

Working in Wales

Information for International Resident Doctors, Dentists & Trainee Pharmacists

A warm welcome from Single Lead Employer, NHS Wales Shared Services Partnership (NWSSP).

Overview

NHS Wales Shared Services Partnership (NWSSP), will be your employer for the duration of your training, under the Single Lead Employer (SLE) Model. This model employs all Medical & Dental Trainees, and Foundation Pharmacists across the whole of Wales.

During your training you will be employed by NWSSP and hosted by the local Welsh Health Boards and / or Practices / Pharmacies, within your specific scheme during your rotation.

We hope that you find all your rotations both enjoyable and rewarding, and we want to ensure that the coming months, go as smoothly as possible.

In this information pack you will find useful links on the local area you will be located within, as well handy information and main contacts.

Thank you for joining us and we hope you enjoy your experience with us in Wales.

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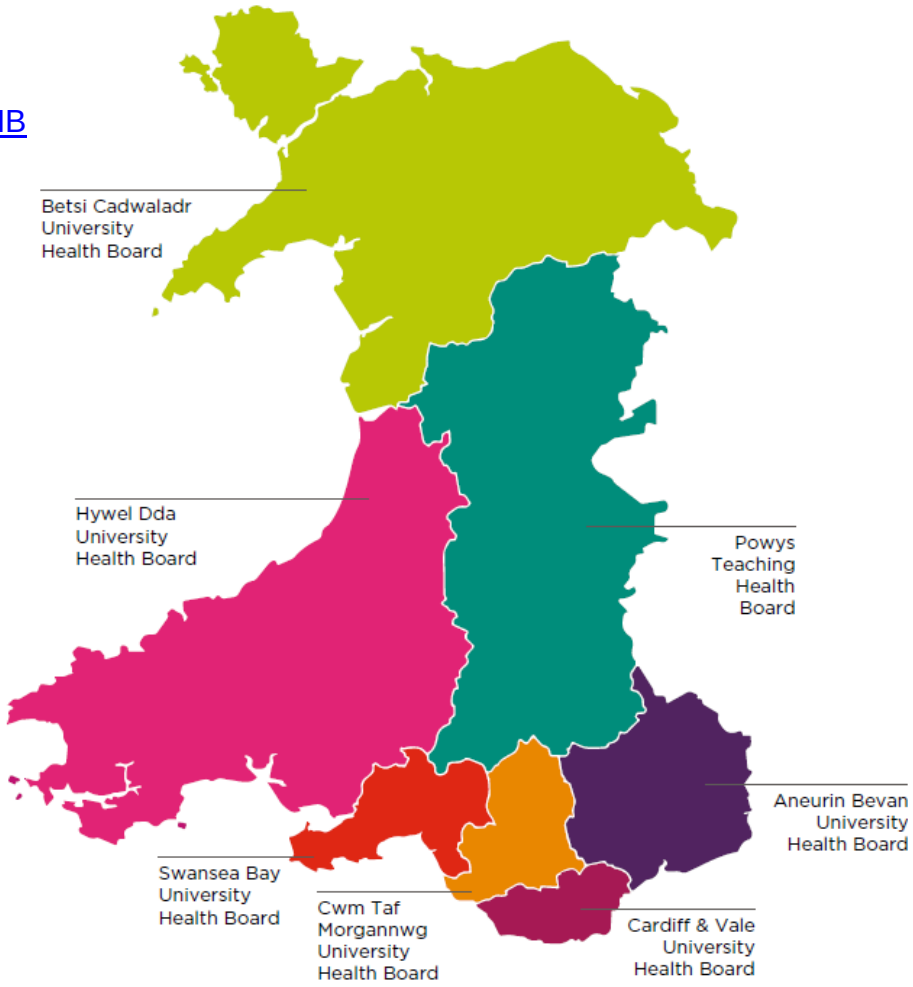
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Working in Wales - Single Lead Employer (SLE)

SLE Model

The SLE model consists of three organisations that work together to provide a smooth journey throughout your training. These organisations are:

