Clinical Lecturer (Scholarship)
also known as Clinical Teaching Fellow

1 post in Inverness, 4 posts in Aberdeen (including 1 for Simulation and 1 for Sustainability)

INSTITUTE OF EDUCATION IN HEALTHCARE & MEDICAL SCIENCES, SCHOOL OF MEDICINE, MEDICAL SCIENCES & NUTRITION

Closing date: 07 January 2024
Interview date: To Be Confirmed
Reference number: MED196A
INTRODUCTION

These posts are part of an exciting initiative which seeks to professionalise medical education and allow doctors in training the opportunity to develop their own teaching skills and educational expertise. Usually these posts are undertaken as an out of training programme experience, but may be suitable for those before commencing or after completion of a training programme.

The Clinical Lecturer (Scholarship) scheme has been running for twenty-two years and the posts are designed for individuals who have a keen interest in teaching and who wish to pursue a career with an emphasis on education and training; they are not primarily for service delivery of teaching. Opportunities for involvement in all aspects of medical education, including strategic planning and research, will be provided.

You will join the Institute of Education In Healthcare and Medical Sciences as one of a team of academic, administrative and clerical staff who support the medicine degree programme. Five of the posts are based in the School of Medicine, Medical Sciences and Nutrition on the Foresterhill campus, Aberdeen, and one in the Highland Medical Education Centre (HMEC), UHI House on the Raigmore campus, Inverness. The Highland post would be supported by UoA Director of Teaching and would work collaboratively with a number of NHS Clinical Fellows also based in HMEC as well as with the Aberdeen based team.

JOB DESCRIPTION

MAIN PURPOSE OF THE ROLE:

You will contribute to the design, development, delivery and assessment of undergraduate MBChB teaching, generally, and in your own specialty. You will contribute to clinical skills and other interprofessional healthcare teaching and to the organisation of exams, including OSCEs.

You will join one of the year teams, contributing to their full range of activities including student support. Where possible, you shall attend and contribute to the work of the Curriculum Steering Group, which is the executive body responsible for the everyday running of the MBChB programme.

Of the five posts in Aberdeen, two are now exciting new opportunities for those appointed to develop an interest in, and the curricular development of, environmentally sustainable medical practice and simulation based education.
KEY RESPONSIBILITIES:

- Contribution to all activities of a year team including student support.
- Curricular development, including the development and delivery of innovative blended learning.
- Clinical skills and other teaching activities e.g. professional practice learning.
- Contribution to assessment across all years of the curriculum.
- Contribution to staff development programmes including journal club.

The Institute of Education also promotes and supports excellence in medical education through research and development, with a focus on conceptually and theoretically robust research and development which has strong potential for reaching international recognition. All lecturers are expected to have one or more educational research or development projects within the Institute of Education’s research themes of developing and/or evaluating theory- based teaching and assessment, technology-enhanced learning and careers decision making. Clinical lecturers will have a designated Educational Supervisor. Support of the research component of Clinical Lecturer posts is provided and there is the opportunity for guidance through the Centre of Healthcare Education Research and Innovation.

Previous projects undertaken by Clinical Lecturers have included:

- Preparing students for theatre-based learning.
- Strategies for identifying and addressing underperformance.
- Developing a core curriculum in Prescribing.
- Using script concordance testing (SCT) to compare clinical reasoning skills across different curricula.
- Developing and evaluating iPad use assessment in simulated and workplace settings.
- Use of Simulated ward round and its impact on the medical error rates of medical students.
- Development of the Go-Pro ward round.
- 3D stereoscopic visualisation in Anatomy
- Assessing and detailing the costs of OSCE assessments
- Major curriculum review project.

These projects are expected to lead to presentations at national fora, small grant applications and publications in high-quality education journals.

Simulation and Sustainability Roles

For those appointed to the posts to develop an interest in and the curricular development of sustainability in healthcare and simulation based education, it would be expected that their curricular, project and research activities would be aligned to these areas of interest. Otherwise the remit of these positions will be similar to that of the other Clinical Lecturer roles with regards to purpose and responsibilities.

Updated October 2022
Depending on the training needs of the lecturer, and with agreement and support of the relevant clinical service, you will be able to undertake up to two daytime clinical sessions (i.e. one day per week) as part of the post. Participation in the relevant out-of-hours rota may be possible but will depend on the needs of the clinical specialty and/or the individual and will have to be separately negotiated by the post holder with NHS clinical services. Funding for any out of hours work is at the discretion of NHS Grampian and NHS Highland and not an integral part of the post.

