



Chelsea and Westminster NHS Foundation Trust

Information booklet for International Medical Graduates



Chelsea & Westminster Hospital



West Middlesex Hospital



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Welcome to Chelsea and Westminster NHS Foundation Trust

We are very pleased to welcome you to the National Health Service (NHS). We know that this is an exciting time for you and appreciate how challenging it has been to finally start your career as a Chelsea and Westminster NHS Foundation Trust employee. There are going to be big changes for you to adjust to, including living in the UK, working in the NHS and being away from your families. We are dedicated to ensuring that you feel welcomed, supported, and happy throughout your time with us.

We hope that you will enjoy your time here, while also gaining a wide variety of experience and furthering your professional development. This pack is designed to give you an insight into the Trust, our local community and what to expect on your first few weeks.

Chelsea and Westminster Hospital NHS Foundation Trust is one of the top ranked and top performing hospital trusts in the UK. We employ more than 6,000 staff over our two main hospital sites, Chelsea and Westminster Hospital and West Middlesex University Hospital, and across 12 community-based clinics within North West London. We pride ourselves on providing outstanding care to a community of over 1.5 million people.

Both hospitals have major A&E departments, treating over 300,000 patients each year. The Trust is the second largest maternity service in England, delivering over 11,000 babies every year. Our specialist care includes the world-renowned burns service, which is the leading centre in London and the South East, we run Chelsea Children's Hospital with paediatric inpatient and outpatient services, and our specialist HIV and award-winning sexual health care services.

In partnership with CW+ our hospital charity we build and enhance clinical facilities to create an outstanding care environment for our patients and for our staff. We are growing our existing portfolio of innovation projects and our reputation in this field, to become a national leader for innovation within the NHS.

We aspire to provide locally based and accessible services enhanced by world-class clinical expertise. Our excellent financial and operational performance is a source of great pride to us. It is nationally recognised and sees us simultaneously achieving our financial plan while continuing to be one of the best performers against the national access standards for accident and emergency (A&E), referral to treatment (RTT) and cancer.

Through the Health and Care Partnership (HCP) in both North West and South West London we work as a wider health system to drive improvements to care, and to deliver integrated care in Hammersmith and Fulham, Hounslow and West London, and beyond.



About the Trust

Message from Chief Executive Lesley Watts

I am really pleased that you have chosen to join the team at Chelsea and Westminster Hospital NHS Foundation Trust which includes Chelsea and Westminster Hospital, West Middlesex University Hospital and a number of community sexual health and HIV services across London.

At Chelsea and Westminster you will find a fantastic team spirit and a commitment to developing you and your skills so that you can choose to have a long-term career with us. I started my career in the NHS as a nurse and I want the future stars of the NHS to have a similarly satisfying career and career progression while at our Trust.

Thank you for joining our team and hope that you will enjoy a long and rewarding career with us and I hope to meet you soon as a new starter!



Our Trust in 3 minutes (please click the link below to watch)

[Proud to Care—Trust Overview 2023 \(vimeo.com\)](https://vimeo.com/TrustOverview2023)

We are committed to providing all its employees with opportunities to develop their full potential to meet the Trust priorities. Induction is an essential element of this process, to enable staff to contribute effectively to their new role.

Local Induction

The purpose of the local induction is to familiarise you with the aims, objectives and expectations of your Division and ward. This should help clarify your role and responsibilities and assist your understanding of the practical day to day support that is available. This orientation package will enable you to settle into the unit and provide you with a useful framework for your continued development and to help you address any queries and concerns and should be completed in conjunction with your mentors and signed off by your manager.

Doctors Induction

The doctors induction complements the induction you will receive at a local level. The aim is to provide you with an overall understanding of the Trust and enable you to contribute to the priorities of the organisation. You are expected to attend the doctors induction as taking responsibility for your practical and theoretical development, but we will do as much as we can to help you.



Our values

The Trust has launched its values to patients and members of the public to demonstrate the standard of care and experience they should expect from any of our services.

*proud
to care*

- Putting patients first
- Responsive to, and supportive of, patients and staff
- Open, welcoming and honest
- Unfailingly kind, treating everyone with respect, compassion and dignity
- Determined to develop our skills and continuously improve the quality of care



Our priorities

1. Deliver high-quality patient-centred care

Patients, their friends, family, and carers will be treated with unfailing kindness and respect by every member of staff in every department and their experience and quality of care will be second to none.

2. Be the employer of choice

We will provide every member of staff with the support, information, facilities, and environment they need to develop in their roles and careers. We will recruit and retain the people we need to deliver high-quality services to our patients and other service users.

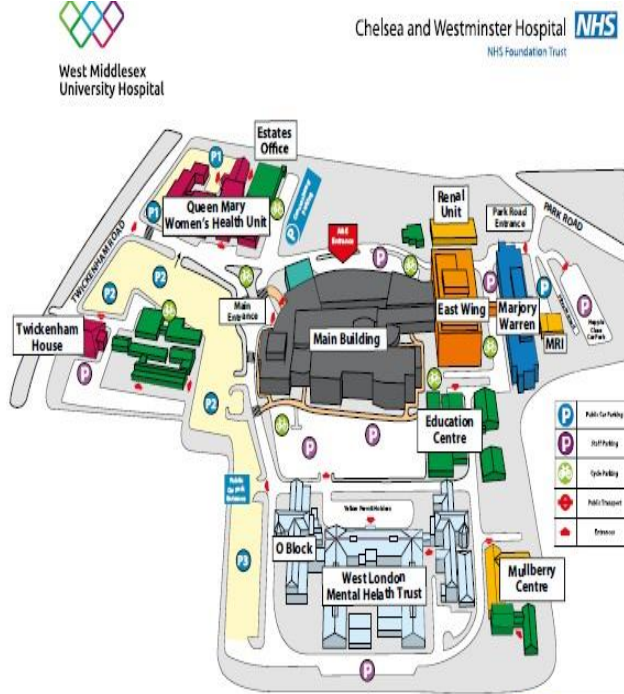
3. Deliver better care at lower cost

We will look to continuously improve the quality of care and patient experience through the most efficient use of available resources (financial and human, including staff, partners, stakeholders, volunteers, and friends).

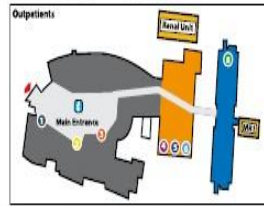


West Middlesex Hospital Map

Clinic/ Ward/Department	Secondary Information	Building	Floor
Accident & Emergency Main Reception	Use Accident and Emergency Entrance	Main Building	6
Accommodation - Residential	Helix and Galloway	External Building	
Acute Assessment Unit (AAU)	AMU Ward	Main Building	1
Acute Medical Unit (AMU) 1		Main Building	1
Acute Medical Unit (AMU) 2		Main Building	1
Adult Social Services		External Building	
Adult Social Workers Team	Hounslow PCT	External Building	
Ambulatory Emergency Care (AEC)	OPD 1	Main Building	0 6
Anaesthetics Department		East Wing	1
Antenatal Clinic	Antenatal Reception	Queen Mary Women's Health Unit	6
Anti-Coagulant Clinic	OPD 1	Main Building	0 6
Antenatal	Maternity Reception	Queen Mary Women's Health Unit	6
Audiology	OPD 5	East Wing	5 1
Blood Tests (Maternity)	Antenatal Reception	Queen Mary Women's Health Unit	6
Blood Tests (Phlebotomy)	OPD 1	Main Building	0 6
Breast Care Clinic	OPD 2	Main Building	0 6
Café Quaila	Café Coffee	Main Building	6
Cancer Services & Macmillan Nurses		East Wing	4
Cardiac Catheter Lab		Main Building	1
Cardiac Day Unit		Main Building	1
Cardio AMU	AMU2	Main Building	1
Cardio Rehabilitation	OPD 2	Main Building	0 6
Cardiology & ECG Clinic	OPD 2	Main Building	0 6
Care UK	OPD 1	Main Building	0 6
Care of the Elderly	OPD 8 - Admin Office	Marjory Warren	8
Cashiers		Main Building	6
Central Admissions		Main Building	1
Chemical Pathology Clinic	OPD 2	Main Building	0 6
Chest Clinic	OPD 2	Main Building	0 6
Children's & Families Team	Hounslow PCT	External Building	
Children's Outpatients Department		East Wing	3
Colorectal Surgery Clinic	OPD 4	East Wing	0 6
Colposcopy Unit	Women's Day Unit	Queen Mary Women's Health Unit	1
Coronary Care Unit	AMU 2	Main Building	1
Cranial Ward		Marjory Warren	1
Critical Care Centre		Main Building	1
CT Scanning	Clinical Imaging	Main Building	6
Day Assessment Unit	Antenatal Reception	Queen Mary Women's Health Unit	1
Delivery Suite	Maternity Reception	Queen Mary Women's Health Unit	6
Dermatology Clinic	OPD 3	Main Building	0 6
Diabetic Clinic	OPD 8 or depending on issue	Marjory Warren	8
Doctors Mess		East Wing	2
Ear, Nose and Throat (ENT) Clinic	OPD 5	East Wing	5 1
Early Pregnancy Unit	OPD 1	Main Building	0 6
ECG and ECHO - Diagnostic Cardiology	OPD 2	Main Building	0 6
Education Centre		External Building	
Emergency Surgical Ambulatory Care	Richmond Ward	Main Building	1
Endocrinology Clinic	OPD 4	Main Building	0 6
Endoscopy Unit		East Wing	6
Estates & Facilities Department		External Building	
Finance Department		East Wing	2
Fracture Clinic (Orthopaedics)	OPD 3	Main Building	0 6
Gastrointestinal Clinic	OPD 4	East Wing	0 6
General Medicine	OPD 2	Main Building	0 6
General Surgery Clinic	OPD 2	Main Building	0 6
Genito-Urinary Medicine		Twickenham House	1
Glucose Tolerance Test (Maternity)	Antenatal Reception	Queen Mary Women's Health Unit	6
Gynaecological Ultrasound		Twickenham House	1
Gynaecology Clinic		Twickenham House	1
Gynaecology Rapid Access Clinic		Twickenham House	1
Haematology Clinic	OPD 8	Marjory Warren	8