1. NWSSP (Single Lead Employer) who has overall employment responsibility (on your payslip it will display as Velindre NHS Trust).
2. Health Education Improvement in Wales (HEIW) who has overall responsibility of your training programme
3. Host Organisations (Health Boards, Practices, Pharmacies) who provide the placement and day to day management

The table below details each organisation involved in the SLE model and their general roles and responsibilities in relation to your employment and training:

Lead Employer - NHS Wales Shared Services Partnership (NWSSP)	**Host Organisation or Practice (E.g. Health Board, Trust, GP Practice, Dental Practice, Community Pharmacy)**	**Health Education and Improvement Wales (HEIW)**
• contracts of employment • pre-employment checks • paying monthly salary • relocation and excess travel expenses • general expenses • study leave expenses • sick leave – in liaison with host org • annual leave – in liaison with host org • occupational health • mandatory training • access to Electronic Staff Record (ESR) • NHS Email • Performance management in liaison with host org • restrictions/exclusions/ disciplinary matters in liaison with host org • resignations	Also known as local education provider or provider of clinical placements. Provides day to day management and supervision of training by clinical & educational supervisors • workplace induction • annual leave agreement and reporting to lead employer • approval of study leave and reporting to lead employer • sickness absence reporting to lead employer & HEIW • return to work • responsibility for trainee on rotation • designated education / training supervisor • reports fitness to practice concerns / issues to HEIW • Banding confirmation	Responsible Officer, supervision of training and progress in training, recruitment into training programmes • placements within training programmes • access to online training resources and materials • absence from training • fitness to practice • trainee performance / assessment • annual review of competence progression panels (ARCPs) • career advice • revalidation (exc Dental) • taking time out from training programme • methods of providing training • quality management of education and training • education and training programme concerns

What are the benefits of the SLE model?

1. One Employer - if you rotate into different host organisations you will remain employed by NWSSP, and your employment checks will not generally require re- examination. Previously, when rotations took place, the checks would have to be done every time and be enrolled on to each individual payroll system.
2. Access to Employee Benefits - NWSSP have a various range of benefits available to them, such as Cycle to Work scheme and the Fleet Scheme. More information on these will be accessible to you following your commencement date.
3. Financial benefits – less issues with tax codes as the change in payroll systems can result in the overpayment of tax; longer contracts to assist with rental / mortgage agreements
4. Overall improvement to the working experience

Systems Used

As part of employment management, there are a few systems that we use to provide an effective service. Please see below an overview on the employment systems used that you will come across during your employment.

trac.jobs	Trac is used to enable the Single Lead Employment team to share onboarding information with you and to complete the pre-employment checks. You will be expected to interact with the Trac system to complete the relevant checks. Guidance on how to do this will be provided.
OPASG2	Opas G2 is the online Occupational Health system. You will need clearance to start your role. A link will be sent to you to complete the information required and Occupational Health team will then contact you directly. Once you have been cleared, they will update us through this system. This system is also used to complete any referrals required during your employment, should you need any additional support.
NHS Electronic Staff Record NHS Electronic Staff Record	ESR is the Electronic Staff Record. This system holds your personal and employment information. You will be expected to keep this up to date with your personal details, such as your home address, phone number etc. You will also use this system to access your monthly pay slips and annual P60, as well as pension information. There will be statutory and mandatory training modules that need to be completed when you commence employment. Log in details to this will be issued to you following commencement of employment and you will also be able to access user guides to assist with all of the above.

Assure Expenses	The online expenses system is used for you to be able to claim any applicable expenses such as mileage, relocation or study expenses. You will automatically be set up with an account on commencement of employment and should receive these details within the first month of employment. The claims are paid the month after they are submitted. For example, expense claims submitted at the end of August for the month will be paid in September salary provided they are submitted and approved within the timeframe. Details and guidance on this will be provided.

Pre-Employment Checks / Onboarding

You will be sent information regarding the onboarding process and the pre-employment checks involved from Trac.

