

Your National Insurance number is your own personal account number. The number makes sure that the National Insurance contributions and tax you pay are properly recorded on your account. It also acts as a reference number for the whole social security system. If you don't have a National Insurance number, you must apply for one. However, you can only apply for it once you're in the UK. You must have the right to work or study in the UK to get a National Insurance number.

You are required to apply by phone for a National Insurance number. You must return the application form with proof of identity and evidence of right to work in the UK.

The National Insurance number application line is shown below:

Telephone: 0800 141 2075

Textphone: 0800 141 2438

It is open Monday to Friday, 8am to 3pm.

Alternatively, you can go directly to the [Gov.uk website](https://www.gov.uk) for the number and further information.

You do not have to wait for your National Insurance number to arrive before you start work. However, you must be able to prove you can work in the UK. You should also tell your employer that you've applied for one, and give it to them when you have it.

Income Tax

Income tax is a tax you pay in the UK on your earnings/income. This is collected via a PAYE system in which it is automatically deducted from your salary. Most people in the UK get a personal allowance of tax-free income. This is the amount of income you can earn before you pay tax, and determines what tax code is generated for you. This tax code is then used to inform your employer how much income tax they should be taking from your pay. Your tax code will normally start with a number and end with a letter – 1250L is the tax code currently being used for most people who have one job. You can check your tax code by looking on your payslip or by visiting the [gov.uk](https://www.gov.uk) website. You will see your income tax contribution (as well as your NI contribution) on your payslip under 'PAYE'.

Upon starting work in the UK, you may be emergency taxed and given an emergency tax code accordingly. These tax codes are temporary and should be updated as soon as possible. So that the correct tax code can be generated, your employer will require you to complete a ['starter checklist' form](#) prior to your first payday. This form is used to gather the necessary information required to generate the appropriate tax code for you.

Pension

There are a number of pension schemes available to you, the most common schemes are:

1. NHS Pension

- 2. State Pension
- 3. Private Pension

1. NHS Pension

Whilst working as part of the NHS you will be eligible to be part of the NHS pension scheme. The NHS Pension scheme is one of the most comprehensive and generous schemes within the UK.

If you are aged between 16 and 75, and are working in the NHS, you are eligible for a NHS pension. You will automatically become a member of the 2015 NHS Pension scheme when you start work. It is a voluntary scheme and you may opt out if you wish.

Pension contributions will be deducted monthly (before tax) from your income and will appear on your payslip as '*Pension contribution x%*'. The percentage that you will contribute to the scheme will be dependent on your annual income (or whole time equivalent if you work part time) as shown in the table below:

Tier	Pensionable Pay (whole-time equivalent)	Contribution Rate
1	Up to £15,431.99	5%
2	£15,432.00 to £21,477.99	5.6%
3	£21,478.00 to £26,823.99	7.1%
4	£26,824.00 to £47,845.99	9.3%
5	£47,846.00 to £70,630.99	12.5%
6	£70,631.00 to £111,376.99	13.5%
7	£111,377.00 and over	14.5%

As well as your contribution to the scheme, your employer will also make monthly contributions. This amount is currently fixed at 14.3% of your annual income (or whole time equivalent).

There is no limit on the number of years you can be a member of the scheme.

The Normal Pension Age (NPA) of a member of the 2015 NHS pension scheme is currently the same as their State Pension age. Your State Pension age is dependent on your date of birth and gender and can be calculated [here](#). The State Pension age is currently under review and so may change in the future. Please be aware that you can keep working after you reach State Pension age – a forced/default retirement age no longer exists.

Similarly, you can retire before this age, although this must be considered carefully as it will affect your pension amount. There are flexibilities in the current NHS pension scheme that allow for early retirement; more information on these flexibilities can be found in the '[2015 NHS Pension scheme: Guide for members](#)'.

Further information on NHS pensions can be found [here](#).

2. State Pension

If you have cumulated at least 10 qualifying years on your National Insurance record upon retirement (they do not have to be consecutive years), you may also be entitled to a State Pension. This would be in addition to your workplace pension. More information on the State Pension can be found at gov.uk.

3. Private Pension

Personal pensions are pensions that you arrange yourself. The money you pay into a personal pension is put into investments (such as shares) by the pension provider.

You may require further information on choosing the right private pension and may consult an independent financial advisor or citizens advice.

Further information can be found [here](#).

Finding a place to live

When looking for a property, whether to rent or buy, there are a number of online sites available to make the search a little easier. Commonly used sites include: [Zoopla](#), [Rightmove](#) and [Prime Location](#). The West Midlands also has numerous high street estate agents who can help you identify whether you would like to buy or rent a property, where in the region you would like to live and the size/type of property you are looking for. A comprehensive government document which is regularly updated can be found [here](#).

Buying

Stage 1 – Finding a Property

The process of buying a property in the UK normally takes 2-3 months, although this can be longer.

There are a number of ways in which to buy a property. You can buy through an estate agent or an auction; or you can buy directly from a private seller. It is important to plan your finances prior to looking to buy. You will need to have enough money to cover the deposit (usually 10% of property value) on the property, the mortgage fee and monthly mortgage repayments, solicitor, survey and search fees and Stamp Duty Land Tax (SDLT) in addition to any regular maintenance/service charges. The SDLT is a one-off proportional tax payment made when you buy a property that has a value of greater than £125,000. Full details of this may be found [here](#).

Stage 2 - Obtaining a mortgage

The majority of people who buy a house do so using a mortgage.

A mortgage is a predetermined and agreed amount of money loaned to a buyer by an Independent Financial Advisor (IFA), mortgage broker or lender and arrangement of a mortgage typically incurs a fee. The amount of money lent is repaid over a set period of time and with a particular rate of interest.

In order to secure a mortgage, a buyer will need a good credit score as well as a lump sum of money called a deposit.

Stage 3 - Making an offer

An offer on a property can be made either verbally or in writing and is usually done so through an estate agent. It is not legally binding in England and Wales until contracts have been exchanged. Once an offer on a property is made, it is the responsibility of the seller to draw up the contract of sale. This is a legal contract required for ownership of the property to be transferred and is usually done through a solicitor or conveyancer. As a buyer, it is advisable to have the contract checked by your own solicitor - this will require a fee to be paid. The contract will contain the following details:

1. Sale price

2. Property boundaries
3. Fixtures and fittings that are included (e.g. carpets, curtains, kitchen units etc.)
4. Any legal restrictions or rights like public footpaths
5. Planning restrictions
6. Services to the property like drainage and gas
7. When the sale will complete

Whilst the contract of sale is being drawn up, it is advised that you arrange for a property survey to be completed. At the same time, your solicitor will submit searches to the local council, on your behalf to check whether there are any planning or local issues that might affect the property's value. Both the survey and the searches will require a fee to be paid. It is important to complete these checks as the results may mean that you need to renegotiate the price of the property prior to signing the contract so that allowances can be made in order to cover the cost of any repairs or alterations that are required.

Stage 4 - Exchange of contracts and completion of purchase

When both the buyer and seller are happy with the contract, both sides will sign a final copy and send them to each other via their respective solicitors. Once this happens, the agreement to sell and buy is legally binding and neither party can pull out without paying an amount of monetary compensation. Once the contracts have been exchanged, buildings insurance will need to be in place to cover the structure of the property.

The buyer is then expected to transfer the money for the cost of the property to the seller (via the solicitor's account; never through private bank accounts) in exchange for the legal documents needed for transfer of ownership. You will then pay any outstanding solicitor's bill prior to the solicitors registering the sale with Land Registry. The seller then hands over the keys to the property and the property then belongs to the buyer.

Renting

Finding an appropriate property to rent can be done via an estate/letting agent, online (using Zoopla, Rightmove etc.), or privately. If you intend to rent directly from the landlord (i.e. privately), ensure that they belong to an accreditation scheme. If you decide to rent a property through an estate agent, you will be charged certain fees. Property types that you can rent include houses, bungalows, flats/apartments and rooms in shared houses/a house of multiple occupancy (HMO). This is normally a private bedroom with a shared bathroom, kitchen and living area. The number of tenants in the house will vary.

It is advisable, as it is when buying a property, to view rented accommodation prior to signing any contract or agreement.

Prior to agreeing to rent a property check if there are any specific rules around smoking, children and pets in addition to who is responsible for paying bills/if they are included in the monthly rental costs.

You will require documents to evidence your identity, immigration status, employment and credit history. Some landlords may also ask for someone to act as your guarantor in order for the

tenancy agreement to proceed. A guarantor ensures rent continues to be paid to the landlord in the case that the tenant is unable to pay. You should be provided with a written tenancy agreement by your landlord. It is important that you read the tenancy agreement carefully and we would advise that you get legal advice if you are unsure of any terms before signing an agreement. You can also seek guidance from [gov.uk](https://www.gov.uk) or [Citizens Advice](https://www.citizensadvice.org.uk).