Hospital Site Map



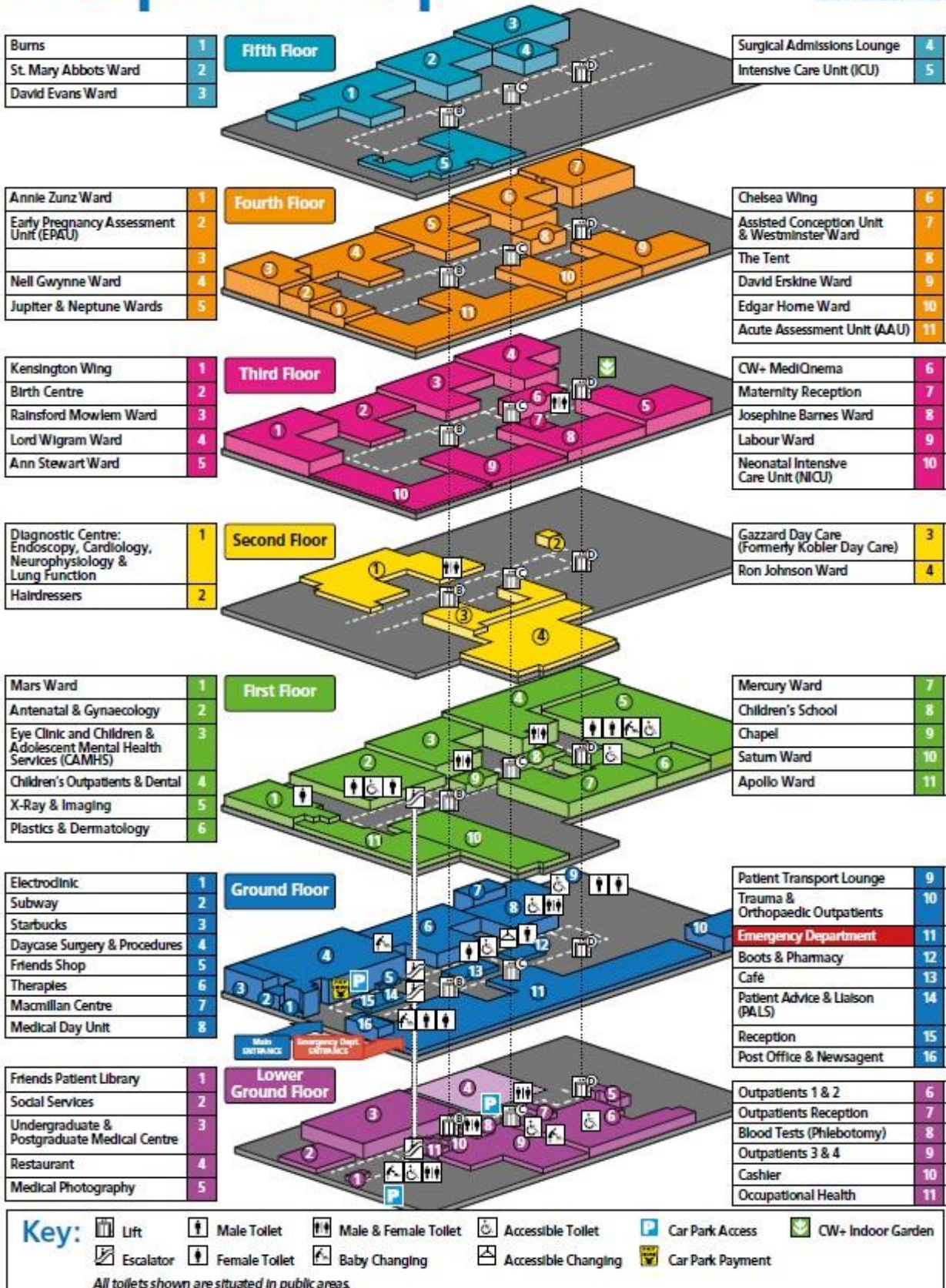
Clinic/ Ward/Department	Secondary Information	Building	Floor
Haematology & Oncology Day Unit	OPD 8	Marjory Warren	8
Hearing Therapy	OPD 5	East Wing	5 1
Heart Failure Clinic (Cardio Rehabilitation)	OPD 2	Main Building	0 6
High Dependency Unit (HDU)		Main Building	1
Hounslow Liaison Psychiatry Service Team		Marjory Warren	1
Human Resources		East Wing	2
ICT Department		East Wing	2
Integrated Governance and Risk		East Wing	4
Infection Prevention and Control		East Wing	4
Inpatient Occupational Therapy	Room 5	East Wing	5 1
Intensive Care Unit (ICU)		Main Building	1
Kew Ward		Marjory Warren	8
Lampton Ward		Marjory Warren	1
Lung Function Laboratory	OPD 2	Main Building	0 6
Main Entrance		Main Building	6
Main Restaurant	X Rumbles	East Wing	6
Marble Hill Ward 1		Marjory Warren	6

Clinic/ Ward/Department	Secondary Information	Building	Floor
Marble Hill Ward 2		Marjory Warren	6
Maternity Booking Office	Antenatal Reception	Queen Mary Women's Health Unit	6
Maternity Reception		Queen Mary Women's Health Unit	6
Maxillofacial Prosthodontics	OPD 5	East Wing	5 1
Medical Assessment Clinic	OPD 1 AEC	Main Building	0 6
Medical Day Unit	AMU	Main Building	1
Meeting & Conference Rooms A-F		East Wing	2
Mulberry Centre		External Building	
Mortuary		Main Building	1
MRI Centre	Alliance Medical	Marjory Warren	8
Multi-Faith Centre		Main Building	6
Musculo-Skeletal Clinic	OPD 3	Main Building	0 6
Obstetric Ultrasound		Queen Mary Women's Health Unit	6
Occupational Health Unit		External Building	
Operating Theatres		Main Building	1
Oral Surgery	OPD 5	East Wing	5 1
Orthopaedics	OPD 3	Main Building	0 6
Orthotics	OPD 3	Main Building	0 6
Osterley Ward 1 & 2		Main Building	3

Clinic/ Ward/Department	Secondary Information	Building	Floor
Outpatients 1		Main Building	0 6
Outpatients 2		Main Building	0 6
Outpatients 3		Main Building	0 6
Outpatients 4		East Wing	0 6
Outpatients 5		East Wing	5 1
Outpatients 6		East Wing	0 6
Outpatients 8		Marjory Warren	8
Paediatric Assessment Unit (PAU)		East Wing	3
Parking Pay Meter		Main Building	6
Pathology		East Wing	1
Patient Advice and Liaison Service (PALS)		Main Building	6
Patient Transport Office (NEPT)		Main Building	6
Patricia Bowen Library		External Building	
Pharmacy Inpatients Dispensary		East Wing	8
Pharmacy Outpatients Dispensary		Main Building	6
Phlebotomy (Blood Tests)	OPD 1	Main Building	0 6
Physio Therapy - Inpatient	Room 5	East Wing	8
Physio Therapy - Outpatients	O Block	External Building	
Place of Rest		Main Building	8
Plaster Room	OPD 3	East Wing	0 6
Plastic Surgery Clinic	OPD 3	Main Building	0 6
Pediatric Clinic	OPD 3	Main Building	0 6
Post Room		East Wing	8
Post-natal Suite	Maternity Reception	Queen Mary Women's Health Unit	6
Pre-Assessment		Main Building	1
Procurement Office		External Building	
Queen Mary Birth Unit	Maternity Reception	Queen Mary Women's Health Unit	6
Radio West Middlesex		East Wing	8
Rapid Access Chest Pain Clinic	OPD 2	Main Building	0 6
Receipts and Dispatch (Hospital Goods)		External Building	
Registrar of Births and Deaths		East Wing	2
Relatives Overnight Room		East Wing	2
Renal Dialysis		External Building	
Reproductive Medicine	Women's Day Unit	Queen Mary Women's Health Unit	1
Research and Development		East Wing	4
Rheumatology	OPD 3	Main Building	0 6
Richmond Ward		Main Building	1
Security Office		Main Building	6
Shop	WHSmith	Main Building	6
Speech Therapy	OPD 5	East Wing	5 1
Special Care Baby Unit (SCBU)	Maternity Reception	Queen Mary Women's Health Unit	6
Starlight Ward		East Wing	3
Sterile Services Department		East Wing	1
Sunshine Ward		East Wing	3
Supported Discharge Lounge	Marble Hill Ward 2	Marjory Warren	6
Surgical Appliances	OPD 3	Main Building	0 6
Surgical Assessment Unit	Richmond Ward	Main Building	1
Svan Wards 1 & 2		Main Building	2
Taxi Service & Booking Office		Main Building	6
Thoracic Medicine	OPD 2	Main Building	0 6
Tissue Viability - Outpatients Clinic	OPD 3	Main Building	0 6
Trust Executive Offices		East Wing	3
Tuberculosis (TB)	OPD 2 - Chest Clinic	Main Building	0 6
Ultrasound	Clinical Imaging	Main Building	6
Ultrasound Department & Reception (Maternity)		Queen Mary Women's Health Unit	6
Urgent Care Centre (UCC)		Main Building	6
Urology	OPD 6	East Wing	0 6
Voluntary Services Manager	via Human Resources	East Wing	2
West London Day Surgery Centre		Main Building	1
Women's Day Unit		Queen Mary Women's Health Unit	1
Women's Health Unit	Queen Mary Women's Health Unit	Queen Mary Women's Health Unit	6
Women's Services and Sexual Health		Twickenham House	1
X Ray	Clinical Imaging	Main Building	6



Chelsea and Westminster Hospital Map





Life in the UK



London may be the capital city of England, but it is also one of the most multicultural cities in the world. As a matter of fact, one-third of all Londoners are foreign-born, and over 200 languages are spoken throughout its many streets and neighbourhoods.

Whether you would like to feel at home or explore a different culture and cuisine, we have listed a few places for you to experience this.

Brixton

Declared as the unofficial capital of the British African-Caribbean community.

Camden

This popular London neighbourhood has a ton of Latin American culture.

Chinatown

Located in Westminster borough, Chinatown is packed full of Chinese supermarkets, bakeries, and over 80 different Chinese restaurants.

Ealing

Ealing has an extremely diverse multicultural population (with Irish, Indian, Japanese and South Asian communities), but lately it has become known as having one of the largest Polish populations in London.