Please make sure you read through everything you are sent as it will provide you with all the information you need to successfully complete the process.

There will also be information regarding obtaining a Certificate of Sponsorship if it is required.

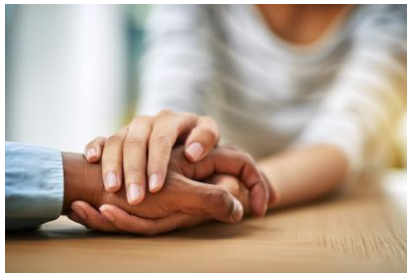
We will provide you with a 'Confirmation of Upcoming Employment' letter that can assist in the opening of a UK bank account and securing accommodation.

Once all of the checks have been completed, you will be sent a contract of employment.

We would advise you to arrive in the UK approximately 4 weeks prior to your start date to support your completion of the checks. This includes liaising with the Occupational Health team and obtaining a DBS (criminal records check). You may not be able to start on the planned date if any of the checks remain outstanding.

Full details of all of the checks required, and how to complete them, will be sent to you with a 'Welcome Letter' from Trac.

Health and Well-Being



NWSSP takes the health and well-being of its staff seriously and as an organisation will always provide you with support, safety and comfort, that will allow you to nurture and be happy at your place of work- as well as at home.
We want you to feel supported but more importantly know what to do and how to get help if you are struggling with your well-being. We have lots of resources you can access, please look at the links below:
Health and Wellbeing Services - NHS Wales Shared Services Partnership

Looking after your mental well-being - NHS Wales Shared Services Partnership

Living in Wales



If you're currently overseas and are joining us in Wales, we have an amazing resource which has been created by Dr Jen Myo in partnership with Health Education and Innovation in Wales (HEIW) which aims to signpost you to important elements of starting your life here, please see link below:

Welcome to Wales HEIW (joinctm.wales)

Finding somewhere to live

Once you have your job offer and visa, you can start looking for somewhere to rent / buy. You can search via google for property search websites, or for local estate agents in the area you will be living. You will then be able to view some properties. A couple of good websites to use are:

14 Estate and Letting agents in Wales | allAgents

JustLet Property Management – Finding the right letting agent

Rightmove - UK's number one property website for properties for sale and to rent

To rent, you will need:

- A deposit - usually the cost of one to three months' rent
- Other admin fees - a breakdown of all fees should be clearly visible to you on the agent's website
- Proof of Identity and Employment status
- References
- Bank Account
- Credit History

BDI also have some helpful articles:

What to do after arriving in the UK for IMGs | (bdiresourcing.com)

Temporary Accommodation for IMGs | (bdiresourcing.com)

House types in the UK

To assist with your search on finding somewhere to live, please see below the most common house types in Wales:



Detached House:
2 or more storeys that stands alone and does not share outside walls with another house or building



Semi-Detached House:
2 or more storeys that comprises of a pair, that shares one common wall with its neighbour



Terraced House:
2 or more storeys that shares 2 walls with its neighbours



Flat / Apartment:
Usually seen more affordable accommodation and is a unit on a single level, as part of a larger residential building.



Bungalow:
single storey building, usually detached, consisting of kitchen, bedroom/s, bathroom and living areas on one floor

Hospital Accommodation

Accommodation can be provided for Doctors in Wales. If you wish to take up this accommodation, please contact your hosting Health Board to arrange this. You will find contact information in the following pages of this document.

Registering with a GP & Dentist

Look online to find your local GP Practice and call them to register. To register they may ask for proof of address and your name and date of birth.

The UK also offers NHS Dental Services, places do fill up quick for NHS Dental Services so we would suggest calling the Dental Practice if they are taking NHS Patients, if not Private Dental Services are available at a cost.

Please see below link to find services in the relevant area.