Generally, it is expected that in particular where this post is during a period of time out of a training programme that it will result in further academic qualification in addition to scholarship experience. The appointees will be expected to participate in appropriate staff development programmes and will be expected and supported to pursue an appropriate postgraduate qualification in healthcare education at the University of Aberdeen.

**CANDIDATE BACKGROUND**

Applications are invited from fully registered medical practitioners, from any clinical discipline, who have a keen interest in medical education. Applicants are normally in specialty training with an NTN but with permission for one year out of programme. Other applicants may have recently completed specialty training or be waiting to start specialty training. Experience or knowledge of teaching in an NHS setting is essential.

We would particularly welcome applications from practitioners who are keen to develop interests in either the development and delivery of simulation based education or teaching sustainability in healthcare.

Recognition of clinical experience within the post towards CCT would require approval from GMC following discussion and support from your Postgraduate Dean. It is likely, for those already in a Specialty Training Programme, that this experience will be viewed by your Deanery as Out of Programme (OOP). Applicants are strongly advised to discuss their interest in the post with their Training Programme Director in advance of application.
TERMS OF APPOINTMENT

Salary will be at the appropriate point on the Clinical scale for Academics below level of Consultant, £43,504 - £76,942 and negotiable with placement according to qualifications and experience.

Any appointment will be made subject to satisfactory references and probation period.

For further information on various staff benefits and policies please visit www.abdn.ac.uk/staffnet/working-here

This role is based in the UK and as such the successful candidate will be required to live and work in the UK.

Should you require a visa to undertake employment in the UK you will be required to fulfil the minimum points criteria to be granted a Certificate of Sponsorship under the requirements of the Skilled Worker visa. At the time an offer of appointment is made, you will be asked to demonstrate that you fulfil the criteria in respect of qualification and competency in English. For research and academic posts, we will consider eligibility under the Global Talent visa. Please do not hesitate to contact Grant Rae, HR Adviser (e-mail: grant.rae@abdn.ac.uk) for further information.

Due to the nature of the requirements of this post, homeworking is not considered appropriate.

These posts are jointly supported by the University of Aberdeen and NHS Grampian/Highland. They are funded from NHS’ ACT moneys.

ACT (Additional Cost of Teaching) is funding which NHS Boards receive from the Scottish Government for activities and costs incurred by the NHS in supporting undergraduate medical education, such as the activity relating to these posts.

AT A GLANCE

SALARY:
Clinical scale for Academics below level of Consultant
£43,504 - £76,942 per annum

HOURS OF WORK:
Full-time, 40 hours per week

CONTRACT TYPE:
Project-limited for 12 months

LOCATION:
Aberdeen
# Person Specification

## Education/Qualifications

**Academic, technical and professional education and training**

- A GMC registration
- Foundation programme competencies (or equivalent)

**Postgraduate Qualification, e.g. MRCP, MRCS or equivalent as appropriate to stage of specialty training**

- Plans for gaining an educational qualification / recognition, e.g. fellowship of AoME, Postgraduate Certificate, Diploma or Master in Education

## Work and Other relevant experience (including training)

**e.g. Specialist knowledge, levels of experience, supervisory experience, research**

- Evidence of a developing interest in clinical teaching and medical education
- Good general computer literacy
- Recent experience or evidence of a good knowledge of teaching and medical education in an NHS setting

**Evidence of previous experience in research**

- Evidence of commitment to developing an ongoing career interest in medical education
- Currently in a specialty training programme

## Personal qualities and abilities

**e.g. initiative, leadership, ability to work on own or with others, communication skills**

- Can demonstrate the ability to work well as part of a team
- Ability to work with minimum supervision
- Excellent interpersonal & communication skills
- Initiative
- Good time management skills
- Excellent organisational skills

**Ability to reflect on and question current practice in education**

## Other

**e.g. special circumstances (if any) appropriate to the role such as unsocial hours, travelling, Gaelic language requirements etc.**

- Adaptability to successfully combine the educational, clinical and research components of the job
- Written support for application by Postgraduate Dean / Training Programme Director for OOP (if applicable)

**Updated October 2022**
UNIVERSITY OF ABERDEEN

open to all and dedicated to the pursuit of truth in the service of others

The University of Aberdeen is a broad based, research intensive University, and we put students at the centre of everything we do. Outstanding in a wide range of discipline areas, Aberdeen is credited for its international reach and commercialisation of research ideas into spin out companies. The University has over 16,000 matriculated students and 3,600 staff representing 130 nationalities. We encourage bold thinking, creativity and innovation, and we nurture ambition with many opportunities for professional and personal development in an inclusive learning environment which challenges and inspires.