A tenancy agreement should include:

1. The names of all the people involved in the tenancy
2. The rental price and how it will be paid
3. Information on how and when the rent will be reviewed
4. The deposit amount and how it will be protected by the landlord
5. Details of when the deposit can be fully or partly withheld (for example to repair damage caused by the tenant)
6. The property address
7. The start and end date of the tenancy
8. Any tenant or landlord obligations
9. An outline of bills you are responsible for

It can also include information on:

1. Whether the tenancy can be ended early and how this can be done
2. Who's responsible for minor repairs (other than those that the landlord is legally responsible for)
3. Whether the property can be let to someone else (sublet) or have lodgers

If the landlord asks for a deposit, and prior to signing a tenancy agreement, be sure to ask about deposit protection by a government approved scheme. The landlord should provide deposit paperwork that details the scheme they use and how you get your money back at the end of the tenancy.

If the property is furnished, an inventory should also be provided by the landlord. This lists the items already in the property at the time of renting and the condition they are in. It will be referred to at the end of the tenancy agreement and money will be taken from the deposit to replace or repair any items that have been taken or damaged during the tenancy.

Once you are happy with the agreement, you can sign it. You will then be given a copy of it for future reference along with the keys to the property.

For further information about renting a property, the responsibilities of the landlord and the responsibilities of you as a tenant, please visit [gov.uk](https://www.gov.uk).

Hospital Accommodation

Some of the hospitals within the West Midlands offer on site, or near site, accommodation for staff. This is typically paid for on a monthly basis. However, this type of accommodation is not universally offered, or available. Therefore, to find out if hospital accommodation is available at your place of work, and to get more information if you are interested in staying in such accommodation, contact the hospital directly via switchboard or the medical staffing department.

Home insurance

When buying or renting a property, it is important that you have the right protection in place in case something should go wrong resulting in damage or destruction to either your property or the possessions housed in the property. Home insurance is a type of insurance product that provides this protection.

There are 2 main types of home insurance:

1. **Buildings insurance** – this covers the cost of repairing damage to the structure of your property and includes walls, windows, roof, bathroom suites and kitchens. You should have enough insurance to cover the cost of completely rebuilding your home should you need to. Tenants do not need to worry about buildings insurance.
2. **Contents insurance** – this covers the cost of replacing your belongings in your home if they are lost, damaged, destroyed or stolen. Generally, 'contents' is defined as the items that you would take with you if you moved home.

When selecting the appropriate home insurance product, be sure to check that you are getting the best quote possible. You can do this by comparing quotes on numerous comparison sites including [Confused.com](#), [GoCompare](#), [MoneySuperMarket](#), [uSwitch](#), and [Compare The Market](#).

Local authorities

Local authorities often referred to as councils, have a range of roles and responsibilities, including the provision of local services such as waste collection, recycling housing, facilities and representation. The local authority has an overall responsibility for the well-being of the area. To find your local authority enter your postcode [here](#). You will then be taken to the relevant website.

For further information about how your local authority works visit the [gov.uk](#) website.

Council Tax

Council tax is a system of local taxation collected by the local authority. It is a tax on domestic property.

All homes are given a council tax valuation band. This band is based on the value of your home on 1st April 1991. A different amount of council tax is charged on each band and each local authority will have a list of domestic property in the area and its associated valuation band. Details of the valuation band can be found [here](#).

You can find out how much your local council charge for each band by inputting your postcode [here](#). This will match your postcode to the relevant local authority and direct you to their website for further information. Each year, your local authority will set the rate of council tax for each valuation band and update you of any change in rate accordingly. If only one adult lives in the property, they will be entitled to a 25% on the council tax bill. Other ways in which your council tax bill may be reduced can be found [here](#).

Usually one person aged over 18 years of age is called the liable person, is liable to pay council tax. Typically, the person living in the property is the liable person, irrespective of whether they own the property or not. Couples living together will be jointly liable, even if there is only one name on the bill. This applies whether the couple is married, cohabiting or in a civil partnership. Council tax bills are sent out in April and you are usually asked to pay the amount over 10 instalments. You may be offered a reduction in the total bill if the amount is paid in full.

Utility bills

Utility bills usually refer to the cost associated with using gas, electricity and water at home. They provide detail as to how much of the service has been used and how much you owe the supplier of the service. Typically, utility bills are generated monthly, at a fixed rate and for a set period of time. Instead of paying a fixed amount you may be on a pay as you go service in which you pay per unit of use which is usually recorded using a meter within the home.

It is important to establish utility connections when you first move into a property (regardless of whether you are renting or buying). The supply of the utility will already be in place in an established home, it will just require you to choose an energy provider and choose the appropriate service for you. When moving into a new property, you will need to ensure the company providing the utility is charging the bills to you and not the previous tenant or owner. You will also need to provide them with a meter reading taken on the day you move in so that you do not get charged for the utilities used by the previous owner or tenant. Be sure to find out what tariff you are on and check that this is the best deal you can get. There are numerous comparison sites online that can make this process quick and easy (see the home insurance section for links to some of these sites).

If you are renting, your utilities may be included in your rent. If you are unsure, confirm this with your landlord. If sharing a house with multiple people, consider adding everyone's names to the account so that it is not just one person liable for the cost.

TV license

If you intend to watch or record live TV programs on any channel and/or download or watch any BBC program in iPlayer (whether live, catch up or on demand) you will need to be covered to do so by a TV license. This applies to any provider you use and any device, including a TV, desktop computer, laptop, mobile phone, tablet, games console, digital box or DVD/VHS recorder. Full details of current costs, assessment of whether you need a license and methods to pay can be found [here](#).

Obtaining a driving license

In order to drive whilst living and working in the UK, you will need to obtain a British driver's license.



The primary institution responsible for the registration and licensing of drivers in Great Britain is the Driver and Vehicle Licensing Agency (DVLA). They are also responsible for maintaining the registration and licensing of vehicles, together with the collection and enforcement of vehicle tax/vehicle excise duty (VED), in the UK.

You can access DVLA services via [gov.uk](https://www.gov.uk), or by [using their online services](#).

You can contact the DVLA via the following:

Via post:

DVLA
Swansea
SA6 7JL

Via telephone:

General Enquiries: 0300 790 6801

Via e-mail:

Online email service can be found [here](#).

Via webchat:

Online service can be found [here](#).

Driving in the UK with an international license.

If you have an international license from a 'designated county*' you can continue to drive in the UK without having to exchange your license for 12 months after becoming a resident. After 12 months, you must exchange your license to keep driving. You can exchange it up to 5 years after becoming a resident, if it hasn't expired. You can find out more information about exchanging a foreign driving license [here](#).

If your license was not obtained in one of the above designated countries, then unfortunately you can't exchange your license. However, you can drive in the UK for up to 12 months on your foreign license. After 12 months you'll need to take a theory test and practical test to get a Great Britain issued driving license.

More information about driving in Great Britain on a non-GB license can be found [here](#).

*‘Designated countries’ are countries with exchange agreements for driving licenses with Great Britain and include: Andorra, Australia, Barbados, British Virgin Islands, Canada, Falkland Islands, Faroe Islands, Gibraltar, Hong Kong, Japan, Monaco, New Zealand, Republic of Korea, Singapore, South Africa, Switzerland and Zimbabwe.

Opening a bank account

There are a number of different banks in the UK including:



Details of the accounts offered by each bank can be obtained either in branch or online.

The most commonly used form of bank account in the UK is a current account however numerous other account types exist.

Typically, when opening a bank account, the bank will request 2 documents from you:

1. Proof of identity. This can be provided in the form of a passport, driving license, birth certificate or identity card.
2. Proof of address. This must not be the same document you used to prove your identity and usually includes a tenancy agreement or mortgage statement, recent electricity or gas bill (less than 3 months old), a recent bank or credit card statement (less than 3 months old and not printed from the internet) or a current council tax bill.

You may not have a recent proof of address if moving to the UK and some alternative documents are also accepted. A letter from your employer confirming your National Insurance (NI) number is also acceptable. If prior to arriving in the UK, you secure a UK address, you can also ask your own bank to change the corresponding address on the account. Once you have done this, you can ask your bank to send a bank statement by post to your new UK address and use this as proof of address.

If you are unable to provide documents to prove your UK address, some banks offer international accounts. These banks include [Lloyds](#), [HSBC](#) and [NatWest](#). Although designed for non-residents, they are an alternative if you are struggling to obtain any of the documents

listed above. Further information about these accounts is available in branch or online via the bank's website.

The bank industry in the UK is very competitive and there are numerous incentivised accounts available to attract different types of customer. Be aware that being new to the UK means that you have a limited credit history and so opening certain accounts will be easier to do than others. We would advise getting in touch with customer support of your chosen bank to find out what accounts suit, and are available, to you. It should be noted that if you wish to open any account other than a basic current account, you will need proof that you are working in the UK through evidence of a payslip or similar.