NHS 111 Wales - Services near you



Opening a Bank Account

There are many banks in the UK, you will firstly need to choose one and then open an account. To open an account, you may need the following documents:

- Proof of ID
- Proof of Salary
- Proof of residency status
- Proof of Address



Please see below some useful links for bank providers below:

Lloyds Bank - New to UK | Current accounts | Lloyds Bank

HSBC - Apply For A UK Account | New To UK - HSBC UK

Halfix - New to the UK | Bank Accounts | Halifax

Schools and Childcare

If your family will be relocating to Wales with you, we have included some information to assist with the transition.

Education is free in Wales and there are many schools within the county councils in Wales. You will need to apply for a place/s in the schools for your child/ren depending on where you decide to live. Please see the links below providing more information.

Please note, some of these links require a post code of the area in which you are residing. If you are in the searching stages before deciding, you will be able to find the post code on the advertising page of the property you are considering.



School admissions: Choosing schools - GOV.UK

Types of school: Overview - GOV.UK

Education and skills | Topic | GOV.WALES

There are also government schemes available to support with childcare, depending on your circumstances. Please see the below links for further information.

Childcare - GOV.UK

Children and families | Topic | GOV.WALES



Food Shopping

There are a vast variety of supermarkets in the UK that range on costs and availability. The larger supermarkets also have apps available for online shopping and home delivery. The most common ones in Wales are:











All supermarkets vary on price, but Aldi and Lidl supermarkets are known for the best value for money.

Supermarket prices: which is the cheapest supermarket in 2025? - Which?

Most towns also have local markets where fresh meat and vegetables can be purchased. The larger towns and cities also have 'World Food' stores, which will have a larger variety than the world food sections found in the supermarkets.

There are also online world food stores that deliver in the UK, such as

Buy Fudco - Premium Dried Fruit & Nuts - Best Quality Spices

Quality Foods Online - Largest Suppliers Of Indian Grocery In UK

Jalpur Millers - Online Shopping | Indian Groceries Online

National Insurance

National Insurance (NI) is a tax on earnings and self-employed profits. By paying NI, it entitles you to state benefits, though these vary according to whether you are employed, self-employed or making voluntary contributions.

When employed, NI is automatically deducted from your monthly pay. Everyone who is eligible to work in the UK requires a NI number, which is a unique code specific to the individual.

You should be provided with an NI number when your visa is processed, however, if you require further information on this, please see the below link.

https://www.gov.uk/apply-national-insurance-number

Health Boards in Wales

Aneurin Bevan University Health Board (ABUHB)

Website: Information for Staff - Aneurin Bevan University Health Board

ABU General Information

The Health Board employs over 14,000 staff, two thirds of whom are involved in direct patient care. There are more than 250 consultants in a total of over 1000 hospital and general practice doctors, 6,000 nurses, midwives, allied professionals, and community workers.

The catchment area of the Health Board is bounded by the Brecon Beacons to the North, the Rhymney Valley to the West and the Wye Valley to the East. Newport is the main town in the South. There is one Specialist and Critical Care Centre and 3 enhanced Local General Hospitals. The Grange University Hospital, Llanfrechfa, Royal Gwent Hospital, Newport Nevill Hall Hospital,

Abergavenny Ysbyty Ystrad Fawr, Caerphilly. In addition to these hospitals there are eighteen community hospitals in the area. There is also a range of specialist health centres, local clinics and primary care facilities providing medical, dental, pharmacy and optometric services along with facilities providing mental health and learning disability services.

ABU Accommodation

All Foundation Doctors in Wales are offered free hospital accommodation for the duration of their Foundation Year 1. In the unlikely event that there is no accommodation available, you will be able to claim expenses for this period instead.

Below we have briefly outlined the accommodation that is available within this Health Board:

Royal Gwent Hospital - Single accommodation is available at the hospital with shared facilities. FP1's need to be resident throughout the duration of their period of work.

Nevill Hall Hospital - Single accommodation is available at the hospital.

