



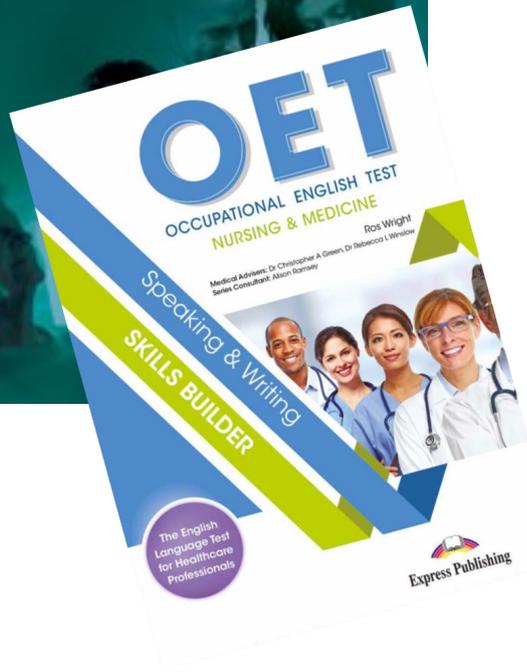
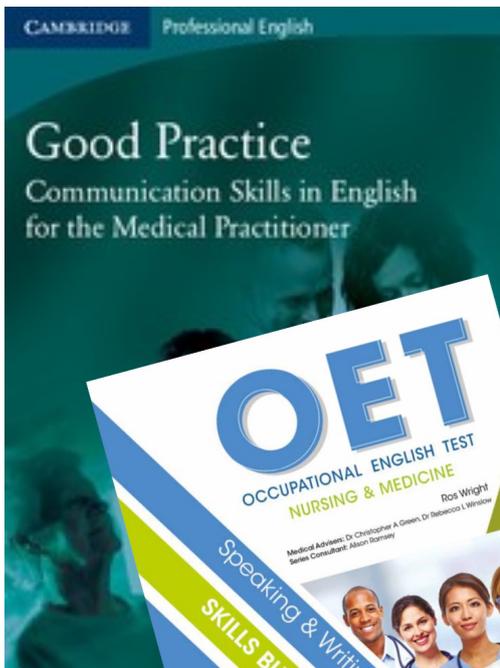
Remedium

Welcome to the NHS:
An induction course for
overseas clinicians
2021-2022



www.englishformedicine.net





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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 medical 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 is now a Trustee of the International Association of Teachers of English as a Foreign Language (IATEFL).