Opening times for banks are usually:

1. Monday to Friday - 9:00-9:30 until 17:00-17:30
2. Saturdays - 9:00-9:30 until 12:30 or 15:30

Payments in the UK can be made by cash, debit or credit card including Chip and Pin and contactless payments and Apple pay.

Cash machines, or ATMs, are located in numerous places throughout the region. They are accessible 24 hours a day and allow you to withdraw cash using a debit card for free (mostly). ATMs also have other functions such as viewing your balance and changing the PIN number for your debit or credit card.

Registering with your own GP and dentist

GP Services

Just as you place significant importance on looking after your patient; it is equally as important that you look after yourself. This includes not only your physical health but also your dental and mental health, and that of your family.

It is therefore very important that upon your arrival in the UK you register with both a GP and a dentist of your choosing. You have a right to choose a GP practice that best suits your needs. Ensure you Try [comparing GP practices](#) according to facilities, services, access and performance before you decide. When registering for a GP you will be asked to complete a GMS1 Form. A blank version can be found [here](#).

Further information on NHS GP services can be found [here](#).

Dental Services

In the UK, you are expected to pay a contribution towards the cost of your dental care. The amount you will pay will differ depending on whether you are a NHS patient or a private patient. Most dentists will provide both NHS and private treatment, so it is important to check whether the treatment you are paying for is NHS or private or a combination of the two.

Currently, costs associated with NHS dental treatment are as follows:

1. **Emergency dental treatment** - £22.70

2. **Band 1 course of treatment** - £22.70 and covers an examination, diagnosis (including x-rays), advice on how to prevent future problems, scale and polish if clinically needed, and preventative care.
3. **Band 2 course of treatment** - £62.10 and covers everything listed in Band 1 plus any further treatment such as fillings, root canal work or removal of teeth.
4. **Band 3 course of treatment** - £270.00 and covers everything listed in Band 1 and 2 plus crowns, dentures, bridges and other laboratory work.

Further information on NHS dental services can be found [here](#).

To help find either a GP or dentist in your area the following websites can be useful:

For a GP: <https://www.nhs.uk/Service-Search/GP/LocationSearch/4>

For a dentist: <https://www.nhs.uk/Service-Search/Dentist/LocationSearch/3>

Prescription charges

In the UK, there is a charge attached to most NHS prescriptions. This charge is currently £9.15 per item. All charges listed are subject to change.

If you require more than 3 prescription items in 3 months or 12 items in a year, it would be worthwhile paying for a [prescription prepayment certificate \(PPC\)](#) as this will save you money. PPCs are available either 3 monthly, or 12 monthly and charged at £29.65 and £105.90 respectively; this is paid over 10 monthly direct debit instalments.

In some situations, you may be provided with a free NHS prescription. A list of those who do not have to pay is provided on the back of the prescription (part 1) and includes those who:

Part 1 The patient doesn't have to pay because he/she:

- A is under 16 years of age
- B is 16, 17 or 18 and in full-time education
- C is 60 years of age or over
- D has a valid maternity exemption certificate
- E has a valid medical exemption certificate
- F has a valid prescription pre-payment certificate
- G has a valid War Pension exemption certificate
- L is named on a current HC2 charges certificate
- X was prescribed free-of-charge contraceptives
- H *gets Income Support (IS)
- K *gets income based Jobseeker's Allowance (JSA (IB))
- M *is entitled to, or named on, a valid NHS Tax Credit Exemption Certificate
- S *Has a partner who gets Pension Credit guarantee credit (PCGC)

*Name: _____ Date of birth: _____ GP: _____

*Fill in the name of the person (either you or your partner) who gets IS, JSA (IB), PCGC or Tax Credit.

1. Are aged 60 or over.
2. Are aged 16 or under.
3. Are between the ages of 16 and 18 and in full time education.
4. Are pregnant or have had a baby in the previous 12 months.
5. Have a specified medical condition listed [here](#).
6. Have been prescribed a free of charge contraceptive.

For more information about prescription costs, and getting help with these costs, please click [here](#).

Occupational Health and other support systems

Within your workplace you will have access to occupational health services. Most departments operate a self-referral system in addition to referral by your line manager.

Occupational health is a multidisciplinary specialty with doctors, nurses, psychologists, ergonomists and so on, that explore the relationship between health and work. The primary aim of the discipline is to maintain the physical and mental health of the workforce. They additionally assist with needlestick injuries, vaccination and workplace risk assessments.

If you feel you need support do consider accessing your local service. The contact details are usually found on your trust intranet/via switchboard or ask your supervisor for a referral.

It is important to recognise that we may encounter a number of challenges both professionally and personally. We may require additional support from external services a useful list of which can be found [here](#). A useful starting point is to discuss any concerns with your supervisor, local occupational health or to contact BMA peer support services which provide confidential support free for all doctors independent of membership status.

Culture, custom and community



Appropriate workplace clothing

When at work there will be a dress code that you must familiarise yourself with and comply with. This includes maintaining appropriate standards of appearance, dress and personal hygiene.

Common themes around appropriate dress at work for doctors in training include:

- All clothes must be clean and presentable and consistent with presenting a professional image. Jeans are usually not permitted to be worn in the clinical environment.
- Hair and beards should be neat and clean; long hair should be tied up and off the shoulder securely.
- Staff must not wear jewellery except for a plain wedding ring and/or ear studs.
- No wrist watches should be worn in the clinical environment under any circumstances.
- Staff must not wear false nails and/or nail varnish as it discourages efficient hand washing and can be sources of contamination.
- Staff must keep fingernails clean and short.
- Visible tattoos where present should not be offensive or provocative to others.
- Staff should not socialise outside the workplace or undertake social activities while wearing an item of clothing that will identify them as NHS employees.
- All clinical staff must wear short sleeves or elbow-length in the workplace to enable effective hand washing techniques – this is referred to as being ‘bare below the elbows’.
- Garments that may interfere with clinical communication and its assessment should be removed at appropriate times.
- Footwear should be comfortable and practical for the role undertaken. Enclosed shoes (toes covered) must be worn by all clinical staff as these offer protection against spillages and injuries.

Local culture and sayings

In the West Midlands there are some distinct accents.

Locals from Birmingham have what is referred to as a ‘Brummie’ accent, with its own particular sayings.

The area that covers the boroughs of Sandwell, Dudley, Walsall and Wolverhampton is referred to as the ‘Black Country’ with its own distinct sayings that are different to those of Birmingham. The sayings of the Black Country are often considered not just an accent, but a particular dialect. The Black Country got its name in the Victorian era, the name is believed to come from the soot from the heavy industries that covered the area.

In Staffordshire you will also potentially encounter the Potteries dialect. Staffordshire is renowned for being the home of many historic potteries, centered on the city of Stoke-on-Trent, many of which continue to operate today.

There are also distinct accents in Shropshire, Herefordshire, Worcestershire and Coventry/Warwickshire. Although locals may protest that the various Midlands accents are very different from each other, to the unfamiliar ear they can sound similar in the way that a Canadian and American accent or Australian and New Zealand accent might sound similar. The Midlands is also a diverse area that also borders lots of different regions, so you may encounter a variety of accents and dialects. If you are confused by a phrase, just ask!

We've listed a few Birmingham, Black Country and Midlands phrases in particular below. Many of these phrases may not be as commonly used nowadays, but older generations in particular may still use many of these.

Local word or saying	Meaning
Bostin'	Amazing, brilliant or excellent Bost is slang for broken (like the similar word 'bust') so the word 'bostin' is similar to the phrase 'smashing'
Our Kid	Term for a brother or sister (usually younger). Sometimes may be used to refer to a younger friend or colleague too. E.g. 'Come on our kid, let's get the train to town'
Babby	Baby
Bab	An affectionate term used similarly to 'love or 'dear' e.g. 'Are you ok, bab?'
Going round the Wrekin	Taking a long and rambling route to get somewhere or taking a long time to get to the point of a story. The Wrekin is a hill in Shropshire.
Yampy	Used to describe someone who is daft or not very sensible.
Clarting about	Messing around.
Cob	A bread roll, supposedly because the small round rolls look like old street cobbles. However, you will discover there are lots of different words to describe bread rolls in the UK and it can be a source of significant debate!
Bawl	To cry loudly
Gambol	A forward roll
Lamp	To hit e.g. 'I'm going to lamp you'
'The Cut'	A canal
Cack-handed or caggy-handed	Clumsy or fumbling
Ta-ra a bit	'Goodbye, see you later'
Any road (up)	Anyway or Anyhow
Barmy	Mad or insane e.g. 'He was driving me barmy'
A face as long as Livery Street	This means someone looks miserable. Livery Street is a long street in Birmingham's Jewellery Quarter.
Island	The name given to a traffic roundabout.
Got a cob on	In a bad mood e.g. 'He's got a right cob on'
Ark at that	Listen to that
Buzz	Bus
Ee-yar	Here you are/Here you go
Mom	Mum. Not an Americanism, but a Brummie/Black Country spelling of mum.
Mooch	Have a look around e.g. 'I'm just having a mooch around'
Wooden hills	Stairs often used in the saying 'Up the Wooden