CURRENT CONTEXT

The University continues to uphold the principals of the foundational purpose. We remain committed to delivering positive change both locally and globally. We work together and with our partners in an interdisciplinary way, catalysing world-leading research in our areas of strength: Energy Transition; Social Inclusion and Cultural Diversity; Environment and Biodiversity; Data and Artificial Intelligence; and Health, Nutrition and Wellbeing. We are investing in our future and have committed £100m to upgrading our campus, including the new fully digitised Science Teaching Hub, the regeneration of the historic King’s Quarter and a new Business School building. Our commitment to our students, campus and community has led to us being named a Top 20 UK institution in two major league tables¹ and 4th in the UK for overall student satisfaction².

¹ The Times and Sunday Times Good University Guide 2023 and the Guardian University Guide 2023
² National Student Survey (NSS) 2022
ABERDEEN 2040
On our 525th anniversary as a University we launched Aberdeen 2040, our strategic vision for the next 20 years. Four strategic themes will shape our learning and discovery, underlined by 20 commitments we have made against each theme:

- **Inclusive**
  We welcome students, staff and partners from all backgrounds, organisations and communities. We value diversity.

- **Interdisciplinary**
  We innovate in education and research by generating, sharing and applying new kinds of knowledge. We learn together.

- **International**
  We connect with others and extend our networks and partnerships around the world. We think across borders.

- **Sustainable**
  We understand and nurture our environment, and take care of our resources, including our people and finances.
  We work responsibly.

OUR EDUCATION
Recognised as the Scottish University of the Year in the Times and Sunday Times Good University Guide 2019, we remain true to our roots as an ancient Scottish university, combining breadth and depth in our degree programmes and drawing strength from the quality of our research. Our flexible curriculum encourages students to grow as independent learners and therefore to thrive as graduates in the diverse workplaces of the future. Our education is open to all and we are setting ambitious targets to further widen access.

OUR RESEARCH
Researchers at the University of Aberdeen have been at the forefront of innovation and excellence throughout the centuries, generating insights in medicine, science, engineering, law, social sciences, arts and humanities. This research has contributed to five Nobel prizes as well as other awards such as the Queen’s Anniversary prize. Our research is intellectually rigorous working within our established areas of excellence as well as new methods of enquiry. We will continue to generate new knowledge addressing economic and societal issues with ambition and imagination, ensuring that it is globally excellent and locally relevant.

INTERNATIONAL
Aberdeen is increasing its international presence, positioning the University as a global organisation and building on established global partnerships around the world, including Qatar, China, North America, Europe. We feature in the top 50 institutions worldwide for international students1.

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1 Times Higher Education World University Rankings 2021
IMPACT

In 2020 the University signed the United Nations Sustainable Development Goals accord, solidifying our commitment to developing the world in a sustainable way. In 2022 we were listed in the global Top 100 for 8 of these goals\(^4\).

Our highly cited work in zero-carbon technology and global outlooks makes us Scotland’s best institution for environmental research\(^5\).

\(^4\) Times Higher Education Impact Rankings 2022
\(^5\) QS World University Rankings 2022
The School of Medicine, Medical Sciences and Nutrition

The School (https://www.abdn.ac.uk/smmsn/index.php) encompasses all of the disciplines that underpin today’s medicine, including biomedical sciences, health sciences, nutrition and medical, medical science and dental education and these are organised into five Institutes. The largest school in the University, the SMMSN has five Institutes: the Institute of Medical Sciences (IMS), the Institute of Applied Health Sciences (IAHS), the Rowett Institute, the Institute of Education in Healthcare and Medical Sciences (IEHMS) and the Institute of Dentistry, comprising all of our undergraduate and postgraduate programmes and our own graduate entry Dental School.