Earl's Court Unofficially called "Little Manila", Earl's Court boasts a number of Filipino restaurants and grocery stores.



Enfield

A large presence of both the Turkish and Greek communities exists in Enfield, which is home to both ethnic groups as well as Turkish and Greek Cypriots.

Golders Green

The Jewish community is especially prevalent in this northern London neighbourhood, but the area also features a cosmopolitan of various cultures like Japanese, Turkish, Korean and Italian.

Hounslow

A large suburban district of West London. Has a high degree of people who ethnically identify as BAME and it is the borough's most diverse town. It is most famous for the fact that Heathrow Airport is located right next to the borough.

New Malden

Known as "Little Korea," New Malden is said to have one of the most densely populated areas of Koreans outside of South Korea.

Peckham

This district in south London's Southwark borough is affectionately named "Little Lagos," after Nigeria's capital city.

Tooting

With a thriving Indian and Asian culture, it's easy to see why nicknames like "Little India" and "Curry Corridor" were given to this neighbourhood in southern London.

Tower Hamlets

The Bangladeshi community is one of London's largest ethnic groups and its community centre can be found in Tower Hamlets.

Waltham Forest

Waltham Forest has one of the highest ethnic populations in Europe, mostly consisting of Eastern Europeans and British Pakistanis.



Accommodation

Helix House and Galloway House at West Middlesex University Hospital

Providing an enviable commute of less than a five-minute walk to the hospital, Helix House and Galloway House offers comfortable independent living. Accommodation consists of five rooms per floor with a shared kitchen and bathroom. Rooms are fully furnished with ensuite laundry and centrally heated with a weekly cleaning service in communal areas. During office hours the Estates and Facilities team are on site and manage the building with an out-of-hours security service.

A deposit of £600 and a payment of one month's rent is required to secure a room. Terms and Lets can be flexible—please contact the accommodation office to discuss.

- Single room £600 pcm





Doughty House at Chelsea and Westminster Hospital

Doughty House provides accommodation to staff at the nearby Chelsea and Westminster hospital as well as public sector workers and local professional

The flat is fully furnished and centrally heated. There is a Launderette on site and an all inclusive weekly cleaning service is carried out to the apartment. Staff are available onsite during office hours, and a security service is available for all emergencies outside office hours.

The accommodation consists of a furnished bedroom with a shared kitchen bathroom and lounge/dining facilities. A deposit of £720 or £750 is required to secure a room.

Rent per month (All inclusive): Attic

Room - £ 561

Standard Room - £720 or £750



Our Key Living accommodation is for front line public sector workers (e.g. health, community, education, emergency services etc.) and professionals working in the area. To find out more call Diana Nikollaj at 02033156993/3356 or email diana.nikollaj@nhs.net or chelwest.accomodation@nhs.net



Renting in London

Here are some of the websites that advertise property rentals:

1. Rightmove – <https://www.rightmove.co.uk/>
2. Zoopla – <https://www.zoopla.co.uk/>
3. OnTheMarket – <https://www.onthemarket.com/>
4. Open Rent – <https://www.openrent.co.uk/>

We recommend that you take a look at some properties on the websites to give you an idea of the average rental costs. Most overseas doctors prefer to rent a property to share with their colleagues or friends. For example, three doctors can share the rental cost of a 3 bedroom flat. However, not all landlords allow this, so it is best to check with them first.

If you prefer renting a room instead of an entire property, you may also look for available rooms on SpareRoom: <https://www.spareroom.co.uk/> and Homestay accommodation: <https://www.homestay.com/>. There are also key workers accommodation available for NHS staff which may be cheaper than typical market rent. Your options and availability depend on the area where you would like to live. Please approach your trust's international recruitment lead for assistance.

When you've found a property to rent, you will have to pay a deposit before you move in. The Trust will loan you money for deposit. Make sure you understand everything that is written on the tenancy agreement before signing it and making the payment. If there is anything that you do not understand, clarify the information with your letting agent or landlord. Do not hesitate to ask for support from your trust's international recruitment lead. It is important to note that most accommodations require a minimum of 3, 6, or 12 months of tenancy duration.

To help you avoid scams when renting, we advise you view the property and have a signed contract prior to the transfer of any money. When renting for the first time, it may be safer to do so via a letting agent or reputable website rather than privately. Holding deposits should not normally exceed 5 weeks rent, so be cautious if it does.

[How to Spot Rental Fraud | News & Trends | Experian](#)

Rental Checks

Before you can rent a potential new accommodation, you will need to provide certain references and documents to the letting agent or landlord. You need to show you can afford the rent – and that you'll be reliable in paying it – and that you're a trustworthy person who will look after the flat or house. You will also have to show you have a 'right to rent' in the UK.

Your letting agent or landlord will find this out by carrying out a few checks which will usually include:

- Asking for proof of character in the form of references from your current landlord and employer
- Asking for documentation to show proof of your income. This may include pay slips and three months of bank statements



- Running a credit check on you with an independent credit reference agency. They need to ask for your consent before doing this.
- Asking to see your passport and/or residence permit

Household Bills

When renting a property, there are additional costs to consider. Some property rental costs already include the bills listed below, so it is best to check with the agency or landlord first if this is the case.

Items	Average Costs
Council tax	£120-£170/month but you can get a 25% reduction if living alone
Utility bills (gas, electricity, water)	On average per 1 person, £300/month(at least but can vary)
TV licence	£13.25/month
Internet	£25/month

Citizens Advice Bureau

Citizens Advice is an independent organisation specialising in confidential information and advice to assist people with legal, debt, consumer, housing, and other problems in the UK. You can find further information about housing on their [website](#).

Weather & Clothing

The weather in the UK varies depending on season and ranges from its coldest period at 0 degrees Celsius to its hottest period hitting maximum temperature of 30 degrees Celsius.

In autumn and winter months (October to March), you can expect the temperature to vary from approximately 0 degrees Celsius to 15 degrees Celsius. Typically, during these months, you will need to wear trainers or boots on your feet and trousers, jumpers, and coats to stay warm outside. It will help if you also wear gloves, a scarf, and a hat. London can be very rainy during autumn and winter, so you may need to bring an umbrella or raincoat.

In spring and summer seasons (April to September), you can expect temperatures to range from 10 degrees Celsius to 30 degrees Celsius. You may want to wear trainers or sandals on your feet and dress in light clothing that will keep you cool.

You can monitor the weather forecast [here](#).



Food

There are many British and international supermarkets in London, where you can find a diverse range of food items. English supermarkets vary in price, some being a lot more expensive than others, so be careful of this when you first arrive.

Below are the biggest supermarkets in the UK, listed from least expensive to most expensive.

In terms of water, it is important to note that you can drink tap water in the UK. To check on the quality of the water in your area, you may visit this [website](#).



Supermarkets and convenience stores near to Chelsea and Westminster Hospital



Tesco Express, 248 Fulham Rd, Kensington, London SW10 9NA (across from hospital)

Marks and Spencer, Omega House, 471-487 King's Rd, Chelsea, London SW10 0LU

Co-op Food, 289 - 291 Fulham Road, Chelsea, London SW10 9PZ



Supermarkets and convenience stores near to West Middlesex University Hospital



Asda Twickenham Supermarket, Ivybridge Retail Park, Twickenham Road, Twickenham TW7 7DY

Tesco Express, 317-323 London Road, Isleworth, TW7 5AY








Tesco Extra, Mogden Lane, Isleworth TW7 7JY

Tesco Extra, Osterley Park, Syon Lane, Isleworth, TW7 5NZ



Currency

In the United Kingdom, the official currency is the pound sterling (symbol: £; ISO code: GBP) and is divided into one hundred pence. (abbreviated as p). In the UK we have both coins and notes in circulation — please see below— and often referred to as cash. Due to the pandemic, some retail businesses prefer contactless payments rather than cash.

 1p – One Penny	 2p – Two Pence	 5p – Five Pence	 10p – Ten Pence
 20p – Twenty Pence	 50p – Fifty Pence	 £1 – One Pound	 £2 – Two Pounds
 £5 – Five Pounds	 £10 – Ten Pounds	 £20 – Twenty Pounds	 £50 – Fifty Pounds



Public Transport

Public Transport Options



London has 32 boroughs and it is very easy to cover the city with its excellent transport system run by [Transport for London](#). There are many different ways of travelling around London via public transport. We have buses, underground trains, overground trains, cycle hire and even trams in some areas. In this handbook, we will discuss the most commonly used ones.

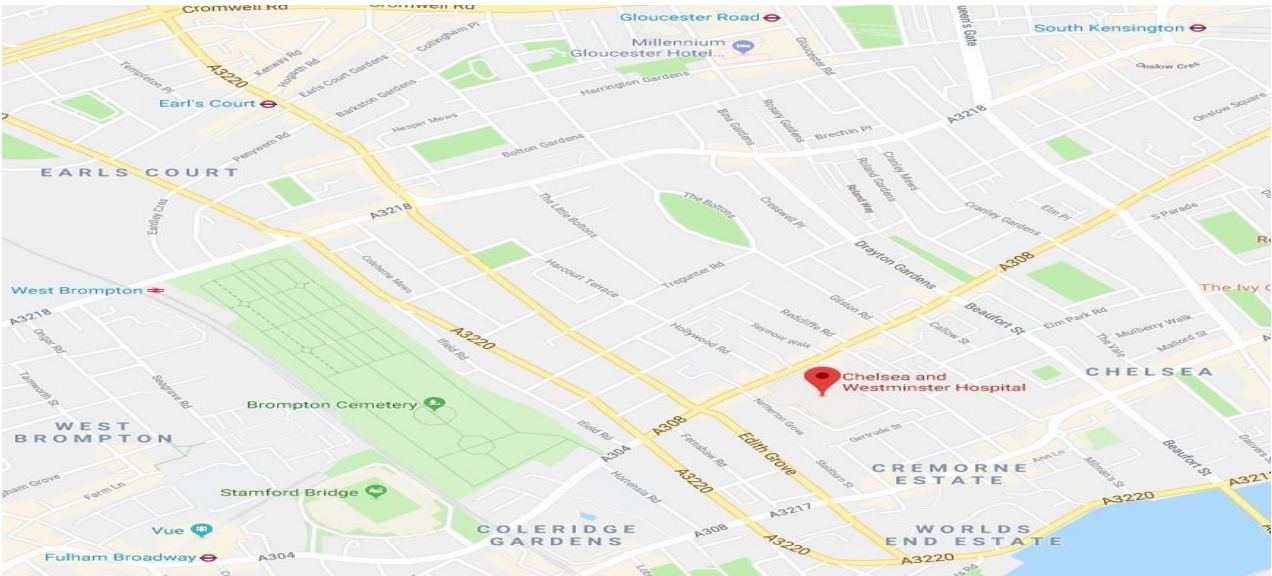
London's public transport is divided into Zones 1–6. Most main attractions and the city centre are located within Zone 1, however if you would like to travel further, you will be able to easily access other zones via several different means of travel. All public transport methods run until late (most until midnight) and some tube lines and buses run 24 hours a day.