	Hills to Bedfordshire' i.e. going upstairs to bed
Orroight	Alright. Used as a questioning greeting in short for 'Are you alright?'
Yow	You
Yam	You are
Yam Yam	A term used by 'Brummies' to refer to someone from the 'Black Country'
Brummie	Someone from Birmingham.
Brum/Brummagem	Colloquial name for Birmingham
Her/'Er	Used instead of She e.g. 'Her's gone back to work' instead of 'She's gone back to work'
Oss	Horse
Nesh	Soft, tender or easily gets cold
Slat	To throw
Fang	Catch e.g. 'Fang 'owd of this' i.e. 'catch hold of this'
Duck	A common term of endearment use towards both men and women e.g 'Alright, Duck?' meaning 'Are you alright dear?'
Bank	Hill, upbank and downbank also used to mean uphill and downhill
My lady/Thy Lady	Refer to a female girlfriend, partner or spouse
The Baggies	Refers to the West Bromwich Albion football Club
Villa	Nickname to refer to the football club Aston Villa, based in the Aston area of Birmingham.
Blues	Nickname for Birmingham City Football Club
Wolves	Nickname to refer to Wolverhampton Wanderers Football club
Wasps	Commonly refers to Wasps Rugby Football Club.
Wolvo	Nickname to refer to the City of Wolverhampton, sometimes also referred to as Wolves. E.g. 'She's from Wolvo'

Food and drink

As a result of the diverse and multicultural nature of the UK, the food and drink on offer is extremely varied, with nearly every type of cuisine catered for. This variety can be found alongside traditional UK food and drink.

The evening meal in the UK is typically the main meal of the day and may be referred to as dinner, tea or supper! Other meals eaten during the day include breakfast, which is eaten in the morning and normally consists of cereal and/or toast with a jam or spread; and lunch, which is eaten around midday and typically consists of a sandwich. Other terms that may be used in relation to meal times includes brunch, which is a meal eaten between breakfast and lunch; supper, which may be eaten just before bed and be similar to the foods eaten at breakfast and pudding or dessert, to refer to a sweet item eaten after a main meal, usually after the main evening meal. However, even within the same region there is inconsistency in the word used to describe a particular meal. Therefore, if in doubt, ask!

When it comes to sitting down and having a meal with others, there are some informal rules to be aware of:

1. Guests usually wait until everyone at their table has been served before, they begin eating, unless invited by others at the table to start eating.
2. Food is eaten with a knife and fork (with the fork in the left hand and the knife in the right hand) or spoon.

3. It is considered polite to keep your mouth closed whilst eating.
4. Conversation is welcome at the dinner table, although it is considered polite not to talk with your mouth full or eat too loudly.
5. It is important to inform the host or waiter/waitress at a restaurant of any dietary requirements and/or food allergies so that they may accommodate your request.

The West Midlands is renowned for the diversity of cuisines available across the region. In all the major cities & towns you will find a wide variety of different types of food available in cafes and restaurants.

As the major city in the region (and the UK's second city after London) Birmingham has an especially wide variety of foods on offer across its restaurants. You can go to the 'Balti triangle' or one of the many Balti restaurants in the region, to sample a Birmingham Balti dish (supposedly invented in 1977 when a Kashmiri restaurateur adapted the curry dishes of his homeland to suit British tastes). Birmingham is also home to its own Chinatown area where you can sample a variety of Chinese restaurants. There are many more restaurants besides this offering Persian, Mexican, South American, Cuban, Italian, Polish, French and UK cuisines, to name but a few.

Queuing

The British have a passion for queuing (or standing in line) and will queue everywhere and for everything! It is commonplace to queue when waiting for something, when waiting to be seen by someone, when paying for something and even when waiting to be seated in a restaurant. If someone decides not to wait in line or pushes in front of someone to get ahead in an already established queue, they are described as having 'jumped the queue'. In the UK, 'jumping the queue' is considered rude. It is expected that a person joins the back of a line or queue and waits their turn to be seen or to be seated.

Tipping

Tipping is not an expectation in the UK, however, if you do, it is typically received with great appreciation. In restaurants, there is often an opportunity to tip around 10-15% of the total bill for good service. This may sometimes appear on the end of the bill under 'service charge' or 'optional charge'. This is usually optional and so if you do not wish to pay this, simply ask for the charge to be removed. Generally tipping is not expected in other areas or in other services.

Small talk

In the UK, small talk is used to describe the short, polite and informal conversations that occur between people meeting or when working together. It especially occurs between persons who do not know each other very well. The topic of small talk is usually of little importance and includes questions like 'how are you?', 'did you have a nice evening/weekend/holiday?' and comments about the weather. Although engaging in small talk can be daunting at first, the more you do so, the easier it will become.

Greetings

In the UK, it is customary to greet new people with a handshake. It is not typical for people to greet each other with a kiss or a hug, unless they are close friends and/or family. During the handshake, many people will offer a formal greeting such as 'nice to meet you'. 'Hello, how are you?' is a polite greeting that can be used to initiate further conversation. Within the NHS there is a well-known campaign called '[Hello my name is...](#)', with importance placed on NHS staff always introducing themselves to patients and colleagues with their name.

Etiquette

In the UK, it is considered polite to use the expressions 'please' and 'thank you', and it may appear rude if these expressions are not used. It is much better to overuse them than it is to underuse them! Typically, if you ask someone to do something for you, you should say 'please'. If someone does something for you, you should say 'thank you'. If you are offered something and you do not want it, you should say 'no, thank you'. You should also expect 'please' and 'thank you' if you are asked to do something for someone, or if you do something for someone. Sometimes, instead of saying thank you, you may hear someone saying 'cheers' or 'ta'.

Religion

Although the UK's official religion is Christianity, the UK is a multi-faith society and welcomes all religions. Here in the West Midlands, there are many well-established communities representing all major religions. There are also plenty of places in which to practice your faith, including churches, mosques, temples and synagogues. Prayer rooms are available in most hospitals and healthcare settings. The UK is committed to religious freedom and supports a person's expression of faith, including dress and symbols, which are welcomed as a sign of diversity within the society.

If your religion has any specific practice requirements, it would be worthwhile discussing these with your employer in advance of starting work.

Public and 'other' holidays

There are 8 public holidays in England and Wales. These public holidays are often referred to as 'bank holidays'. They include:

New Year's Day	1 st January
Good Friday	March or April
Easter Monday	March or April
Early May	First Monday in May
Spring Bank Holiday	Last Monday in May
Summer Bank Holiday	Last Monday in August
Christmas Day	25 th December
Boxing Day	26 th December

There are different bank holidays in Scotland (St. Andrew's day on 30th November and a further bank holiday on 2nd January; Easter Monday is not a bank holiday) and in Northern Ireland (St. Patrick's Day on 17th March and Orangemen's Day on 12th July).

When bank holidays such as New Year's Day, Christmas Day and Boxing Day fall on a weekend, it is customary for the following Monday to be a 'substitute' bank holiday.