Contact the below for more information:

Site	Contact Name	Contact Details
Royal Gwent Hospital	Sue Shorney	01633 238565 Sue.Shorney@wales.nhs.uk
Nevill Hall Hospital	Nicola Hamer	01873 732052 Nicola.Hamer2@wales.nhs.uk

Betsi Cadwaladr University Health Board (BCUHB)

Website: Home - Betsi Cadwaladr University Health Board

BCU General Information

Betsi Cadwaladr University Health Board is the largest health organisation in Wales, providing a full range of primary, community, mental health and acute hospital services for a population of around 678,000 people across the six counties of North Wales (Anglesey, Gwynedd, Conwy, Denbighshire, Flintshire, and Wrexham).

There are three main hospitals: Ysbyty Gwynedd in Bangor, Ysbyty Glan Clwyd in Bodelwyddan and Wrexham Maelor Hospital.

BCU Accommodation

Hospital accommodation is available at all 3 sites.

Contact the below for more information:

Site	Contact Name	Contact Details
Wrexham Maelor Hospital	Sharon Valentine	01978 725406 Sharon.Valentine@wales.nhs.uk
Ysbyty Glan Clwyd & Ysbyty Gwynedd	Derek Blythin	01745 583910 Derek.Blythin@wales.nhs.uk

Contact bcu.accomodationenquiries@wales.nhs.uk for further information and advice.

Cardiff and Vale University Health Board (CAVUHB)

Website: Staff Information - Cardiff and Vale University Health Board

CAV General Information

Cardiff and Vale University Health Board is one of the largest NHS organisations in Europe. They employ approximately 14,500 staff and spend around £1.4 billion every year on providing health and wellbeing services to a population of around 472,400 people living in Cardiff and the Vale of Glamorgan. They also serve a wider population across South and Mid Wales for a range of specialties.

CAV Accommodation

This can be arranged with the accommodations team as they have accommodation available at the following sites:

- University Hospital of Wales (Pembroke House)
- University Hospital Llandough (Cwrt Llandough) Provided by External Company

For more information please visit:

Accommodation - Cardiff and Vale University Health Board (nhs.wales)

If you would like to apply for accommodation, please contact Residences.Admin.CAV@wales.nhs.uk, Tel: 029 2074 4924 /02920 743665

Bwrdd Iechyd Prifysgol Cwm Taf Morgannwg

Cwm Taf Morgannwg University Health Board

Cwm Taf Morgannwg University Health Board (CTMUHB)

Website: Staff Info - Cwm Taf Morgannwg University Health Board

CTM General Information

Cwm Taf Morgannwg University Health Board provides primary, community, hospital and mental health services to the 450,000 people living in three County Boroughs: Bridgend, Merthyr Tydfil and Rhondda Cynon Taf.

Cwm Taf Hospitals include Prince Charles Hospital, based in Merthyr Tydfil, The Royal Glamorgan Hospital is located in a semi-rural area, The Princess of Wales Hospital is based in Bridgend Town.

CTM Accommodation

The residences at Prince Charles Hospital are situated within the grounds. The complex accommodates 96 people in shared accommodation and there are 17 flats available for married people.

Ansari Court in the Royal Glamorgan Hospital offers modern, safe, energy efficient accommodation with the option of single or shared facilities in single rooms, study bedrooms, self-contained flats and three-bedroomed houses. The complex accommodates 156 people, is modern, centrally heated and double-glazed. It is situated adjacent to but separate from the hospital.

The residences at Princess of Wales Hospital, comprise of on-site houses, bungalows and flats.

Contact the below for more information:

Site	Contact Name	Contact Details
Royal Glamorgan Hospital	Ailie Williams Rebecca Maher	Ailie.williams@serenliving.co.uk Rebecca.maher@charterhousing.co.uk
Prince Charles Hospital	Facilities Team	ctt_facilitiesadmin@wales.nhs.uk
Princess of Wales Hospital	Robert Smithson Jacky Griffiths	01656 756553 Robert.smithson@wales.nhs.uk 01656 728805 Jacky.Griffiths@wales.nhs.uk

Swansea Bay University Health Board (SBUHB)

Website: Home - Swansea Bay University Health Board

SBU General Information

Swansea Bay UHB covers a population of around 390,000 in the Neath Port Talbot and Swansea areas and have a budget of around £1bn. The health board employs approximately 12,500 staff. SBUHB has hospitals providing a range of services: Morriston and Singleton in Swansea, and Neath Port Talbot Hospital in Baglan, Port Talbot.