Buses are a more economical method of travelling but they are often slower than the tube. There are many bus routes throughout London so it is likely you will be able to make your journey via bus. Bus stops provide useful information for passengers in the form of timetables and maps. Below, you can find an example of a bus stop information panel.





Local transport from Chelsea and Westminster Hospital There are bus stops outside the front of the hospital and five tube stations close by



Buses from Chelsea and Westminster	Tube & Train stations near Chelsea and Westminster
14 – towards Putney or Warren Street	Fulham Broadway
211 – towards Hammersmith or Waterloo	West Brompton
328 – towards Chelsea Golders or Green	Earl’s Court
414 – towards Maida Hill or Putney Bridge	Gloucester Road
C3 – towards Clapham or Earl’s Court	South Kensington

Local transport from West Middlesex Hospital



Buses from West Middlesex	Train Stations near West Middlesex
481 – towards Kingston	Syon Lane
117 – towards Staines	Isleworth
H22 – towards Hounslow	



Payment Options

Oyster Pay As You Go



An Oyster card is a smart card that you add money to, so you can pay as you go. It can be used to pay for travel on buses, Tubes, Trams, DLR, London Overground, most TfL Rail, Emirates Air Line and Thames Clippers River Bus services. You can also travel on most National Rail services in London and some outside London.



Contactless and Mobile Pay as You Go

You can pay for your travel on buses, trains and on the London underground system by using either your mobile phone or a bank card that has the contactless payment symbol. **Payment in cash is no longer accepted.**

To use your phone or bank card, simply touch the yellow card reader which will open the entry and exit barriers in all tube and train stations. You must then touch out using the same card phone at the end of your destination. If you are traveling by bus, simply touch the yellow card readers at the start of your journey.

Useful applications

There are many apps available that you can use to help you plan your journey. In particular we would recommend you use the following:

Transport for London (TfL)



TfL Go App – The app shows the tube map, allows you to plan your journey, see the bus stops near you, and check the status of train lines. TfL Website – On the TfL website, you can [plan your journey](#) and check [live bus arrivals](#).

Tube Map



This app shows the official TfL (Transport for London) Tube Map.

Citymapper



This app displays transport options, usually with live timing, between any two locations in London or other supported cities.

Google Maps



This app provides real-time GPS navigation, traffic, and public transport information.



Idioms & Colloquialisms

The UK has some unique colloquialisms and regional expressions that can lend a region specific and less formal touch to any piece of writing. These are a few notable ones, including many British slang words:

Word / Phrase	Meaning
Ace	A word to describe something excellent
Banter	To joke or to exchange witty (quick and fun) remarks with others
Blimey	Exclamation of surprise
Bloke	A regular man or "guy"
Boot	The trunk of a car
Brilliant	Something that's really great
Brolly	An umbrella
Cheeky	To be overly familiar or bold, sometimes in an endearing way
Cheers	Thank you
Chuffed	Proud or excited
Cuppa	"Cup of; a cup of tea
Dodgy	Something less than safe or secure
Dosh	Money, cash
Easy peasy	Expressing something is easy to do or understand
Faff around / faff about	Looking busy but achieving very little
Fit	Attractive
Full of beans	Someone very energetic and vivacious
Gobsmacked	Completely surprised
Gutted	Horribly disappointed
Grub	Slang for food
In a jiffy	To do something shortly / quickly
Kip	Sleep
Knackered	Totally exhausted
Lift	Elevator
Loo	Toilet
Mate	A friend
Nosh	Food
Nowt	Nothing
Number 1	Pee or pass urine
Number 2	Poo or bowel open
One off	An expression used to describe something unique
Piece of cake	Easy to do



Posh	Something or someone that is very fancy
Quid	Slang for one-pound sterling
Rubbish	An exclamation meaning something is untrue or of poor quality
Spend a penny	This means going to the bathroom
Ta	Short for thanks
Up for it / I'm down	Slang for being enthusiastic/willing to participate
Wonky	Another word for shaky or unstable
Wind-up	Teasing or taunting someone
Yonks	A long period of time

Religions

London has centres of worship for a multitude of faiths. The latest data from the 2021 census recorded responses with the following religious beliefs: Christianity, Islam, Hinduism, Judaism, Sikhism, Buddhism, Others, and None.

Places of Worship: Near Chelsea and Westminster Hospital

<u>Our Lady of Dolours, R C Church</u> 264 Fulham Rd Kensington SW10 9EL	<u>Christian Peoples Alliance Church</u> St. Luke's Community Centre 85 Tarling Rd E16 1HN
<u>Sikh Temple</u> Radha Krishna Temple Shyama Ashram 33 Balham High Rd SW12 9AL	<u>Hindu Temple</u> Balham Mandir 33 Balham High Rd Balham SW12 9AL
<u>Buddhist Centre</u> West London Buddhist Centre Royal Oak House 45A Porchester Rd W2 5DP	<u>Jewish Synagogue</u> The Liberal Jewish Synagogue 28 St Johns Wood Road NW8 7HA
<u>Muslim</u> London Central Mosque Trust & The Islamic Cultural Centre 146 Park Road NW8 7RG	<u>Chelsea Community Baptist Church</u> Edith Grove Chelsea SW10 0LB
<u>Chelsea Old Church</u> 64 Cheyne Walk SW3 5LT	



Places of Worship: Near West Middlesex University Hospital

<p><u>Church of England (Anglican)</u> All Saints Church Butter Field House 63 Church Street Isleworth TW7 6BE</p>	<p><u>Our Lady of Sorrows and St Bridget of Sweden</u> <u>RC CHURCH</u> 112 Twickenham Road Isleworth TW7 6DL</p>
<p><u>St John the Baptist</u> Isleworth St Johns Road Isleworth TW7 6NY</p>	<p><u>Hounslow Jamia Masjid & Islamic Centre</u> 367 Wellington Road South Hounslow TW4 5HU</p>
<p><u>Sri Guru Singh Sabha, Sikh temple</u> Alice Hanworth Hounslow TW3 3UD</p>	<p><u>Ram Mandir Hindu Temple</u> 27 Hogarth Gardens Hounslow TW5 0QS</p>
<p><u>Punjab Buddhist Society UK</u> 112 Mansell Rd Greenford UB6 9</p>	<p><u>Richmond Synagogue</u> Lichfield Gardens Richmond TW9 1AP</p>

Things to do in London



Shopping Centres

London has an amazing array of fantastic places to shop. Most shopping centres also have places to stop for coffee and lunch. The biggest shopping centres in London are the following: [Westfield Shepherds Bush](#), [Westfield Stratford](#), [London Designer Outlet](#), [Canary Wharf Shopping Centre](#), and [Brent Cross Shopping Centre](#).



Parks

With 3,000 parks of varying sizes designated by the boroughs as 'public open space', London is a green city. The eight main royal parks, from biggest to smallest land area are the following: Richmond Park, Bushy Park, Regent's Park, Hyde Park, Kensington Gardens, Greenwich Park, St James' Park, and Green Park. For further information, visit [their website](#).



Museums

London has an abundance of world-class museums. Majority of these are free to enter. The most popular museums in London for tourists and residents alike are the following: [V&A \(Victoria and Albert\) Museum](#), [British Museum](#), [Natural History Museum](#), [Imperial War Museum](#), and [Science Museum](#).



The West End

The West End, also known as “Theatreland”, is the area of central London containing many of London's theatres. If you like plays and musicals, this is a wonderful place to go as it is home to approximately forty venues.



Tourist Attractions

The most popular tourist attractions in London are the following: [Buckingham Palace](#), [Big Ben and the Parliament](#), [Tower Bridge](#), [London Eye](#), [Westminster Abbey](#), and [Tower of London](#).



Food Markets

There are great eats on every street of the capital. Here are London’s best markets and food halls for some grub on the go: [Bang Bang Oriental](#), [Borough Market](#), [Boxpark](#), [Camden Market](#), [Mercato Metropolitano](#), [Seven Dials Market](#), [The Kitchens at Old Spitalfields Market](#).



Pubs

Pub culture is an integral part of British life. Pubs are a place to go to socialise, relax and have a drink. They usually serve lager, ale, bitter, and spirits. If you’re not a drinker, then you can easily order a soft drink or pub food. London has a vibrant pub scene with over 3500 pubs.

Telecommunications

There are a few things that will make you feel settled in London such as getting a local SIM card and setting up your UK mobile phone number. When it comes to networks, most of the country has 4G or 4G+ connectivity, particularly in towns and cities so you should not have connection issues. 5G launches began in the second half of 2019. Availability continues to spread across the country.

In the UK, there are four big companies that provide cellular mobile coverage: EE, O2, Three & Vodafone. Each of them offers around 99% population coverage across the UK. However, we have found that most overseas doctors use Three or giffgaff as they offer the cheapest mobile plans.