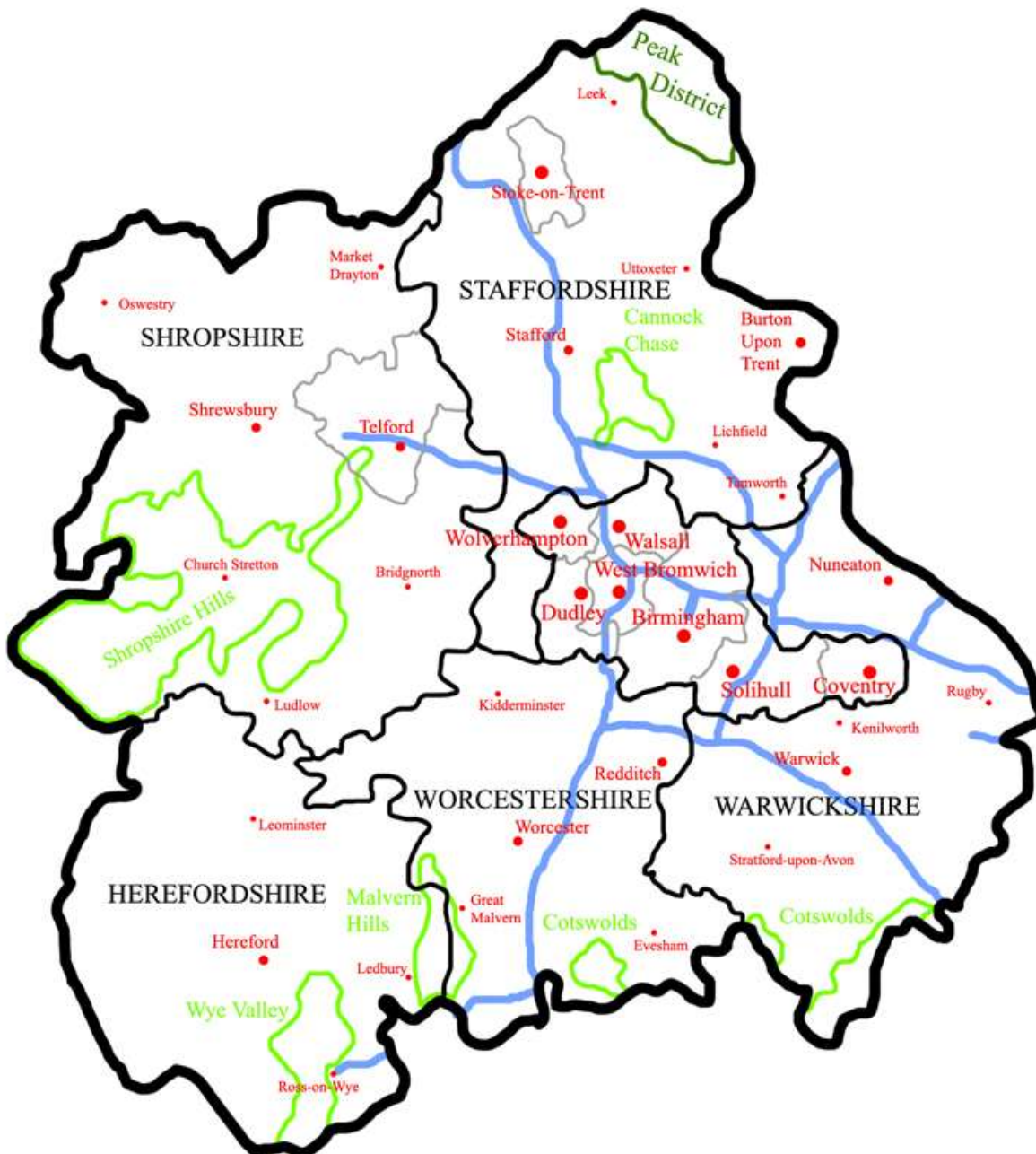
Other special occasions that are celebrated in the UK (but are not public holidays) include:

1. *Halloween* – celebrated on the 31st October by dressing up in 'scary' costumes and going 'trick-or-treating'. Some people also hold Halloween parties or gather together to watch horror films, either at home or at the cinema.
2. *Bonfire Night* – also known as Guy Fawkes night and celebrated on the 5th November. Typically, those participating in the event do so by making bonfires, setting off fireworks and burning effigies of Guy Fawkes. Many local areas run bonfire night parties for the wider community and have stalls selling food and drink in addition to a bonfire and firework display. There is usually a small monetary charge attached to attending such an event.
3. *Remembrance Day* – this marks the eleventh hour on the eleventh day of the eleventh month in 1918 signifying the end of the Great War (World War 1/WW1). In commemoration of that moment, a two-minute silence is held at 11am on the 11th November across the UK. Felt or paper poppies, which are a symbol of Remembrance Day, are often pinned to people's coats in the lead up to the day.

West Midlands: Our Region



West Midlands – Local Geography & History



The West Midlands is one of nine official regions in England. It is made up of the counties of Herefordshire, Shropshire, Staffordshire, Warwickshire, West Midlands (this is a smaller county of the same name as the region!), and Worcestershire.

The region is a geographically very diverse area, including major urban centres such as Birmingham, the second largest city in the UK, through to much more rural areas such as Shropshire and Herefordshire, which border Wales. The West Midlands is the second most ethnically diverse region in the UK after London.

The River Severn, which is the longest river in the UK passes through the region. The highest point in the region is the Black Mountain in Herefordshire with a peak at 703m above sea level.

There are six designated 'Areas of Outstanding Natural Beauty' in the West Midlands:

- The Wye Valley
- Shropshire Hills
- Cannock Chase
- Malvern Hills
- Parts of the Cotswolds
- The Peak District national park covers parts of Staffordshire.

There are many major towns and cities in the region including:

- Birmingham
- Coventry
- Stoke-on-Trent
- Wolverhampton
- Solihull
- Telford
- Worcester
- Hereford
- Lichfield

And of course, many more!

The West Midlands has a long history and many important links to UK history. You will also find the UNESCO World Heritage site Ironbridge Gorge to the north west of the region. This is now recognized as the cradle of the industrial revolution. The West Midlands has a strong industrial heritage with cast iron bridges, iron framed skyscrapers and steam engines all being invented in the West Midlands. Staffordshire is home to the Potteries area, where many historic world-famous pottery businesses started, and many are still running today. Birmingham is also home to Bournville, where the world-famous Cadbury's chocolate originated and is still made today.

The West Midlands has also played a significant part in the history of the arts. Stratford-Upon-Avon was the birthplace of William Shakespeare and you can still visit the many places he had links with today. The author J.R.R. Tolkien grew up in Birmingham and Worcestershire and the area is said to have inspired the world of Middle Earth the setting for his books. The poet Philip Larkin came from Coventry and Nuneaton was the birthplace of the author George Eliot.

It would be impossible to cover everything about the history and geography of the West Midlands in this section, but suffice to say this is a region with a rich history and a varied landscape.

Transport links

Car

Birmingham's central location places it at the heart of the M1, M6 and M42 motorways with the A38(m) forming a direct connection between the city and the national road network. This is also the site of the infamous Spaghetti junction, one of Birmingham's most recognised landmarks.

The [M40 motorway](#) connects to London via [Oxford](#)., whilst the [M6 motorway](#) also connects Birmingham to London (via the [M1](#)) and the south, and the north-west of England and Scotland. Other key roads include the [M5](#), connecting Birmingham to the south-west of England and The [M42](#), which connects Birmingham to [Tamworth](#) and the [East Midlands](#). The [M6 Toll](#), which enables through traffic on the M6 to bypass Birmingham and [Wolverhampton](#).

To improve access to the city, Birmingham and its surrounding areas have a number of Park and Ride facilities. Here, you can park your car for a small monetary amount and then travel into the city centre via the train/tram.

Bus

Numerous buses connect all regions across the West Midlands. The service is primarily provided by National Express and details including route planning can be found [here](#). Other bus services that also serve the West Midlands includes [Diamond](#) and [Arriva](#). At present most bus services do not run overnight and the individual start and end times vary per service (listed online). There are however some that currently run overnight including 50, 63, 74 and X1. There are a range of tickets available including nNetwork ticket which allows unlimited bus, train and metro travel. To find out prices or to book tickets in advance, visit the websites directly using the links above.

If you do not wish to book in advance, many of these buses are fitted with contactless payment facilities so you can pay for travel by card at the point of boarding. If you are paying by cash, bus services within the West Midlands have an exact fare system (no change given).

Train

Birmingham New Street railway station is the main train hub, located in the heart of the city centre. It is only a five-minute journey from University station, which is just outside the medical school (and the only dedicated university station in the country). Destinations including Worcester, Redditch, Hereford, Sandwell & Dudley, Wolverhampton, Walsall, Manchester Piccadilly and London Euston can also be accessed directly by rail from Birmingham New street. Services to London Euston are operated by [London northwestern](#) railway and [Avanti West Coast](#) and fast trains can take as little as 1 hour 21 minutes. Trains to London Marylebone are provided by [Chiltern railways](#), which depart centrally from Birmingham Moor Street or Birmingham Snow Hill.

Metro

West Midlands Metro is a tram network which runs from Wolverhampton to Birmingham, so it's perfect for getting to Bilston, Wednesbury, West Bromwich, The Hawthorns and the Jewellery Quarter. The Metro runs every 6-8 minutes during the day and every 15 minutes on evenings and Sundays. Further information and timetables are available [here](#).

Plane

Fly direct to over 150 destinations including Amsterdam, Berlin, Dubai, London, Geneva, Edinburgh, Madrid and Rome, from [Birmingham international airport](#). The airport is located southeast of the city centre and is easily accessible by car, train and bus.

If travelling by car, the postcode to use is B26 3QJ and parking is available which can be booked online in advance.

Birmingham International railway station is ten minutes journey from Birmingham New street station and has a direct connection to the airport via its Air-Rail Link monorail system. This is free, takes two minutes and operates between 03:30 am and 00:30 am daily.

If you want to reach the airport by bus, there are a few options: The X1 (connecting Birmingham City Centre and Coventry) - Bus stops K & J on-site.; the X12 (connecting Birmingham City Centre and Solihull) - Bus stops K & L on-site; and finally the 5/75A (connecting Sutton Coldfield and Birmingham International Station) - Bus stops NB & SB at Birmingham International.