Staff are line managed and research opportunities are supported through our institutes which work together in an integrated and coordinated way to deliver research and teaching across the School, details of which can be found on their websites as below.

- The Institute of Applied Health Sciences https://www.abdn.ac.uk/iahs/
- The Institute of Medical Sciences http://www.abdn.ac.uk/ims/
- The Rowett Institute http://www.abdn.ac.uk/rowett/
- The Institute of Education in Healthcare and Medical Sciences https://www.abdn.ac.uk/IEHMS/
- The Institute of Dentistry https://www.abdn.ac.uk/dental/ https://www.abdn.ac.uk/dental/

Within the IMS, our scientists are working towards the creation of effective therapies for patients with a range of debilitating and life-threatening conditions. Current research areas include: arthritis and musculoskeletal medicine; cell developmental and cancer biology; immunity, infection and inflammation; metabolic and cardiovascular health; microbiology and translational neuroscience.

Within the IAHS, research is focused on improving health and health care delivery. It is home to a multidisciplinary grouping of around 100 university academic staff who conduct population and clinically-orientated health research and hosts the Health Services Research Unit (HSRU) and Health Economics Research Unit (HERU), both funded by the Chief Scientist’s Office (CSO) of the Scottish Government.

As well as being the organisational home to the teaching scholarship staff and responsible for oversight of the UG and PGT programmes offered by the School, the IEHMS promotes and supports excellence in medical education through research and development, with a focus on conceptually and theoretically robust research and development which has strong potential for reaching international recognition. The highly regarded University of Aberdeen MBChB programme and several postgraduate programmes including a Masters in Clinical Education are delivered by IEHMS.

The Dental Institute runs an undergraduate BDS programme and a growing suite of masters programmes for professional development.

We have a number of specialist Centres representing areas of particular research strength and capacity within the School all of which are willing to support colleagues on projects in their areas. More information is available at the following websites.

Updated October 2022
The Centre for Healthcare Education Research and Innovation (https://www.abdn.ac.uk/cheri/)
The Centre for Health Data Science (https://www.abdn.ac.uk/achds/)
The Aberdeen Cardiovascular & Diabetes Centre (https://www.abdn.ac.uk/acdc/) and
The Aberdeen Centre for Arthritis and Musculoskeletal Health (https://www.abdn.ac.uk/acamh/)

The School is home to over 800 staff and >2000fte students. It is located on the Foresterhill site, shared with our main clinical partner, NHS Grampian, with whom we work in close collaboration at primary and secondary care levels.

This is one of the largest integrated healthcare delivery, training and research sites in Europe and has rich assets including state-of-the-art academic (research and teaching) and clinical buildings. Excellent infrastructure is also provided through core facilities for biomedical science including flow cytometry, proteomics, microscopy and genome sequencing, support for data health science projects and clinical trials. The last major academic capital development was the opening of the Rowett Institute, occupied in March 2016, whose staff undertakes nutrition research to help improve people’s lives through the prevention of ill-health and disease. Their new £40M building has provided the University of Aberdeen with a facility with unique capabilities for human nutrition and metabolic research.

NHS GRAMPIAN

NHS GRAMPIAN incorporates Aberdeen Royal Infirmary, Royal Aberdeen Children’s Hospital and Aberdeen Maternity Hospital and the Aberdeen Dental Hospital on the Foresterhill site, together with the adjacent Royal Cornhill Hospital. Together these form one of the largest single site teaching hospitals in Europe. Other sites include Woodend Hospital in Aberdeen and Dr Gray’s Hospital in Elgin, as well as terminal care facilities at Roxburghe House.

ABERDEEN ROYAL INFIRMARY (ARI), Foresterhill, has a complement of 922 beds and is situated to the north-west of Aberdeen city on the teaching hospital site with the Medical School of the University of Aberdeen. This is the principal adult acute hospital of the Grampian Area providing a complete range of medical and surgical specialities including General Medicine and allied specialities (Cardiology, Respiratory, Gastroenterology, Infectious Diseases, Neurology, Diabetes & Endocrinology, Haematology, Nephrology, Oncology, Dermatology, Blood Transfusion, Rheumatology and Geriatrics), General Surgery and allied specialities (Cardiothoracic, Vascular, Orthopaedics, Neurosurgery, Plastics, Dental, ENT, Burns, Transplantation, Ophthalmology), ITU, A & E, Radiotherapy and Anaesthetics. Aberdeen Royal Infirmary is also a major tertiary referral centre for the North and North East of Scotland in a number of specialities.