Health

Registering with a Doctor and Dentist

The NHS is the UK's public health system, providing free medical treatment for millions of people every year. You are eligible for free NHS treatment. To register with a doctor you can obtain a list of your local GPs from NHS website:

<https://www.nhs.uk/ServiceSearch/GP/LocationSearch/4>

Once you have registered with a doctor, register with a local dentist as soon as possible. First of all, make sure that the dentist accepts NHS patients – some dentists only accept private patients. You can use this link to find a dentist near you:

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

Pharmacists

The pharmacists in the pharmacy are experts in medicines who can help you with minor health concerns. As qualified healthcare professionals, they can offer clinical advice and over-the-counter medicines for a range of minor illnesses, such as coughs, colds, sore throats, tummy trouble and aches and pains. Most pharmacies have a private consultation room where you can discuss issues with pharmacy staff without being overheard. Many pharmacies are open until late and at weekends. You do not need an appointment. [Prescription charges](#) apply and currently this is charged at £9.65/ item. If you know you have regular medications, you may be able to save money by applying for prepayment certificate (PPC):

- a 3-month PPC costs £31.25
- a 12-month PPC is £111.60
- a 12-month OOC for hormone replacement therapy (HRT) is only £19.30

You can use this link to find a pharmacy near you:

<https://www.nhs.uk/servicesearch/pharmacy/find-a-pharmacy>

Sexual Health Services

[Sexual health services](#) are free and available to everyone, regardless of sex, age, ethnic origin, and sexual orientation.

A sexual health clinic should be able to give you advice about both sexually transmitted infections (STIs) and contraception. They are sometimes called family planning, GUM or sexual and reproductive health clinics. Their services are completely confidential. This means that your personal details and any information about the tests or treatments you have received will not be shared with anyone outside the sexual health service without your permission. This includes your GP.

You can use this link to find a sexual health clinic near you: <https://www.nhs.uk/service-search/sexual-health/find-a-sexual-health-clinic>



Hospitals

You'll usually need a GP referral to access hospital treatment, except in an emergency. [Hospital treatment](#) is free for those ordinarily resident in the UK, and that includes you.

You can use this link to find a hospital near you: <https://www.nhs.uk/Service-Search/otherservices/Hospital/LocationSearch/7>

Urgent Care Centres (UCCs)

[Urgent care centres](#) are for medical emergencies that are not life threatening. They provide a range of treatments and service and can treat most injuries and illnesses that are urgent. This may include sprains and strains, fractures and suspected broken bones, minor head injuries, cuts, and wound infections. Urgent care is for anything that needs the same day treatment.

To get treatment at an urgent treatment centre, first call NHS 111. They will assess your condition and book you an appointment to see a clinician. This will mean you will avoid spending unnecessary time in the waiting room to be seen. The treatment centres have been made as safe as possible for patients and staff, and social distancing measures are in place.

The urgent treatment centres are GP-led, with doctors and nurses who will provide treatment.

You can use this link to find an urgent care centre near you: <https://www.nhs.uk/service-search/other-services/Urgent-Care/LocationSearch/1824>



Occupational Health Service

Clinical staff will be required to attend an Occupational Health New Starter Appointment (ideally within your first week of starting) – you will be booked accordingly and details sent to you via Trust email.

Annual Leave

All Medical Staff below the level of consultant/SAS doctor are required to give six weeks' notice of annual leave requests. The amount of holiday you get depends on how long you've been working for the NHS. You can expect to get holiday in line with this table:

Category of staff	Annual Leave Entitlements
Consultants (2003 Contract) with up to 7 years seniority	32 working days per annum (pro rata for periods of less than 12 months includes 2 statutory days)
Consultants (2003 Contract with 7 years or more seniority)	34 working days per annum (pro rata for periods of less than 12 months includes 2 statutory days)
Consultants pre-2003 contract	32 working days per annum (pro rata for periods less than 12 months includes 2 statutory days)
Associate Specialists	32 working days per annum (pro rata for periods less than 12 months includes 2 statutory days)
Specialty Doctors	If less than two years as a Specialty Doctor or equivalent service 28 (including 2 statutory days) working days. For Doctors who have completed two years as a Specialty Doctor or equivalent service 32 working days (includes 2 statutory days) and 34 working days (including 2 statutory days) after 7 years' service
Doctors in Training (2016 contract)	On first appointment to the NHS: 27 working days (includes 2 statutory days) After five years' completed NHS service: 32 working days (includes two statutory days)
Trust Senior Clinical Fellows	32 working days per annum (pro rata for periods less than 12 months includes 2 statutory days)
Trust Junior Clinical Fellows	27 working days per annum (pro rata for periods less than 12 months includes 2 statutory days)

Other Types of Leave

We are a people-focused organisation, and we know that sometimes you need time off in an emergency, or when big things happen in your life. This is arranged with your manager and is based around your individual needs. You can find further information on [NHS Terms and Conditions](#).



Sickness Absence

It is your responsibility to ensure that you adhere to local reporting arrangements as detailed in your trust's policy and any local operational arrangements. If you do not adhere to the local reporting arrangements any absence may be deemed to be unauthorised for which you may not receive occupational sick pay and for which disciplinary action may be taken. Employees absent from work owing to illness will be entitled to receive sick pay in accordance with the scale below:

Length of NHS Service	Full pay	Half pay
During the first year of service	1 month	2 months
During the 2 nd year of service	2 months	2 months
During the 3 rd year of service	4 months	4 months
During the 4 th and 5 th years	5 months	5 months
After 5 years' service	6 months	6 months

Maternity, Paternity, and Adoption Leave

To qualify for paid and unpaid maternity/adoption leave you should notify your line manager and your HR team no later than the end of the 15th week before the expected week of childbirth. You are entitled to 52 weeks' maternity leave, irrespective of the length of your continuous service.

For maternity leave, staff who have 12 months NHS service by the eleventh week before expected childbirth get:

- 8 weeks of leave on full pay, less any Statutory Maternity Pay
- a further 18 weeks on half pay, plus any Statutory Maternity Pay
- a further 13 weeks of Statutory Maternity Pay or maternity allowance that they are entitled to under the statutory scheme
- the remaining 13 weeks on unpaid leave

They can opt to share this time off with your partner. Two weeks of paid paternity leave are also available for partners with 12 months of NHS service.

You can read more about Statutory Maternity Pay [here](#).

For any HR general queries, please email: hrcoordinators@nhs.net or call 0203 315 8387 / 7929 / 2272

Compassionate leave

Bereavement/compassionate leave is leave that is granted to an employee if they experience the bereavement of a dependant. You have a statutory right from day one of your employment to bereavement/compassionate leave.



Finance

Salary

Your salary will be paid monthly in arrears in the amount of 1/12th of the annual rate by credit transfer directly into your bank account on or around the 25th of each month. Where the 25th falls on a Saturday, you will normally be paid the working day beforehand. Where the 25th falls on a Sunday or bank holiday Monday, you will normally be paid the preceding working day.

If you arrive in the UK and commence your employment after the payroll cut-off date, don't worry as you will receive cash advance from your trust which you will need to repay at a later date by salary deduction. However, it is also recommended that you bring some pocket money converted to British pounds to help with your expenses until you get your first salary.

For any payroll related queries, please contact:

Email: Imperial.chelseapayrollqueries@nhs.net or call 0203 315 3928

Bank Account

When you arrive, you will need to set up a UK bank account. Your trust's international recruitment team may be able to provide advice to help you set this. The common UK banking options that you may wish to contact are:

- HSBC – you may already have an account with them in your home country which may simplify the process in terms of opening a UK account
- NatWest
- Barclays
- Nationwide
- Santander
- First Direct
- Monzo – is an online bank and you manage everything via your phone

Some websites for comparison of bank accounts:

[Uswitch - current accounts](#)

[MSE bank account guide](#)

Unsocial Hours

You will be paid an enhancement for time worked during unsocial hours. Unsocial hours payments are worked out using basic salary but excluding high cost area supplements and all other supplements and payments.



Temporary Staffing Opportunities (Bank)

Banking opportunities have nothing to do with the banking industry. Working as bank staff means that you can work extra shifts outside of your normal job. This can be with your main employing trust or a different employer who contract healthcare professionals to take on temporary shifts.

As per the [official UK Government website](#), you can do additional paid work on your visa as long as you're still doing the job you're being sponsored for. You can normally work up to 20 hours a week in a job that is in the same occupation code and at the same level as your main job. This guideline might change so it is best to keep an eye on this.

There are a huge number of benefits to choosing to work flexible shifts for an NHS staff bank including:

- Additional income paid weekly
- Personal development and gaining skills in new areas
- You have your pick of available shifts

For further information how to join the Bank, please email <mailto:chelwest.bankqueries@nhs.net>

NHS Pensions

The NHS Pensions scheme is still one of the most generous and comprehensive schemes in the UK and working for the NHS gives you automatic access. The amount you contribute to the Scheme is based on your pensionable earnings. You may visit the NHS Pensions website for [the contribution rates](#).

Although you will automatically be enrolled to the scheme when you start working for the NHS, you have an option to opt out. Before applying to opt out of the NHS Pension Scheme you should first read the [opting out factsheet](#). To find out what the impact will be on your take home pay you may also use the [opting out calculator](#). Should you decide to leave, you need to [complete this form](#) and send it to the Payroll Department.

If you leave the scheme and have less than two years qualifying membership in total then a refund of contributions, less tax and National Insurance is possible. Read the [refund of pension contributions factsheet](#) to find out if you're eligible.



Other Salary Deductions

The most common salary deductions are PAYE and National Insurance. They are collected by HM Revenue and Customs (HMRC) which is the UK's tax, payments, and customs authority. The taxes collected pay for the UK's public services. Here we will discuss these deductions in more detail.

Income Tax

Most people pay Income Tax through PAYE (Pay As You Earn). This is the system your employer or pension provider uses to take Income Tax and National Insurance contributions before they pay your wages or pension. Your tax code tells your employer how much to deduct. Letters in your tax code refer to your situation and how it affects your Personal Allowance. A table summarizing what the letters mean can be found [here](#).

National Insurance

You pay National Insurance contributions to qualify for certain benefits and the State Pension once you become eligible. You have a National Insurance number to make sure your National Insurance contributions and tax are recorded against your name only. It's made up of letters and numbers and never changes. You can find your National Insurance number on your pay slip, on your P60, or at the back of your biometric residence permit. Further information on National Insurance can be found [here](#)

ESR & Payslips

Your payslip will be available to view each month via ESR Employee Self Service (ESS). Historic payslips and your P60 are also available to view via ESS for the duration of your employment with the Trust. You will be given access to this online portal by your trust during your induction. We have included below an example of NHS payslip an explanation of what it contains.