In addition, long distance coach services operated by Megabus and National Express connect the airport to over 35 towns and cities across the UK.

Cycle

In Birmingham you will find traffic free cycling routes, including canal towpaths, on road cycle lanes and signed routes on quieter roads. An open source map and journey planner is available from: <https://birmingham.cyclestreets.net/>

Cycle routes are also available at: <https://www.letsride.co.uk/routes>

For an overview of what's available in the West midlands and further afield check out the [The National Cycle Network](#) , a UK-wide network of safe, traffic-free paths and quiet on-road cycling and walking routes (<https://www.sustrans.org.uk/national-cycle-network>)

Healthcare in the West Midlands



Directory of Healthcare providers in the West Midlands

There are a number of healthcare providers within the West Midlands where you may find yourself working depending on the nature of your training programme. There are hundreds of General Practices across the West Midlands (too many for us to list them all here). They are arranged within clinical commissioning groups (CCGs). There are also numerous NHS trusts that provide care in the community or in hospitals. There are also some charitable healthcare providers such as hospices providing palliative care across the West Midlands. Please find listed here major sites and healthcare providers across the region:

- [Birmingham Community Healthcare NHS Foundation Trust \(BCHC\)](#)
- [Birmingham & Solihull Mental Health NHS Foundation Trust \(BSMHFT\)](#)
- [Birmingham Women's and Children's NHS Foundation Trust \(BWC\)](#)
- [Black Country Healthcare NHS Foundation Trust](#)
- [Coventry and Warwickshire Partnership NHS Trust](#)
- [George Eliot Hospital NHS Trust](#)
- [Midlands Partnership NHS Foundation Trust](#)
- [North Staffordshire Combined Healthcare NHS Trust](#)
- [Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust](#)
- [Royal Wolverhampton NHS Trust \(RWT\)](#)
- [Sandwell and West Birmingham Hospitals NHS Trust \(SWBH\)](#)
- [South Warwickshire NHS Foundation Trust](#)
- [The Dudley Group NHS Foundation Trust](#)
- [The Royal Orthopaedic Hospital NHS Foundation Trust](#)
- [University Hospitals Birmingham NHS Foundation Trust \(UHB\)](#)
- [University Hospitals Coventry and Warwickshire NHS Trust \(UHCW\)](#)
- [University Hospitals of the North Midlands NHS Trust \(UHNM\)](#)
- [Worcestershire Acute Hospitals NHS Trust](#)
- [Worcestershire Health and Care NHS Trust](#)
- [Wye Valley NHS Trust](#)

Birmingham Community Healthcare NHS Foundation Trust (BCHC)

Provides high quality community and specialist services within Birmingham and the West Midlands. The trust has over 100 clinical services, out in people's homes and in over 200 hospitals, health centres and clinics. They provide services for adults, children, people with learning disabilities, those with rehabilitation needs and also dental services.

Key sites:

Birmingham Dental Hospital (BDH), 5 Mill Pool Way, Birmingham, B5 7EG

One of only 10 specialist dental hospitals in England it provides a range of services for the public including walk-in emergency dental care, Restorative Dentistry, Oral Surgery, Oral Medicine, Orthodontics and Paediatric Dentistry. It is also home to the University of Birmingham School of Dentistry and hosts many specialist postgraduate dental trainees. The University of Birmingham Dental Library is on site.

Moseley Hall Hospital (MHH), Alcester Road, Birmingham, B13 8JL

Moseley Hall is a community hospital offering general medical and sub-acute care and specialist stroke and brain injury rehabilitation services for inpatients and outpatients. The site is also home to the [Smallwood Clinical Library](#) that can support your learning.

Birmingham & Solihull Mental Health NHS Foundation Trust (BSMHFT)

Birmingham and Solihull Mental Health NHS Foundation Trust provides a comprehensive mental healthcare service for residents of Birmingham and Solihull, and a range of specialist mental health services to communities across the West Midlands and beyond. The Trust operates out of more than 40 sites. A wide range of local and regional services and partnerships covering inpatient, community and specialist mental healthcare make it one of the most innovative and complex mental health foundation trusts in the country.

Postgraduate medical education at BSMHFT:

There are libraries based at the Barberrry and at the Uffculme centre. The library website can be found at: <https://www.library.bsmhft.nhs.uk/>. The Uffculme centre (Queensbridge Road, Moseley, Birmingham, B13 8QY) is where much of the trust's postgraduate medical education happens.

Key sites:

Barberrry, National Centre for Mental Health, 25 Vincent Drive, Birmingham, B15 2FG

The Barberrry houses acute inpatient wards for: mother and baby (Chamomile Suite), deaf services (Jasmine Suite) and eating disorders (Cilantro Suite). There are also continuing care beds for neuropsychiatry service users (Viviter Suite) and a large range of outpatient services. Oleaster, 6 Mindelsohn Crescent, Edgbaston, Birmingham, West Midlands, B15 2SY

The Oleaster provides a number of mental health services including male and female general acute inpatient wards, a male adult intensive care unit and a designated place of safety. It also houses the home treatment team and several outpatient clinics

Northcroft, 190 Reservoir Rd, Erdington, Birmingham B23 6DW

Northcroft provides inpatient mental health services and also houses assertive outreach, crisis and community mental health teams.

Mary Seacole House, Lodge Road, Winson Green, Birmingham, West Midlands, B18 5SD

Home to adult inpatient mental health services and psychiatric intensive care unit services.

Ardenleigh, 385 Kingsbury Road, Erdington, Birmingham, West Midlands, B24 9SA

This site is home to women's and child and adolescent forensic secure mental health services.

Tamarind, 165 Yardley Green Rd, Bordesley Green, Birmingham B9 5PU

The centre provides assessment, treatment and rehabilitation for men who have been assessed as needing care in a medium secure environment and aims to serve the population in central and north Birmingham, as well as offering specialist services for complex, challenging and long term care.

Reaside, 886 Bristol Rd S, Rubery, Birmingham B45 9BE

The service based at Reaside Clinic provides assessment, treatment and rehabilitation to men with severe mental health problems who have committed a criminal offence or who have shown seriously aggressive or threatening behaviour. The service provides care through secure inpatient units and specialist community teams.

Birmingham Women's and Children's NHS Foundation Trust (BWC)

This trust brings together the expertise of Birmingham Children's Hospital and Birmingham Women's Hospital. It is also home to one of the largest Child and Adolescent Mental Health services in the country, with dedicated inpatient mental health services and also acting as the lead provider within the *Forward Thinking Birmingham* community mental health partnership that delivers mental health services for 0-25 year olds across Birmingham.

Postgraduate medical education at BWC:

BCH has an onsite [library](#) and also the education centre to support trainees at the hospital. The [Education Resource Centre](#) at BWH provides opportunities for healthcare professionals to deliver high-quality education and training to all groups of staff from within the Trust and also to external healthcare professionals. It also houses the [Women's hospital library](#).

Key sites:

Birmingham Children's Hospital (BCH), Steelhouse Ln, Birmingham B4 6NH

Birmingham Children's Hospital is the UK's leading specialist paediatric centre, caring for sick children and young people up to the age of 16. There is a national liver and small bowel transplant centre and a global centre of excellence for complex heart conditions, the treatment of burns, cancer and liver and kidney disease. BCH is a nationally designated specialist centre for epilepsy surgery and boasts a paediatric major trauma centre for the West Midlands. Alongside this it is home to the largest and busiest single centre paediatric intensive care unit in the UK.

Birmingham Women's Hospital (BWH), Mindelsohn Way, Birmingham B15 2TG

Birmingham Women's Hospital is a centre of excellence, providing specialist services to more than 50,000 women, men and their families every year from our city, the wider region and beyond. It is one of only two dedicated women's hospitals in the UK, with the busiest single site maternity unit, delivering more than 8,200 babies a year. BWH offers a full range of gynaecological, maternity and neonatal care. Their Fertility Centre is one of the best in the country. The foetal medicine centre receives regional and national referrals and BWH are home to the West Midlands Regional Genetics Laboratory - the largest of its type in Europe

Park View Clinic, Park View, 60 Queensbridge Road, Birmingham, B13 8QE

This site provides inpatient CAMHS including general services, higher level intensive care and also an inpatient eating disorder unit.

Black Country Healthcare NHS Foundation Trust

Black Country Partnership NHS Foundation Trust merged with Dudley and Walsall Mental Health Partnership NHS Trust on 1 April 2020. The combined trust is now known as Black Country Healthcare NHS Foundation Trust.