SBU Accommodation

Contact the below for more information:

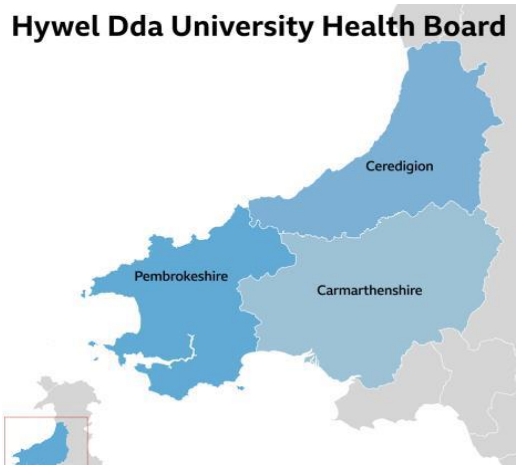
Site	Contact Name	Contact Details
Morriston Hospital	Dawn Morris	Dawn.Morris@wales.nhs.uk SBUAccommodation@wales.nhs.uk
Singleton Hospital	Claire Rozario	Claire.Rozario@wales.nhs.uk

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Hywel Dda University Health Board (HDUHB)

Website: Home - Hywel Dda University Health Board

HDU General Information



Hywel Dda University Health Board (HDUHB) provides primary and secondary care services for over 375,000 residents within its borders of the counties of Carmarthenshire, Pembrokeshire and Ceredigion.

HDUHB also covers a quarter of the land mass in Wales and has over 10,000 staff ensuring the delivery of a high quality primary, community, mental health and secondary care services.

HDU Accommodation

Hywel Dda have lots of helpful information on accommodation on the link below:

Living in the Hywel Dda area - Hywel Dda University Health Board (nhs.wales)

Accommodation is available onsite, and you can request this with Hotel Services.

Contact the below for more information:

Site	Contact Name	Contact Details
Bronglais General Hospital	Sandra Gbel Lukasz Gilewski	01970 635829 Sandra.I.Gbel@wales.nhs.uk 01970 635913 Lukasz.Gilewski@wales.nhs.uk
Glanwili General Hospital	Anne Rice	01267 227855 Anne.Rice@wales.nhs.uk
Prince Phillip Hospital	Susan Davies	01554 783576 Susan.Davies16af2e@wales.nhs.uk
Withybush Hospital	Helen Harries	01437 773435 Helen.Harries@wales.nhs.uk

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Bwrdd Iechyd Addysgu Powys
Powys Teaching Health Board

Powys Teaching Health Board (PTHB)

Website: Home - Powys Teaching Health Board

PT General Information

Each year POWYS receive a budget from Welsh Government to provide health services and improve health for 133,000 people living in Powys - a large rural county of 2000 square miles, approximately a quarter of the land mass of Wales.
The very rural nature of Powys means that the majority of local services are provided locally, through GPs and other primary care services, community hospitals and community services. But with such a sparsely populated area we do not have the critical mass of people locally to provide a District General Hospital within Powys. Therefore, Powys pay for Powys residents to receive specialist hospital services in hospitals outside of the county in both England and Wales

PT Accommodation

Please see below link for details on living in Powys.