ROYAL ABERDEEN CHILDREN’S HOSPITAL is the major tertiary referral centre for children in the North-East Scotland. The new Royal Aberdeen Children’s Hospital (RACH) provides a comprehensive range of paediatric services. The facility, which opened on 25th January 2004, replaced the previous children’s hospital built in 1929 and is sited on the existing hospital campus with a direct bridge link to Aberdeen Royal Infirmary on the Foresterhill site. The Combined Child Health Service provides acute and community child health services across Grampian and to some children from Tayside, Highland, Orkney...
and Shetland. The Service was established in 1999 and provides all secondary and tertiary acute paediatric services.

**ABERDEEN MATERNITY HOSPITAL** is the tertiary referral centre for maternity care for North-East Scotland, in addition to a long history of delivering excellent clinical services, the hospital continues to have worldwide impact in developing and improving maternity care. Clinically based studies can benefit from the population-based Aberdeen Maternity and Neonatal Databank, which has prospectively recorded information about all Aberdeen city births for more than fifty years, and ongoing interests in fertility and aetiology of congenital malformations.

**NHS HIGHLAND**

NHS Highland covers an area that comprises one of the largest and most sparsely populated regions of the UK. The area covers 32,512 km² (12,507 square miles) which represents approximately 41% of the land mass of Scotland. The Scottish Highlands are known worldwide as containing some of the nation’s most outstanding landscapes and natural features. These wonderful geographical features also present a number of major challenges to the delivery of health services - a difficult terrain, rugged coastlines, populated islands.

NHS Highland serves a population of 310,000 residents (excluding Argyll & Bute). In addition, a proportion of our patients come from the many tourists who visit our area all year round, but particularly in the summer months when some local populations double or even triple.

The NHS Board determines strategy, allocates resources and provides governance across the health system. Services are delivered at a number of sites across NHS Highland. There is one district general hospital, Raigmore Hospital based in Inverness, along with four rural general hospitals, two mental health hospitals and a number of community hospitals serving the largest geographical Health Board area in the UK. Certain medical and surgical services are also provided to the Western Isles Health Board which serves the population of the Outer Hebrides.

The Highland Medical Education Centre is located on the Raigmore Hospital site at UHI House which is a purpose built, state of the art facility and is one of the first in the UK to bring together the public, private and academic sectors to be a focus for excellence in health science and biotechnology. Within the Highland Medical Education and Clinical Skills Centres are innovative technological training facilities to provide continuous education and development opportunities for medical undergraduate teaching and post graduate training and development. The University of Aberdeen also has a research team within the facility which delivers a wide range of project opportunities.

The NHS Highland and University of Aberdeen Medical Education team is a group of dynamic enthusiastic clinicians committed to innovation in, development and delivery of high-quality medical education across Highland.

**Key roles include:**

- Oversight of the quality of both post-graduate and undergraduate medical education in clinical areas.
- Liaison with Deanery and medical schools to ensure GMC quality standards are monitored and reported upon.
- Allocating and/or coordinating financial, logistical and event-based resources to support undergraduate and post-graduate learning.

Updated October 2022
• Maintain and assist in training of a clinical educators’ network at all levels.
• Integration of training into the demands of a clinical service and ensure safety of our patients through appropriate and graded supervision and support for training doctors.
• Ensuring UG students of medicine are prepared for clinical practice through engagement with relevant and rewarding experiences in the clinical setting.
• Innovation in delivery of medical education, including development of simulation based opportunities.
ABERDEEN AND ABERDEENSHIRE

Scotland’s third largest city, Aberdeen sits on the coast between the mountains of Aberdeenshire and the stunning North Sea coastline. The Aberdeen City region is a can-do place that is actively investing, at scale, in its future.

Renowned as a Global Energy Hub, Aberdeen is a vibrant, entrepreneurial region, home to a unique mix of business opportunities and specialist skills across various sectors including energy, technology, life sciences and food & drink. More than 20% of Scotland’s top businesses are located in this region which is taking great strides to ensure that it continues to compete on a world stage. Investments of more than £10 billion of public and private infrastructure is due to be delivered before 2030, marking an exciting time to be part of a genuine world-class location.