Dudley and Walsall Mental health partnership provides a wide range of integrated mental health services to children, adults and older people across the communities of Dudley and Walsall. The Black Country Partnership NHS Foundation Trust is a major provider of mental health, learning disability and community healthcare services for people of all ages in the Black Country. They provide mental health and specialist health learning disabilities services to people of all ages in Sandwell and Wolverhampton; specialist learning disability services in Walsall, Wolverhampton, Dudley and Sandwell; and community healthcare services for children, young people and families in Dudley

Key sites:

Dorothy Pattison Hospital, Alumwell Close, Walsall, WS2 9XH

This mental health hospital has acute inpatient psychiatric wards as well as housing some community service bases. The hospital has an on-site [library](#) for use by staff.

Bloxwich Hospital in Walsall, Reeves Street, Walsall, WS3 2JJ

Offers inpatient older adult psychiatric care.

Bushey Fields Hospital in Dudley, Bushey Fields Road, Dudley, DY1 2LZ

Offers inpatient older adult psychiatric care as well as some more specialist services. There is a [library](#) onsite for staff.

Hallam Street Hospital, Hallam St, West Bromwich B71 4NH

Offers inpatient care for adults with 24-hour care needs as a result of their mental health.

Macarthur Centre – Psychiatric Intensive Care Unit (PICU), Heath Lane Hospital, Heath Lane, West Bromwich, B71 2BG

This unit is for men who need a period of increased support that can't be provided on general adult mental health wards.

Penn Hospital, Penn Road, Penn, Wolverhampton, WV4 5HN

Offers inpatient care for adults with 24-hour care needs as a result of their mental health.

Coventry and Warwickshire Partnership NHS Trust

The trust provides a wide range of mental health and learning disability services for people of all ages in Coventry and Warwickshire and a wide range of community physical health services for people in Coventry.

Key sites:

Aspen centre, Lakin Road, Warwick, CV34 5BW

Inpatient eating disorders unit on same site as Warwick hospital.

Brooklands, Coleshill Road, Marston Green, B37 7HL

Brooklands is a purpose-built hospital, consisting of six specialist separate units, providing inpatient assessment and treatments services to adults and children who are living with a learning disability.

Caludon Centre, Clifford Bridge Road, Coventry, CV2 2TE

The Caludon Centre is a purpose-built facility, based on the University Hospital Coventry and Warwickshire (UHCW) site, providing inpatient and outpatient adult mental health care, and learning disability inpatient services

St Michael's Hospital, St Michael's Road, Warwick, CV34 5QW

St Michael's Hospital is a purpose-built facility providing age independent inpatient mental health care.

George Eliot Hospital NHS Trust

George Eliot Hospital NHS Trust provides a range of elective, non-elective, surgical, medical, women's, children's, diagnostic and therapeutic services. The Trust also provides a range of community services. These include sexual health and community dentistry services for the whole of Warwickshire as well as hosting the Blue Sky Sexual Assault Referral Centre

Postgraduate Medical Education:

The trust has an education centre with [The William Harvey Library](#) for trainees use.

Key Sites:

George Eliot Hospital, College St, Nuneaton CV10 7DJ

Midlands Partnership NHS Foundation Trust

Midlands Partnership NHS Foundation Trust was formed on 1 June 2018 following a merger between South Staffordshire and Shropshire Healthcare NHS Foundation Trust and Staffordshire and Stoke on Trent Partnership NHS Trust.

Midlands Partnership NHS Foundation Trust provides physical and mental health, learning disability and adult social care services across Staffordshire, Stoke-on-Trent and Shropshire. The trust provides a range of community services for adults and children and specialised services such as rheumatology and rehabilitation, which are delivered in venues ranging from health centres, GP practices, community hospitals and people's own homes.

The Trust also provides services on a wider regional or national basis including perinatal, eating disorder and forensic services. The trust delivers sexual health services across a wide area and their Inclusions service offers psychological and drug and alcohol services, in the community and in prisons, and has contracts across the country.

Key sites:

Haywood Community Hospital, High Lane, Burslem, Stoke-On-Trent, ST6 7AG

Extensive rehabilitation and palliative inpatient and outpatient services. Also offers community wards for step-down patients.

St George's Hospital, Corporation Street, Stafford, ST16 3SR

Offers a range of inpatient and community mental health services including general adult, older adult, perinatal, learning disability, eating disorder and forensic services.

The Redwoods Centre, Somerby Drive, Bicton Heath, Shrewsbury, SY3 8DS

The Redwoods Centre is a purpose built, award winning inpatient facility which opened in September 2012. Based in Shrewsbury it serves the population of Shropshire and Telford & Wrekin. Comprising of four buildings, the centre offers beds for adults with acute mental health problems, dementia and rehabilitation needs, as well as a low secure forensic unit

North Staffordshire Combined Healthcare NHS Trust

North Staffordshire Combined Healthcare NHS Trust is one of the main providers of mental health, learning disability and substance misuse services in the West Midlands. With more than 30 sites, they provide services in the home, community and hospital to people of all ages in Stoke on Trent and across North Staffordshire. They provide specialist inpatient and day patient care to children across the West Midlands who are suffering severe or complex mental health conditions (Tier 4 Child and Adolescent Mental Health Services, CAMHS) and substance misuse services to people throughout Staffordshire. Most of their inpatient services are based at Harplands Hospital in Stoke on Trent.

Key sites:

Harplands Hospital, Hilton Road, Stoke-on-Trent, Staffordshire, ST4 6RR

Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust

The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust (RJAH) is a leading orthopaedic centre of excellence. A specialist hospital with a reputation for innovation, the Trust provides a comprehensive range of musculoskeletal (bone, joint and tissue) surgical, medical and rehabilitation services; locally, regionally and nationally.

Postgraduate medical education:

The hospital houses the [Francis Costello Library](#) and education facilities.

Key sites:

The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation, Oswestry, Shropshire, SY10 7AG

Royal Wolverhampton NHS Trust (RWT)

One of the largest acute and community providers in the West Midlands having more than 850 beds on the New Cross site. There are also have 56 rehabilitation beds at West Park Hospital and 54 beds at Cannock Chase Hospital. As well as over 20 community sites and primary care services.

Postgraduate medical education:

The Wolverhampton Medical Institute houses facilities and a library for use in medical education. They are also extensive simulation facilities housed in the institute's 'SimWard'

Key Sites:

New Cross Hospital, Wolverhampton Road, Wolverhampton, WV10 0QP

Sandwell and West Birmingham Hospitals NHS Trust (SWBH)

Sandwell and West Birmingham Hospitals NHS Trust is an integrated care organisation, providing care from Birmingham City Hospital on Birmingham's Dudley Road, from Sandwell General Hospital in West Bromwich, and from intermediate care hubs at Rowley Regis and Leasowes in Smethwick. Community teams deliver care across Sandwell providing integrated services in GP practices and at home, and offering both general and specialist home care for adults, in nursing homes and hospice locations.

Postgraduate medical education at SWBH:

There is an education centre at both the Sandwell and Birmingham City hospital sites, each with a library.

Key sites:

Birmingham City Hospital ('City'), Dudley Road, Birmingham, West Midlands, B18 7QH

This site includes the Birmingham and Midland Eye Centre (a supra-regional eye hospital), as well as the Pan-Birmingham Gynae-Cancer Centre, the Birmingham Treatment Centre, the SWBH Sickle Cell and Thalassaemia Centre, and the regional base for the National Poisons Information Service.

Sandwell General Hospital ('Sandwell'), Lyndon, West Bromwich, West Midlands, B71 4HJ

Inpatient paediatrics, most general surgery, and the trust's stroke specialist centre are located at Sandwell, alongside many other secondary care services.

Midland Metropolitan University Hospital (MMUH), Cranford St, Smethwick B66 2RT

This acute hospital is currently being built and will replace the acute services provided at Sandwell and Birmingham City Hospitals. Many services will remain onsite at Sandwell and Birmingham City, but acute services will be centred on the new hospital.

South Warwickshire NHS Foundation Trust

South Warwickshire NHS Foundation Trust (SWFT) provides the hospital services to South Warwickshire from four hospitals: Warwick Hospital, Leamington Spa Hospital, Stratford Hospital and Ellen Badger Hospital. The trust also delivers out-of-hospital community services to the whole of Warwickshire serving a population of more than half a million from various clinics

Postgraduate medical education:

There is an education centre with clinical skills and simulation facilities and library at Warwick hospital.

Key sites:

Warwick Hospital, Lakin Road, Warwick, CV34 5BW

The Dudley Group NHS Foundation Trust

The Dudley Group NHS Foundation Trust is the main provider of hospital and adult community services to the populations of Dudley, significant parts of the Sandwell borough and smaller, but growing, communities in South Staffordshire and Wyre Forest.

Currently the Trust provides services from three main sites at Russells Hall Hospital, Guest Outpatient Centre in Dudley and Corbett Outpatient Centre in Stourbridge. The Trust provides the full range of secondary care services and some specialist services for the wider populations of the Black Country and West Midlands region. The Trust also provides specialist adult community-based care in patients' homes and in more than 40 centres in the Dudley Metropolitan Borough Council community

Postgraduate medical education:

The [Clinical Education Centre](#) at Russells Hall Hospital provides resources for learning and there is also an onsite [Clinical Library](#) too.