11. This Period Summary – This section provides details relating to your current payment. Totals of payment and deductions are shown together with details about the pay period itself and when you can expect your Net Pay to be paid.
12. Net Pay – The amount of pay that will be transferred to your bank account

For all ESR self-service queries, please email: HRSystemAdmin@nhs.net

Unions

Trade unions do more than negotiating pay and conditions – the support and protection they can offer make them essential for you, doctors. In addition to their role in pay negotiations, unions are an invaluable source of support in employment and disciplinary issues and offer a range of professional service and training opportunities. It is important to look at what the different unions offer and choosing the one that best meets your needs.

Further information on membership fees and benefits the unions can offer you can be found on their websites:

BMA: <https://www.bma.org.uk/>

HCSA: <https://www.hcsa.com/>

Indemnity

Doctors practising in the UK are required, by law and GMC guidance, to have adequate financial support in place, such as indemnity, to deal with any clinical negligence claim.

Although doctors can utilise NHS indemnity for clinical negligence claims that come from NHS work, being a member of a defence organisation is an additional safety net for the areas this does not cover, such as fee-paying and private work in the UK, charitable work and for electives.

You should all seek to obtain personal indemnity as soon as possible. The 3 main providers for doctors are:

MDU ([Hospital doctor or training grade \(inc. SAS doctors\) - The MDU](#)),

MPS ([Get a quote - Hospital doctor \(medicalprotection.org\)](#))

MDDUS ([Join | MDDUS](#))



Equality, Diversity and Inclusion

Chelsea and Westminster Hospital NHS Foundation Trust wholeheartedly support the principle of equality and diversity and human rights in employment and service provision for patients, their family and carers. We aim to design and implement services, policies and practices that meet the diverse needs of our patients and staff, ensuring that no-one is disadvantaged and everyone is supported.

Staff Networks

We know that where an NHS workforce is representative of the communities it serves, patient care and experience is improved. Staff networks are a group of colleagues, often with a shared heritage, experience, or a characteristic, that come together to support each other and work with the organisation. The networks offer a place to come together, share experiences and facilitate learning as well as tackling issues for underrepresented groups and individuals.

We have numerous networks for you to join, below are some of them:

ENRICH Staff Network Equality Network for Race, Inclusion and Cultural Heritage **Launch**

The aim of the ENRICH staff network is to provide a voice for BAME staff. The network seeks to uphold the ethics and principles of the equality act 2010 in supporting the Trust, towards improving the experience and opportunities for BAME staff.



LGBTQ+ network
Equality, diversity and inclusion

Our network provides a safe and inclusive space for staff self-identifying as LGBTQ+

Email: chelwest.lgbt@nhs.net



Women's network
Equality, diversity and inclusion

'Empowering women to achieve their potential through creating positive change and making a positive contribution to the development of the Trust.'



Diaspora groups

There are a number of groups in the UK who aim to provide a sense of belonging and community to doctors based in the UK but with ties to other countries.

Below are a list of some of these organisations:



UK GENERAL

- Armenian Medical Society of Great Britain
- Association of Afghan Healthcare Professionals UK
- British Islamic Medical Association
- Burmese Doctors and Dentists Association UK
- Cameroon Doctors UK
- Egyptian Medical Society UK
- Medical Associations of Nigerians Across Great Britain
- Nepalese Doctors Association
- Romanian Medical Society UK
- Sudanese Junior Doctors Association UK
- Sudanese Medical Association UK and Ireland
- Syrian British Medical Society
- Tanzania UK Healthcare Diaspora Association

ENGLAND

- Association of Pakistani Physicians and Surgeons of the UK
- Bangladesh Medical Association UK
- British Association of Physicians of Indian Origin
- British Iranian Medical Association
- Ghanaian Doctors & Dentists Association
- Iranian Medical Society UK
- Iraqi Medical Association UK
- Organization of Sierra Leonean Healthcare Professionals Abroad
- Pakistan Medical Association UK
- Sri Lankan Medical and Dental Association of the UK
- Ukrainian Medical Association of the UK

Dress code

The dress code in the UK may be different to what you are used to. The use of white coats is generally prohibited and doctors may not necessarily have a uniform. If you work in an area without a uniform, the expectation is you will wear smart attire and be bare below the elbows. The principle of smart attire also extends to footwear and the wearing of jewellery. The formal dress code policy can be found here:

<http://connect/EasySiteWeb/GatewayLink.aspx?allId=24849>



Identity Access Badge

Part of the uniform is the ID badge. The form will be in your Welcome pack which you will receive on your arrival in the accommodation. For Chelsea site, you will need to go to the Main reception between 10:30-13:00 or 15:30-16:30. For WestMid site, you will need to go to the Security office, behind the Main reception

GMC Good Medical Practice

All doctors working in the NHS have to be registered with the GMC (General Medical Council). The GMC good medical practice document presents the professional standards that doctors must uphold to be registered to practise in the UK. It is structured around four domains which all ensure public protection.

Medical Terms and Practices

You might be using different terminologies where you currently practice. Here are a few samples of the medical terms and practices that you need to remember while working as a doctor in the UK:

- Handover is endorsement.
- Vital signs are called observations.
- A&E is Accident and Emergency (Emergency Department)
- Operating Rooms are called Theatres
- IVs are referred to as cannulas
- BM can mean blood sugar monitoring and not bowel movement.
- NPO is NBM (nothing by mouth)
- No wristwatch allowed but brooch watches are allowed.
- Wards are often named after villages in the surrounding area or prominent people.

You can visit the [NHS website](#), this [acronym buster](#), and this [glossary](#) to learn more about abbreviations and terms commonly used in the NHS

Appraisal

Appraisals are a yearly way of showing that you are meeting the domains of good medical practice. They are for doctors not in training (those in training undergo an annual review of competence or ARCP) and form the basis of the evidence needed for a successful revalidation. Queries can be directed to chelwest.revalidation.wmuh@nhs.net



Revalidation

All GMC registered doctors are required to revalidate every five years to be able to maintain your registration. Revalidation is straightforward and helps demonstrate that you are practicing safely and effectively, allowing you to reflect on the role of GMC's good medical practice guidance in your work and to demonstrate that you are 'living' the standards set out within it. You can find further information about revalidation on the [Revalidation - GMC \(gmc-uk.org\)](http://gmc-uk.org)

Clinical Learning and Development

The clinical learning and development team is responsible for the development of all staff in their clinical roles. This is offered through various methods of teaching from the following teams:

Resuscitation

The resuscitation team provides clinical support as well as teaching courses, both as part of mandatory training and as national resuscitation courses.

Simulation

The simulation team provide teaching and learning opportunities in simulated environments and tutorials as well as facilitating courses (both internally and externally) from a range of specialist subjects.

Additional resources

Welcome to UK practice

This is the GMC's workshop aimed at international medical graduates. You will get practical advice, and explore different ethical scenarios that you may encounter. And you will learn more about the GMC's key standards and guidance. We recommend completing this course as soon as possible: [Welcome to UK practice: information for doctors - GMC \(gmc-uk.org\)](http://gmc-uk.org)

NHS IMG induction programme

This is a newly developed national initiative to help IMGs settle into their new roles. It will describe some of the challenges of moving to a new healthcare system and outline the support and resources that will be available to all overseas-trained doctors planning to take up posts in the NHS. It can be accessed via the e-learning for health portal (registration may be required) <https://portal.e-lfh.org.uk/>

GMC ethical scenarios

The GMC has put together interactive scenarios allowing you to see good medical practice at work. [GMP in action: GMC guidance brought to life \(gmc-uk.org\)](http://gmc-uk.org)



Staff Benefits and Wellbeing

Working for the Trust as well as the wider NHS means that you can access a broad range of exciting benefits including discounts from a huge number of organisations, access to health and well-being resources and much more.

Blue light card

Blue Light Card provides those in the NHS, emergency services, social care sector and armed forces with discounts online and in-store. The cost to register for 2 years is £5

[Welcome to Blue Light Card](#)

To access these exciting benefits and discounts go to the Trust website.

<http://connect.chelwest.nhs.uk/>

As a Trust employee you have exclusive access to a range of benefits and offers in excess to that of your salary. All of your benefits are now accessible via Vivup, our new wellbeing portal. [Launch Vivup](#)

Healthy Body	Healthy Living	Healthy Mind
Cycle to Work Scheme <ul style="list-style-type: none"> • Bike Shop • Better Sleep • Occupational Health • Exercise and Fitness • Smoking Cessation • Understanding Menopause • Weight Management and Health Eating • Physiotherapy and MSK • Flu 	<ul style="list-style-type: none"> • Home Electronics • Affordable Loans • Car Scheme • Discounts • Childcare Vouchers • Local Discounts • Tax Free Childcare • Annual Leave • Trading Scheme • Season Ticket Loan • MyChelwest – staff app • Debt Management • Total Rewards Statements 	<ul style="list-style-type: none"> • Employee Assistance Provision • Trust Values • Development and Training • Occupational Health • Support and Debrief • Tackling Bullying and Harassment • Reward and Recognition • Resilience Management • CW+ • Volunteering Services • Mindfulness, Relaxation and Meditation



Wellbeing Apps

Wellbeing apps are a good way to access tips and tools to help improve your mental health and wellbeing. Here are some great free apps we'd recommend having a look at.



Headspace

Headspace is a science-backed app in mindfulness and meditation, providing unique tools and resources to help reduce stress, build resilience, and aid better sleep.



Liberate

Liberate Plus gives our POC and BAME communities access to guided meditations led by POC/BAME teachers on topics such as sleep, mindfulness, grief and anxiety.



Stay Alive

The Stay Alive app is a suicide prevention resource for the UK, packed full of useful information and tools to help you stay safe in crisis.



Unmind

Unmind is a mental health platform that empowers staff to proactively improve their mental wellbeing.

Professional Support

- PTS service - in house and based at Chelsea - pts.cnwl@nhs.net to book an individual session
- 24/7 counselling via Vivup - 03303 800 658
- Keeping Well North West London (for NHS staff only) Monday to Friday service 0300 123 1705 or www.keepingwellnwl.nhs.uk
- National all NHS staff support 7 days a week 7am to 7pm 0800 696 222 or text 'frontline' to 85258
- Email: E: chelwest.healthandwellbeing@nhs.net
- Psychological support: www.keepingwellnwl.nhs.uk



How to bring your family to the UK

Your partner and children can apply to join you or to stay in the UK as your 'dependants' if they're eligible. If their application is successful, their visa will end on the same date as yours.

