

The logo for Remedium, featuring the word "Remedium" in a white, sans-serif font. The letter "e" is stylized with a light blue vertical bar on its left side. The background is a solid blue color with a large, light blue curved shape on the left side.

Remedium

Welcome to the NHS

**An induction course for overseas clinicians
2024-2025**

www.englishformedicine.net

Course Provider

englishformedicine.net was established in 2016 to provide communications training to overseas healthcare professionals, and professional development to teachers wishing to specialise in medical English.

Founder, Ros Wright (MA Applied Linguistics), has worked with healthcare professionals since 1998 and has run courses for organisations such as Nottingham NHS Trust (UK) and the Paris healthcare authority, APHP, as well as prepared overseas clinicians for the USMLE. Ros is also a consultant for OET. She has been running NHS Induction courses for Remedium since 2015.

Ros is the author of several titles in the field of clinical communications, including the award-winning Good Practice: Communication Skills in English for the Medical Practitioner (Cambridge University Press, 2008) and OET Speaking & Writing Skills Builder (Express Publishing, 2020).

She has also written articles for various publications on the subject, including for The Guardian and the Guardian Weekly. A former General Secretary of the European Association for Language Teachers of Healthcare (EALTHY) and President of TESOL France, Ros was Trustee of the International Association of Teachers of English as a Foreign Language (IATEFL) for the period 2017-2023.

Course Objectives

Welcome to the NHS bridges the gap between OET or IELTS and the realities of working in the UK. The course is informed by the Calgary-Cambridge Observation Guide (Silverman) and develops communication skills that will enable you to operate more effectively both within the workplace and the wider community. The course, which was developed in 2015, has been designed by a clinical communications expert with over 20 years experience working with overseas medical professionals

Welcome to the NHS will help you:

- Develop patient communication skills in a UK context
- Deal with different patient types
- Enhance communication with other healthcare professionals
- Engage in reflective practice
- Integrate into the UK

Through 8 modules you will improve and develop the language, as well as the functional, delivery and grammatical skills you need to communicate effectively with patients, visitors and colleagues as well as in the wider community.

CPD Accreditation

Welcome to the NHS is accredited by CPD UK. Once you have successfully completed the course, you will be awarded a certificate issued by CPD UK worth 25 CPD credits

Delivery Mode

Welcome to the NHS is delivered online asynchronously. This enables you to work through the course at your own pace, while still maintaining a good work-life-study balance.

You are provided with an access code you can use for up to 4 weeks. One month is usually sufficient time to engage fully with the course materials.

Assessment takes place on a separate online platform at the end of the 4-week period.

Course Details

Welcome to the NHS includes 8 modules, each focusing on a different aspect of clinical communications:



- What is UK culture?
- The NHS from the patient's perspective
- Health issues in the UK
- Factors & barriers to integration
- The power of language



- Employing a patient-centred approach
- Initiating the consultation
- Describing health
- Breaking down barriers to communication



- Looking beyond the symptoms
- Asking exploratory questions
- Attitudes towards alcohol consumption in the UK
- Patient language: alcohol use



- Defining bad news
- In the patient's shoes
- Patient language: death & dying
- Employing SPIKES
- Giving a 'warning shot'

Course Details continued.



- Explaining results
- Describing conditions to patients
- Encouraging compliance
- Negotiating treatment
- Describing side effects



- Recognising the chief causes of anger
- Acknowledging and dealing with anger
- Framework for handling angry patients/visitors
- Planning a course of action



- Managing effective handovers
- Using ISBAR
- Participating in multi-disciplinary meetings



- Continued Professional Development (CPD)
- Defining reflective practice
- Areas for reflective practice
- Template for effective reflective writing

Assessment and Evaluation

The end-of-course assessment will take place on a separate online platform. You will take part in a role-play, where you will be assessed on the skills you have developed during the course.

You will receive a brief oral feedback following submission of your test. Individual written feedback will then be provided and successful candidates will be awarded CPD accreditation.

Testimonials

“The Induction Course gave us an idea of how different dialects are present throughout the country and a guide as to how to tackle many issues.”

Dr Santhosh Panicker
A&E, SHO
Mid Yorkshire Teaching NHS Trust

“Thank you for your nourishing course, it puts a light on issues that are generally subtle, kept undercover and rarely talked out loud. Communication is the greatest struggle domain for me here.”

Dr Elif Carpar
Psychiatry, Middle Grade
Norfolk and Suffolk NHS Foundation Trust

“Thanks very much for your assessments and kind guidance throughout the course. It was really valuable and I believe it would be useful for me throughout my career.”

Dr Sri Yartham
Training Fellow in Trauma and Orthopaedics
Wrightington, Wigan and Leigh NHS Foundation Trust

“There’s a lot of cultural change when you join the NHS from overseas and there’s a lot of learning, relearning and unlearning that happens. We had an introduction to the NHS course that helped with our social interactions - you may not know how important those things are until you start interacting with patients, your new team or other agencies. Remedium was very helpful in setting up the communications course.”

Dr Eseosa Akpasubi
CAMHS Specialty Doctor
Norfolk and Suffolk NHS Foundation Trust

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