

# Supporting Internationally Educated Nurses transition to NHSGGC

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## Introduction

This poster will highlight the supports put in place across NHSGGC to aid the transition of 230 Internationally Educated Nurses (IENs) joining the organisation, following evaluations from the previous cohort of 50 IENs. The IENs required support in understanding our healthcare system, pastoral support and to prepare for NMC Objective Structured Clinical Examination (OSCEs) to become NMC registered nurses. Pastoral care was provided and evaluations were undertaken by members of the NHSGGC Practice Education team, to elicit challenges and achievements for the transition of the previous cohort.

## Methods

Evaluation forms were sent to all 50 IENs, The evaluation outcomes highlighted challenges\* which they experienced when joining the organisation, as well as positive achievements\*\* and support from team members supporting the process.

Following review of these evaluations the following supports were implemented:

- A professional oversight group was established to work in partnership, providing a collaborative and cohesive approach to IEN recruitment, ensuring professional governance arrangements were adhered to. Members of the group included Workforce Supply Group, Practice Education, Service Points of Contact, Practice Development, Occupational Health, Spiritual Care, Library/Knowledge Services, eHealth, staffside representation.
- Increased collaboration with HEIs in preparation of upskilling for NMC OSCEs.
- Welcome programme including introduction of NHSGGC handbook to ease transition, providing information around banking, rental properties, uniforms, roles, expectations etc.
- Introduction of a workbook to support preparation for OSCEs and upskilling, assisted in consolidation of learning and could be used by wider team to support learning and consolidation.
- Development of a website for IENs and staff supporting IENs.
- Regular presentations provided to team members to aid communications of the expectations and requirements for IENs.
- When NMC PIN achieved, following the new to role/NQN pathway to support completion of Flying Start, providing Clinical Supervision, opportunity to attend Webinar series 'Conversation, Courage and Culture to support emotions management and development.
- NMC Professional Regulation Advisors delivered 'Welcome to the UK Workforce' workshops (the first time this had been delivered in Scotland). Providing a forum for the IENs to come together with their peers.



### Challenges



Image 1\*

### Achievements

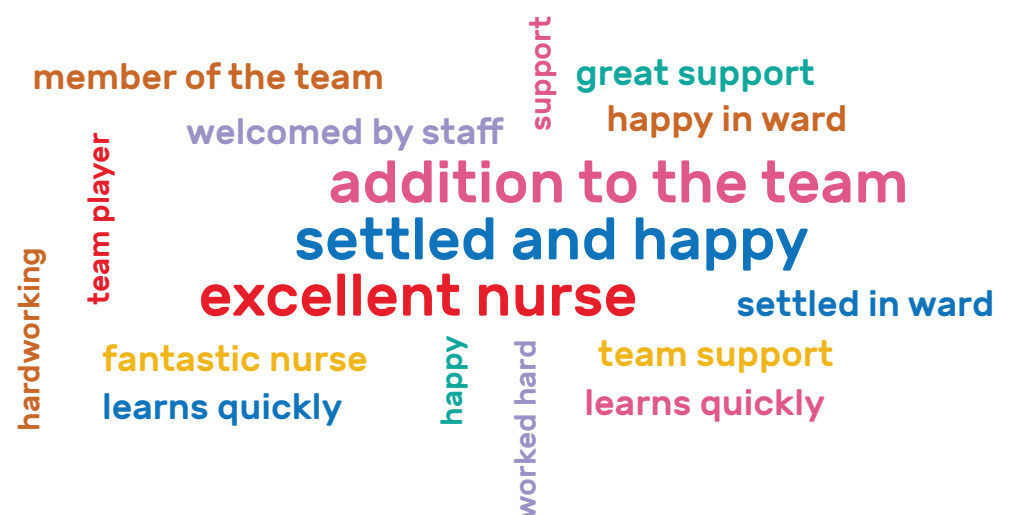


Image 2\*\*

## Conclusion

The evaluations highlighted that the support provided to IENs during the transition period is imperative to ensure they feel a sense of belonging and value in their new role and new country. Increasing knowledge of the supports required from the board and other team members has allowed for these to be implemented for IENs, as they work through the phases of transition/culture shock, supporting emotions management and development, which encourage them to manage their own health and wellbeing. This will contribute to increase and retention of staff and encouraging a positive culture within the workplace. The evaluations undertaken are seen to be having a positive impact thus far.

## Acknowledgements:

IEN Oversight Group, Workforce Supply Unit

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