Eligibility

A dependant partner or child is any of the following:

- your husband, wife, civil partner, or unmarried partner
- your child under 18 - including if they were born in the UK during your stay
- your child over 18 if they're currently in the UK as your dependant You'll need to provide evidence of your relationship when you apply.

Evidence

Your partner

You must be able to prove that either:

- you're in a civil partnership or marriage that's recognised in the UK
- you've been living together in a relationship for at least 2 years when you apply

If your child is 16 or over They must:

- live with you (unless they're in full-time education at boarding school, college, or university)
- not be married, in a civil partnership or have any children be financially supported by you

Financial Requirement

Your partner and children must have a certain amount of money available to support themselves while they're in the UK. You - or your partner or child - will need:

- £285 for your partner
- £315 for one child
- £200 for each additional child

These funds need to be available in the bank account 30 days before applying for a dependant visa.



You'll usually need to show proof of this when they apply, unless either:

- you have all been in the UK with a valid visa for at least 12 months
- your employer can cover your family's costs during your first month in the UK - this must be confirmed on your certificate of sponsorship or an NHS Letter of Maintenance.

The [official UK government website](#) offers further information on the application process.



COVID-19 Guidance

Ethnic Minority Risk Assessment

Evidence confirms that black, Asian and minority ethnic people (BAME) are at greater risk of contracting COVID-19, experience greater morbidity and mortality. It is a requirement for all NHS organisations to meet their duty of care to the staff they employ in assessing and addressing the risks to staff presented by COVID-19. Thus, an Ethnic Minority Risk Assessment should be performed for each BAME staff from overseas by the trust. It is also recommended that all staff undergo a FIT mask testing regardless of the clinical area they have been allocated.

COVID-19 Vaccination

The UK government initially passed legislation requiring [vaccination as a condition of deployment](#) which was due to take effect from April 2022. However, it has been announced since that this is being reconsidered.

Whilst we await further guidance, we would still encourage you to take the jab if you haven't done so. Vaccination is the best way to protect yourself, your family and friends, your colleagues and, of course, your patients from the virus. If you have already had your vaccine, you can check if it is in the list of approved vaccines in England [on this website](#).

To register your overseas vaccinations, you'll need to book an appointment at a selected list of vaccination centres across England [here](#). This is so the NHS can securely update your vaccination record and you can then request for an [NHS COVID Pass](#) to demonstrate your vaccination status when travelling abroad and domestically at venues and settings in England.

If your vaccine is not on the list and you do not qualify as fully vaccinated, please discuss with your international recruitment lead or recruiting agency as soon as possible. You can also find more information about booking COVID-19 vaccination [here](#).

Lateral Flow Testing

Asymptomatic staff testing is an important component of the infection prevention and control which all organisations and staff have a duty to adhere to. Continued efforts are required to keep staff and patients safe from potential transmission of COVID-19 in healthcare settings by ensuring that all staff continue to participate in this important programme.

You can order your rapid lateral flow test kits from [here](#). Videos with a step-by-step guide on how to perform a lateral flow test can be accessed [here](#). You should test yourself twice a week – every three to four days – to fit with your shift patterns. The government guidance on COVID-19 isolation changes from time to time so it is important to check for updates on the [official UK government page](#).



Driving in UK

Depending on your country of your driving license registration, you can either simply exchange your non-GB license to a GB license or you may need to undergo the full application process for a GB driving license.

You can use [this tool](#) from the official UK government website to see if you can drive in the UK with your non-GB driving license.

British License Application Process

The flowchart below provides an overview of the process in applying for a British driving license.

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



The table below lists a few of the driving schools that cover most of London.

Driving School	Website
AA Driving School	https://www.theaa.com/driving-school
BSM Driving School	https://www.bsm.co.uk/
driveJohnson's	https://www.drivejohnsons.co.uk/
London Driving School	https://www.london-driving-school.co.uk/
RED Driving School	https://www.reddrivingschool.com/

UK Roads

In the UK, we drive on the left side of the road. It is important to familiarise yourself with this to prevent accidents when you start driving.

[The Highway Code](#) is a very useful reading material for all road users in the UK. It is a set of information, advice, guides, and mandatory rules with an objective to promote road safety. Reading this guidance will help you understand the rules for drivers, cyclists, motorcyclists, and pedestrians; the different types of UK roads such as motorways and roundabouts; the rules for when you experience breakdowns and accidents; traffic signs, proper signalling, road markings, vehicle markings, etc.



Embassies

The table below lists the information of foreign embassies in London.

Country	Address	Contact Details
Antigua and Barbuda	High Commission for Antigua and Barbuda 2nd Floor 45 Crawford Place W1H 4LP	020 7258 0070 Fax 020 7258 7486 highcommission@antiguabarbuda.com www.antigua-barbuda.com
Australia	Australian High Commission Australia House Strand WC2B 4LA	020 7379 4334 Fax 020 7240 5333 www.uk.embassy.gov.au
Bahamas	High Commission of the Commonwealth of The Bahamas 10 Chesterfield Street W1J 5JL	020 7408 4488 Fax 020 7499 9937 information@bahamashclondon.net www.bahamashclondon.net
Bahrain	Embassy of the Kingdom of Bahrain 30 Belgrave Square SW1X 8QB	020 7201 9170 Fax 020 7201 9183 www.bahrainembassy.co.uk information@bahrainembassy.co.uk
Bangladesh	High Commission for the People's Republic of Bangladesh 28 Queen's Gate London SW7 5JA	020 7584 0081 Fax 020 7581 7477 info@bhclondon.org.uk bhclondon@btconnect.com www.bhclondon.org.uk
Barbados	Barbados High Commission 1 Great Russell Street WC1B 3ND	020 7299 7150 Fax 020 7323 6872 london@foreign.gov.bb
Botswana	Botswana High Commission 6 Stratford Place W1C 1AY	020 7499 0031/ 020 7647 1000 Fax 020 7495 8595 bohico@govbw.com
Cameroon	High Commission for the Republic of Cameroon 84 Holland Park W11 3SB	020 7727 0771 Fax 020 7792 9353 info@cameroonhighcommission.co.uk www.cameroonhighcommission.co.uk
Canada	High Commission of Canada Canada House Trafalgar Square SW1Y 5BJ	0207 004 6000 Fax 0207 004 6050 ldn@international.gc.ca www.UnitedKingdom.gc.ca



China	Embassy of the People's Republic of China 49-51 Portland Place W1B 1JL	020 7299 4049 Monday-Friday 09.00-12.30, 14.00-17.00 www.chinese-embassy.org.uk
Cuba	Embassy of the Republic of Cuba 167 High Holborn WC1V 6PA	020 7240 2488 Fax 020 7836 2602 secembajador@uk.embacuba.cu www.cubadiplomatica.cu
Cyprus	High Commission of the Republic of Cyprus 13 St. James's Square SW1Y 4LB	020 7321 4100 Fax 020 7321 4164 CyprusinUK@mfa.gov.cy www.cyprusinuk.com
Egypt	Embassy of the Arab Republic of Egypt 26 South Street, W1K 1DW	Tel.: 020 7499 3304/2401 Fax: 020 7491 1542 E-mail address: egtamboff@gmail.com egyemblondon@mfa.gov.eg
Finland	Embassy of Finland 38 Chesham Place SW1X 8HW	020 7838 6200 Fax 020 7235 3680 sanomat.lon@formin.fi www.finemb.org.uk
Georgia	Embassy of Georgia 20 St George's Square, SW1V 2HP	020 7348 1941 Fax 020 7603 6682 london.emb@mfa.gov.ge www.uk.mfa.gov.ge
Ghana	High Commission of the Republic of Ghana 13 Belgrave Square SW1X 8PN	020 7201 5900 Fax: 020 7245 9552 gh.donlon@gmail.com; ghmfa31@ghc-uk.org www.ghanahighcommissionuk.com
Grenada	High Commission for Grenada The Chapel, Archel Road, West Kensington W14 9QH	020 7385 4415 Fax 020 7381 4807 office@grenadahighcommission.co.uk www.grenadahclon.co.uk
Guyana	High Commission for Guyana 3 Palace Court Bayswater Road W2 4LP	Tel: 020 7229 7684 Fax 020 7727 9809 guyanahc1@btconnect.com www.guyanahclondon.co.uk
India	Office of the High Commissioner for India India House Aldwych WC2B 4NA	020 7836 8484 Fax 020 7836 4331 adm.london@mea.gov.in www.hcilondon.gov.in



Iran	Embassy of the Islamic Republic of Iran 16 Prince's Gate SW7 1PT	020 7225 4208-9 Fax: 020 7589 4440 iranemb.lon@mfa.gov.ir www.london.mfa.ir
Ireland	Embassy of Ireland 17 Grosvenor Place SW1X 7HR	020 7235 2171 Fax 020 7201 2515 londonembassymail@dfa.ie www.embassyofireland.co.uk
Italy	Embassy of Italy 14 Three Kings' Yard, Davies Street, W1K 4EH	020 7312 2200 Fax 020 7312 2230 ambasciata.londra@esteri.it www.amblondra.esteri.it
Jamaica	Jamaican High Commission 1-2 Prince Consort Road London SW7 2BZ	020 7823 9911 Fax 020 7589 5154 jamhigh@jhcuk.com www.jhcuk.com
Japan	Embassy of Japan 101-104 Piccadilly London W1J 7JT	020 7465 6500 Fax 020 7491 9348 www.uk.emb-japan.go.jp
Jordan	Embassy of the Hashemite Kingdom of Jordan 6 Upper Phillimore Gardens W8 7HA	020 7937 3685 Fax 020 7937 8795 london@fm.gov.jo www.jordanembassy.org.uk
Kenya	Kenya High Commission 45 Portland Place London W1B 1AS	Tel: 0207 636 2371 Fax: 0207 323 1932 www.kenyahighcom.org.uk
Korea (South)	Embassy of the Republic of Korea 60 Buckingham Gate SW1E 6AJ	020 7227 5500/2 Fax 020 7227 5503 http://gbr.mofa.go.kr
Kuwait	Embassy of the State of Kuwait 2 Albert Gate SW1X 7JU	020 7590 3400/3406/3407 Fax 020 7823 1712
Lebanon	Embassy of Lebanon 21 Kensington Palace Gardens W8 4QN	020 7727 6696/7792 7856 Fax 020 7243 1699 emb.leb@btinternet.com