Live Powys - Powys Teaching Health Board (nhs.wales)

Single Lead Employer Contact Information

Training Group	Contact Information
Single Lead Employer	02921 500199 / 02921 500299
SLE Generic	NWSSPSLE@wales.nhs.uk
GP Specialty Trainee (GPST 1 – 3)	NWSSPSLE.GPST@wales.nhs.uk
Foundation (FY1 & FY2)	NWSSPSLE.Foundation@wales.nhs.uk
Trainee Pharmacist	NWSSPSLE.Pharmacy@wales.nhs.uk
Dental Trainee (All grades)	NWSSPSLE.Dental@wales.nhs.uk
Children & Women (Paeds, Obs & Gynae, Sexual Health)	NWSSPSLE.CW@wales.nhs.uk
Clinical (All clinical specialties, radiology, psychiatry)	NWSSPSLE.Clinical@wales.nhs.uk
Medical (All medicine specialities, all grades)	NWSSPSLE.Medical@wales.nhs.uk
Anaesthetics (all grades)	NWSSPSLE.Anaesthetics@wales.nhs.uk
Surgical (All Surgical specialties, all grades)	NWSSPSLE.Surgical@wales.nhs.uk
ACCS (all grades)	NWSSPSLE.ACCS@wales.nhs.uk

Other Contact Information

Phone Numbers	
Payroll / Expenses / Pension	02920 903908
ESR Hub	02920 905400
IT (NWIS)	03332008048
Emails	
Payroll	NWSSP.PayrollSharedServices@wales.nhs.uk
Expenses	NWSSP.TrainingGradeExpenses@wales.nhs.uk
Certificate of Sponsorship	NWSSP.CertificateofSponsorship@wales.nhs.uk
Pensions	Pensions.Department@wales.nhs.uk
Primary Care Services	NWSSP-PrimaryCareServices@wales.nhs.uk
HEIW Groups	HEIW.GPTraining@wales.nhs.uk
	HEIW.FoundationSchool@wales.nhs.uk
	HEIW.Pharmacy@wales.nhs.uk

	HEIW.Dental@wales.nhs.uk
HEIW Secondary Care	HEIW.SecondaryCare@wales.nhs.uk
Health Board Medical Workforce Contacts	
Aneurin Bevan UHB	Emma.Cullen@wales.nhs.uk
	Angela.Walsh@wales.nhs.uk
Betsi Cadwaladr UHB (East)	BCU.MedicalWorkforceEast@wales.nhs.uk
	Joanne.Hughes5@wales.nhs.uk
Betsi Cadwaladr UHB (West)	BCU.MedicalWorkforceWest@wales.nhs.uk
	Janine.Anderson@wales.nhs.uk
Betsi Cadwaladr UHB (Central)	BCU.MedicalWorkforceCentral@wales.nhs.uk
	Jessica.Richards2@wales.nhs.uk
Cardiff & Vale UHB	Tina.Cook@wales.nhs.uk
	Richard.Mansell@wales.nhs.uk
Cwm Taf Morgannwg UHB	Carol.Miller@wales.nhs.uk
	Beverley.Todd@wales.nhs.uk
Hywel Dda UHB	Natalie.Thomas7@wales.nhs.uk
	Bethan.Griffiths101@wales.nhs.uk
Swansea Bay UHB	Branwen.Cobley@wales.nhs.uk
	Sarah.Shackell@wales.nhs.uk
Velindre UHB	Gaynor.Curtis@wales.nhs.uk
	Stacey.Rodd@wales.nhs.uk
Useful Links	
Single Lead Employer	Lead Employer - NHS Wales Shared Services Partnership
Employee Self Service (ESR) Guides	Employee Self Service (sharepoint.com)
Expenses Information	Expenses Information (sharepoint.com)
Salary Sacrifice / Staff Benefits	Staff Benefit Schemes (sharepoint.com)
Policies & Procedures	Policies, Procedures and Forms (sharepoint.com)
NWSSP Payroll	NHS Wales Shared Services Partnership (sharepoint.com)
Relocation Expenses	All Wales Relocation - NHS Wales Shared Services Partnership
Obtain Right to Work share code	Prove your right to work to an employer - GOV.UK (www.gov.uk)
Check Right to Work Share code	View a job applicant's right to work details - GOV.UK (www.gov.uk)
GMC Register	The medical register - GMC (gmc-uk.org)