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Sole Trader N°: 6103663031

4 Chaucer Drive

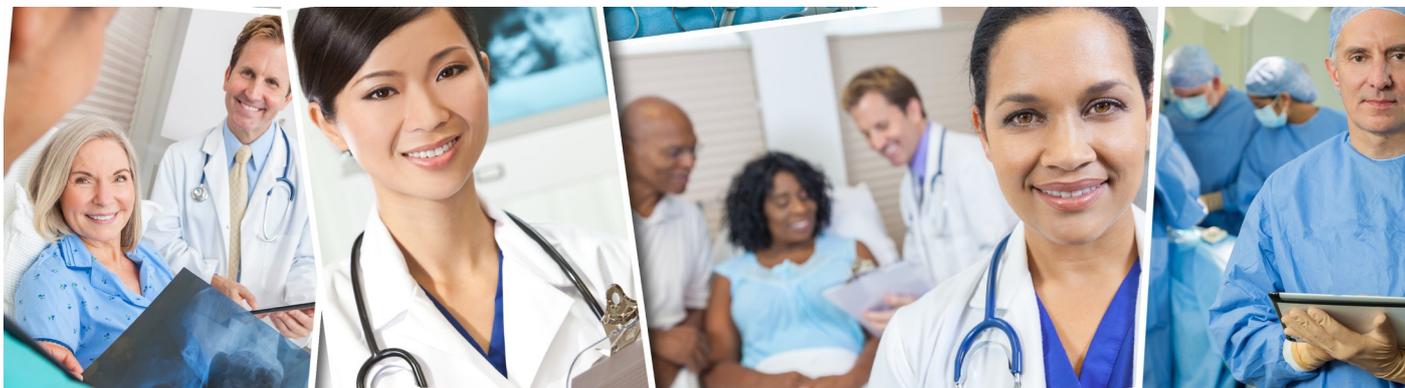
Lincoln

LN2 4LW

UK

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Course objectives

Despite high levels of English, the General Medical Council observed that overseas clinicians often experience *'difficulties with subtleties of language and dialect [...], misunderstandings of the nuances of non-verbal communication and social and behavioural norms'* (2014). While Roberts, Atkins & Hawthorne (2014) found that *'rhythm and intonation of speech'* had an impact on the information and attitudes conveyed by international medical graduates (2014). These issues of communication can have a knock-on effect for the treatment and care of patients.

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. 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 (see page 6) takes place via a video conferencing suite (usually Zoom) at the end of the 4-week period.



Course details

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



Module 1: Adapting to UK Culture

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



Module 2: Adopting a patient-centred approach

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



Module 3: Taking a social history

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

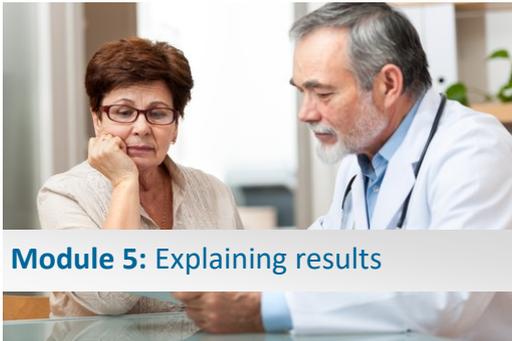


Module 4: Delivering bad news

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



Course details



Module 5: Explaining results

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



Module 6: Dealing with challenging patients & relatives

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



Module 7: Participating in handovers

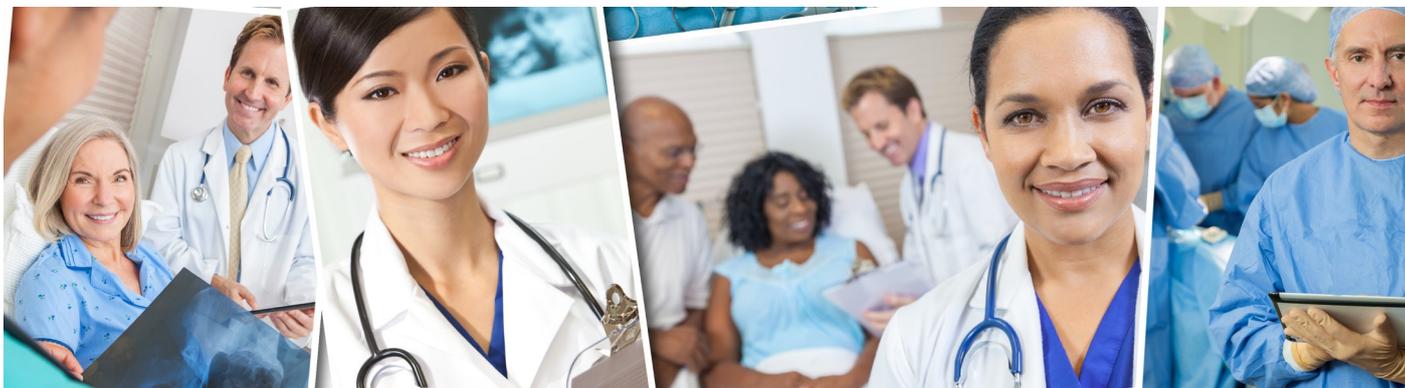
- Managing effective handovers
- Using ISBAR
- Participating in multi-disciplinary meetings



Module 8: Engaging in reflective practice

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





Assessment & evaluation

The end-of-course assessment will take place via video conference. You will take part in two role-plays, one of which you will be assessed on the skills you have developed during the course.

You will receive initial feedback immediately following your role play. 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 Hospitals NHS Trust

The Online Induction Course offered by Remedium was yet another wonderful platform which gave us a very good idea of the NHS. It also helped us to overcome the language barrier and taught us how to interact with the patients.

Dr Gopika Bhaskar
A&E, SHO
Mid Yorkshire Hospitals 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.

Thank you very much.
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