Built from sparkling local granite Aberdeen has earned the name of the Silver City. As the energy capital of Europe, Aberdeen nevertheless retains its old-fashioned charm and character making it an attractive place in which to live, work and study. Due to its global business and international energy industry credentials, Aberdeen is well served by local and national transport infrastructure with excellent rail networks that run both North and South of Scotland and the rest of the UK. It also acts as an international travel hub. Flying time to London is just over one hour with regular daily flights and serves international travel to European centres such as Amsterdam (Schiphol) and Paris (Charles de Gaulle) as well as flights to other European destinations.

The City and the surrounding countryside provide a variety of urban, seaside and country attractions. Aberdeen has first class amenities including His Majesty’s Theatre, Music Hall, Art Gallery, the P&J Arena, Museums, and Beach Leisure Centre. The City is framed by its accessible beach front which is within a short walk of the city centre and there are an array of activities available across the region such as hill walking; mountaineering; sailing; surfing; salmon, trout and sea fishing; golf; sailing; surfing and windsurfing. The surrounding countryside, known as Aberdeenshire, is also one of Scotland’s most appealing regions. Royal Deeside and the Cairngorms National Park are within easy access of the city, and there are a variety of towns and villages scattered along the coastline.

The city and the surrounding area have ranked consistently highly in nationally recognised quality of life surveys, coming out top 10 as one of the best places to live in Scotland in 2020 in the annual Bank of Scotland survey.

To find out more visit www.visitabdn.com
The University values and celebrates a diverse working and learning environment and recognises the richness this brings, both in terms of contributing to the success of the University and creating safe and inclusive cultures. The University welcomes applications from individuals with diverse lived experiences.

The University supports flexible working, including hybrid working arrangements, and has policies in place to facilitate this where it is appropriate. The policies can be found at https://www.abdn.ac.uk/staffnet/working-here/flexible-working--5607.php.

The University is committed to progressing gender equality across all its functions and has been a proud member of the Advance HE Athena Swan Charter, achieving an institutional Bronze award, one Silver departmental award for the School of Psychology and eleven departmental Bronze awards. LGBTQ+ equality is championed through the University’s membership of the Stonewall Diversity Champions Programme, where the University has achieved a Silver award in the Workplace Equality Index. The University is on a continual journey to respond to, and combat, GBV in our community and beyond. We are proud to be working towards the EmilyTest Charter, in partnership with the charity, EmilyTest. We all have a role to play in knowing how to signpost colleagues and students to support for gender-based violence, and training and support is available to all staff on this topic.

The University is signed up to Advance HE’s Race Equality Charter, affirming the University’s commitment to the Charter’s aim of improving the representation, progression and success of staff and students who identify as belonging to a racialised group. The University launched its Antiracism Strategy in 2022, representing a bold framework for progress on race equality. Recognising the importance of addressing the under-representation of racialised groups in the senior team, the University’s new Recruitment and Selection Policy embeds specific positive action measures to address this.

The University is delighted to be accredited as a Disability Confident employer and strives to ensure that disabled staff and students have the opportunity to work and study in an inclusive, accessible and supportive environment. The University’s Wellbeing Strategy commits it to progressing work to tackle stigma related to mental health and action to promote and improve health and wellbeing for staff and students. Candidates who are British Sign Language (BSL) users can contact us directly by using contact SCOTLAND-BSL.

The University’s work on equality, diversity and inclusion is supported by a range of networks and engagement activities, designed to provide safe spaces and raise awareness of the support available and the steps everyone can take to create inclusive campuses.

www.abdn.ac.uk/staffnet/governance/equality-and-diversity-277
HOW TO APPLY

Online application forms are available at www.abdn.ac.uk/jobs

The closing date for receipt of applications is 07 January 2024

Should you wish to make an informal enquiry please contact:

Dr Angus Cooper, Director of Clinical Skills (angus.cooper@abdn.ac.uk), Professor Colin Lumsden, MBChB Programme Lead (colin.lumsden@abdn.ac.uk) or Dr Morven Wilson, Highland Director of Teaching (Undergraduate) (morven.wilson@abdn.ac.uk).

Please do not send application forms or CVs to Drs Cooper, Lumsden or Wilson.

Please quote reference number MED196A on all correspondence