Key Sites:

Russells Hall Hospital (RHH), Pensnett Road, Dudley, West Midlands, DY1 2HQ

The Royal Orthopaedic Hospital NHS Foundation Trust

Royal Orthopaedic Hospital (ROH), The Woodlands, Bristol Rd S, Birmingham B31 2AP

The Royal Orthopaedic Hospital NHS Foundation Trust is one of the largest specialist orthopaedic units in Europe. They offer planned orthopaedic surgery to people locally, nationally and internationally. They have an onsite education centre and library.

The Shrewsbury and Telford Hospital NHS Trust (SaTH)

The Shrewsbury and Telford Hospital NHS Trust is the main provider of district general hospital services in Shropshire, Telford & Wrekin and mid Wales.

The trust's main sites are the Princess Royal Hospital in Telford and the Royal Shrewsbury Hospital in Shrewsbury. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

Postgraduate medical education:

The trust has an active medical education department with teaching facilities and a library at both sites. They have a number of clinical skills and simulation facilities across both sites, which you can find out more about on their medical education [website](#).

Key sites:

The Princess Royal Hospital, Apley Castle, Apley, Telford, TF1 6TF

The Princess Royal Hospital is the main centre in the trust for inpatient head and neck surgery. It is also the main centre for inpatient Women and Children's services following the opening of the Shropshire Women and Children's Centre.

Royal Shrewsbury Hospital, Mytton Oak Rd, Shrewsbury, Shropshire, SY3 8XQ

The Royal Shrewsbury Hospital is the main centre in the trust for acute surgery with a new Surgical Assessment Unit, Surgical Short Stay Unit and Ambulatory Care facilities.

University Hospitals Birmingham NHS Foundation Trust (UHB)

University Hospitals Birmingham NHS Foundation Trust is one of the largest teaching hospital trusts in England, serving a regional, national and international population. It includes Birmingham Heartlands Hospital, the Queen Elizabeth Hospital Birmingham, Solihull Hospital and Community Services, Good Hope Hospital in Sutton Coldfield and Birmingham Chest Clinic. The trust also runs a number of smaller satellite units, allowing people to be treated as close to home as possible.

The trust includes regional centres for cancer, trauma, renal dialysis, burns and plastics, HIV and AIDS, as well as respiratory conditions like cystic fibrosis. The trust also holds significant expertise in premature baby care, bone marrow transplants and thoracic surgery and have the largest solid organ transplantation programme in Europe. There are a series of highly specialist cardiac, liver and neurosurgery services for patients from across the UK. The trust is world-

renowned for trauma care and having developed pioneering surgical techniques in the management of ballistic and blast injuries, including bespoke surgical solutions for previously unseen injuries. As a result of its clinical expertise in treating trauma patients and military casualties, the QEHB has been designated a Level 1 Trauma Centre.

The Heartlands, Good Hope and Solihull hospitals were previously a separate hospital trust that merged with UHB. You will often see this group of hospitals referred to as UHB HGS.

Postgraduate medical education:

QEHB has an extensive education centre – you can find out more about the facilities [here](#). The HGS sites have a medical education website where you can find out more about the support available for postgraduate medical education:

<https://uhbeducation.co.uk/content/medical-education-menu>

There are libraries at QEHB, and all the HGS sites and you can find out more about the library services here: <https://www.uhlibrary.co.uk/>

Key sites:

Queen Elizabeth Hospital Birmingham (QEHB), Mindelsohn Way, Birmingham B15 2TH

Birmingham Heartlands Hospital (BHH), Bordesley Green E, Birmingham B9 5SS

Solihull Hospital, Lode Ln, Solihull B91 2JL

Good Hope Hospital (GHH), Rectory Rd, Sutton Coldfield B75 7RR

Birmingham Chest Clinic, 151 Great Charles Street Queensway, Birmingham B3 3HX

University Hospitals Coventry and Warwickshire NHS Trust (UHCW)

This trust is a teaching trust responsible for managing two major hospitals in Coventry and Rugby, which between them serve a population of over a million people.

Postgraduate medical education: There are extensive library and learning facilities at University Hospital. The medical education department has its own website:

<https://www.mededcoventry.com/>. There are many courses and educational events held at the trust.

Key Sites:

University Hospital Coventry, Clifford Bridge Road, Coventry, CV2 2DX

University Hospital Coventry, which was opened in 2006 has 1,005 beds and 26 operating theatres. The hospital provides both emergency and elective care and specialises in cardiology, neurosurgery, stroke, joint replacements, in vitro fertilisation (IVF) and maternal health, diabetes and kidney transplants. There is also a designated level one major trauma centre and cancer centre.

Hospital of St Cross, Barby Road, Rugby, CV22 5PX

The Hospital of St Cross has 110 beds and six operating theatres, including one mobile theatre. There are elective surgery and rehabilitation services. The hospital has the Rugby Urgent Care Centre on site, and also boasts a newly refurbished Blood Taking Unit.

University Hospitals of the North Midlands NHS Trust (UHM)

The trust has two sites Royal Stoke University Hospital, located in Stoke-on-Trent and built in 2015, and County Hospital, located in Stafford. These hospitals provide a full range of general acute hospital services for people living in and around Staffordshire and beyond. The Trust also provides specialised services people in a wider area, including surrounding counties and North Wales.

Postgraduate medical education:

Both sites have extensive education facilities, with a clinical library at both sites. Extensive new simulation and clinical skills facilities are being developed at the County Hospital site that will provide some of the most modern facilities.

Key sites:

Royal Stoke University Hospital, Newcastle Road, Stoke-on-Trent, ST4 6QG

County Hospital, Weston Road, Stafford, ST16 3SA

Walsall Healthcare NHS Trust

Walsall Healthcare NHS Trust provides local general hospital and community services to people in Walsall and the surrounding areas. They provide NHS acute care in Walsall at the Manor Hospital as well as a wide range of services in the community. Walsall Manor Hospital houses the full range of district general hospital services under one roof.

The trust provides community health services from 60 sites including Health Centres and GP surgeries. The Trust's Palliative Care Centre in Goscote is the base for a wide range of palliative care and end of life services.

Postgraduate Medical Education:

The [Manor Learning and Conferencing Centre](#) at Manor Hospital provides modern, purpose-built education facilities with a large library.

Key sites:

Walsall Manor Hospital, Moat Rd, Walsall WS2 9PS

Worcestershire Acute Hospitals NHS Trust (WAHT)

Worcestershire Acute Hospitals NHS Trust provides hospital-based services from three main sites - the Alexandra Hospital in Redditch, Kidderminster Hospital and Treatment Centre, and Worcestershire Royal Hospital in Worcester

Postgraduate medical education:

Worcester Royal Hospital is home to the Charles Hastings Education Centre, which has comprehensive education facilities and even a medical museum! You can find out more at their [website](#). At the Alexandra Hospital there is a multi-disciplinary education centre with library, teaching and study areas.

Key sites:

Worcester Royal Hospital, Charles Hastings Way, Worcester, WR5 1DD

It provides specialist services for the whole of Worcestershire including stroke services and cardiac stenting. The Worcestershire Oncology Centre opened in January 2015, providing radiotherapy services for cancer patients, the first time these services have been available in the county. The hospital has nine operating theatres including four laminar theatres. It has a level 2 neonatal intensive care unit and a cardiac catheterisation laboratory. The 24/7 Primary Percutaneous Coronary Intervention (PPCI) service began in October 2013.

The Alexandra Hospital, Woodrow Drive, Redditch, B98 7UB

The Alexandra Hospital in Redditch was opened in 1985. It serves a population of approximately 200,000 and has over 300 beds. The hospital is the major centre for the county's urology service. The hospital has eight operating theatres, MRI and CT scanners and cancer unit status for breast, lung, urology, gynaecology and colorectal cancers.

Worcestershire Health and Care NHS Trust

The trust runs Worcestershire's community hospitals, neighbourhood teams and community nursing services, working in partnership with other teams and organisations to keep people well at home for as long as possible. They are also the main providers of mental health and learning disability services in Herefordshire and Worcestershire, and provide services for people of all ages, across a range of settings, experiencing both physical and/or mental health conditions.

Wye Valley NHS Trust (WVT)

Wye Valley NHS Trust is the provider of healthcare services at Hereford County Hospital, which is based in the city of Hereford, along with a number of community services for Herefordshire and its borders. The trust also provides healthcare services at community hospitals in the market towns of Ross-on-Wye, Leominster and Bromyard.

Postgraduate medical education: There is a library and education centre based at The County Hospital.

Key Sites:

The County Hospital, Stonebow Road, Hereford, HR1 2BN

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