Malawi	High Commission of the Republic of Malawi 36 John Street WC1N 2AT	020 7421 6010 Fax 020 7831 9273 London@malawihighcommission.co.uk www.malawihighcommission.co.uk
Malaysia	Malaysian High Commission 45-46 Belgrave Square SW1X 8QT	020 7235 8033 mwlondon@kln.gov.my
Malta	Malta High Commission Malta House 36-38 Piccadilly W1J OLE	020 7292 4800 Fax 020 7734 1831 maltahighcommission.london@gov.mt www.foreign.gov.mt
Mauritius	Mauritius High Commission 32/33 Elvaston Place SW7 5NW	020 7581 0294 Fax 020 7823 8437 / 020 7584 9859 londonhc@govmu.org
Mexico	Embassy of Mexico 16 St. George Street W1S 1FD	Switchboard: (44-20) 7499 8586 E-Mail: mexuk@sre.gob.mx http://www.sre.gob.mx/reinoun_ido
Myanmar	Embassy of the Republic of the Union of Myanmar 19A Charles Street W1J 5DX	General Office 020 7148 0740 Fax 020 7490 7043 admin@londonmyanmarembassy.com www.londonmyanmarembassy.com
Namibia	High Commission for the Republic of Namibia 6 Chandos Street W1G 9LU	020 7636 6244 Fax 020 7637 5694 info@namibiahc.org.uk
Nepal	Embassy of Nepal 12A Kensington Palace Gardens W8 4QU	020 7229 1594/6231/7243 7853 Fax 020 7792 9861 eon@nepembassy.org.uk www.uk.nepalembassy.gov.np
New Zealand	New Zealand High Commission 1 Pall Mall East SW1Y 5AU	020 7930 8422 Fax 020 7839 4580 www.mfat.govt.nz/uk Enquiries: enquiries@nzhc.uk
Nigeria	High Commission for the Federal Republic of Nigeria Nigeria House 9 Northumberland Avenue WC2N 5BX	020 7839 1244 Fax 020 7839 8746 information@nigeriahc.org.uk www.nigeriahc.org.uk



Oman	Embassy of the Sultanate of Oman 167 Queens Gate, London SW7 5HE	020 7225 0001; Fax: 020 7589 2505 london2@mofa.gov.om, london1@mofa.gov.om
Pakistan	High Commission for the Islamic Republic of Pakistan 35-36 Lowndes Square SW1X 9JN	020 7664 9276 Fax 020 7664 9224 phclondon@phclondon.org www.phclondon.org
Philippines	Embassy of the Republic of the Philippines 6-11 Suffolk Street SW1Y 4HG	020 7451 1780 Fax: 020 7930 9787 embassy@philemb.co.uk london.pe@dfa.gov.ph http://londonpe.dfa.gov.ph
Qatar	Embassy of the State of Qatar 1 South Audley Street, London W1K 1NB	020 7493 2200 Fax 020 7493 2661 ambblondon@mofa.gov.qa amb@qatarembassy.org.uk
Russia	Embassy of the Russian Federation (Main Building) 6/7 Kensington Palace Gardens, London, W8 4QP	0207 229 6412 Fax 0207 727 8625 kanc@rusemb.org.uk www.rusemb.org.uk
Saint Lucia	High Commission for Saint Lucia 1 Collingham Gardens SW5 0HW	020 7370 7123 Fax 020 7370 1905 enquiries@stluciahcuk.org
Saint Vincent & the Grenadines	High Commission for Saint Vincent & the Grenadines 10 Kensington Court W8 5DL	020 7460 1256; 020 7565 2874 Fax 020 7937 6040 info@svghighcom.co.uk
Saudi Arabia	Royal Embassy of Saudi Arabia 30 Charles Street, Mayfair W1J 5DZ.	020 7917 3000
Singapore	High Commission for the Republic of Singapore 9 Wilton Crescent, London SW1X 8SP	020 7235 8315 Fax 020 7245 6583 singhc_lon@mfa.sg http://mfa.gov.sg/london
South Africa	High Commission of the Republic of South Africa South Africa House Trafalgar Square WC2N 5DP	020 7451 7299 Fax 020 7839 5670 london.sahc@dirco.gov.za London.info@dirco.gov.za



Spain	Embassy of Spain 39 Chesham Place SW1X 8SB	020 7235 5555 Fax 020 7259 5392 emb.londres@maec.es www.exteriores.gob.es/Embajadas/londres/en
Sri Lanka	High Commission of the Democratic Socialist Republic of Sri Lanka 13 Hyde Park Gardens W2 2LU	020 7262 1841 Fax 020 7262 7970 mail@slhc-london.co.uk www.srilankahighcommission.co.uk
Trinidad and Tobago	High Commission of the Republic of Trinidad & Tobago 42 Belgrave Square SW1X 8NT	020 7245 9351 Fax 020 7823 1065 hclondon@foreign.gov.tt http://foreign.gov.tt/hclondon
Uganda	Uganda High Commission Uganda House 58-59 Trafalgar Square WC2N 5DX	020 7839 5783 Fax 020 7839 8925 info@ugandahighcommission.co.uk; admin@ugandahighcommission.co.uk www.ugandahighcommission.co.uk
United Arab Emirates	Embassy of the United Arab Emirates 1 - 2 Grosvenor Crescent London SW1X 7EE	020 7581 1281 Fax 0207 808381
United States of America	American Embassy 33 Nine Elms Lane, London SW11 7US	020 7499 9000
Yemen	Embassy of the Republic of Yemen 57 Cromwell Road SW7 2ED	020 7584 6607 Fax 020 7589 3350 admin@yemenembassy.co.uk
Zambia	High Commission for the Republic of Zambia Zambia House 2 Palace Gate W8 5NG	020 7581 2142 info@zambiahc.org.uk www.zambiahc.org.uk
Zimbabwe	Embassy of the Republic of Zimbabwe Zimbabwe House 429 Strand WC2R 0JR	020 7836 7755 zimlondon@zimfa.gov.zw zimembassy@zimlondon.gov.zw http://www.zimlondon.gov.zw



Appendix

Appendix A: Pre-Arrival Checklist

Travel documents

- Passport with visa
- Plane tickets and printed boarding pass
- Vaccination documents
- COVID test result (if required)
- TB clearance certificate

Important documents

- Birth certificate
- Marriage licence (if applicable)
- Driving licence (if applicable)
- Police clearance
- Proof of address
- Medical Degree
- Original copies of documents submitted to GMC

Clothing

- Basics: Tops, sweaters, trousers, underwear, socks, footwear
- For autumn and winter, bring warm clothing such as warm coats, gloves, hat, scarf, additional sweaters/ fleece, boots
- For summer and spring, you can bring tank tops, dresses, shorts, light jackets, sunglasses
- Umbrella/ raincoat
- Comfortable shoes for work – black, soft-soled, closed-toe, non-slip, made from nonabsorbent material
- Fob watch




Miscellaneous



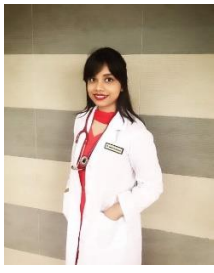



- Cash in British pounds as pocket money (approximately £300-500)
- Electronics – laptop, mobile phone, tablet, UK standard adaptor, chargers (Please note that British voltage is 240 volts)
- Stationery – pen, notebook
- Toiletries
- Basic medications
- Food/ snacks
- Empty tumbler/ water bottle



Meet the teams







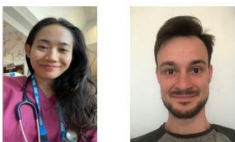

The postgraduate medical education team at West Middlesex are on hand to help with any issues you may have. We can be found in the education centre and are very happy to help.

Postgraduate Education Team		
		
Miss Christina Cotzias Director of Medical Education	Ms. Lara Higginson Education Centre Manager	Ms. Clodagh Finlay Education Centre Deputy Manager

Postgraduate Education Team					
					
Ms. Kala Pun Postgraduate Assistant	Mr Kwaku Baryeh and Ms Syeda Tasfia Tarannum IMG Education Fellow		Dr Anita Goyos and Dr Tomasz Pierscionek Postgraduate Education Fellow		Ms. Jade Tifa IMG administrator

We wish you a warm welcome to Chelsea and Westminster Hospital. We hope you enjoy your time with us.

The Postgraduate Team

 Dr Orhan Orhan Director of Medical Education o.orhan@nhs.net	 Laxna Ragunath Postgraduate Centre Manager laxna.ragunath1@nhs.net	 Barnos Asfaw Postgraduate Centre Deputy Manager b.asfaw@nhs.net	 Sharon Blake Postgraduate Administrator sharon.blake9@nhs.net
 Dr Bella Chapman Serious Incident Fellow Chelwest.SI.Educationfellow@nhs.net	 Dr Amrita D'Souza PG Medical Education Fellow Chelwest.chelwestpgteaching@nhs.net	 Dr Apichaya Amrapala and Dr Jacob Davies Respiratory and PG Medical Education Fellows Chelwest.chelwestpgteaching@nhs.net	 Jonathan Ferres Foundation Training Co-ordinator jonathan.ferres@chelwest.nhs.uk



Useful email addresses

Department / Person	Email address
General Postgraduate enquiries:	chelwest.postgraduateeducation.wm@nhs.net
Study Leave enquiries:	chelwest.studyleave.wmuh@nhs.net
Work Experience enquiries:	chelwest.workexperience@nhs.net
Leadership Development:	chelwest.leadershipdevelopment@nhs.net
Learning and Development enquiries:	chelwest.learningdev@nhs.net
Doctor induction enquiries:	chelwest.doctors.induction@nhs.net
Foundation enquiries:	chelwest.foundationdoctors.wm@nhs.net
Electives enquiries:	chelwest.westmid.electives@nhs.net
Clinical attachment enquiries:	chelwest.clinicalattachments.wm@nhs.net
Resus team:	chelwest.resus.cw@nhs.net (CW) or chelwest.resuswm@nhs.net (WM)
Simulation team:	chelwest.simulation@nhs.net

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Please note all information was correct at time of publication. Ensure you check the relevant websites for the most up to date information.