

# Professional Support and Well-being Development Day

**Vijay Nayar**

**21st May 2019**



Developing people

for health and

healthcare

[www.hee.nhs.uk](http://www.hee.nhs.uk)

# Welcome

- Wifi
- Rest Rooms
- Fire alarms / Emergency exits
- Breakout rooms
- Refreshments

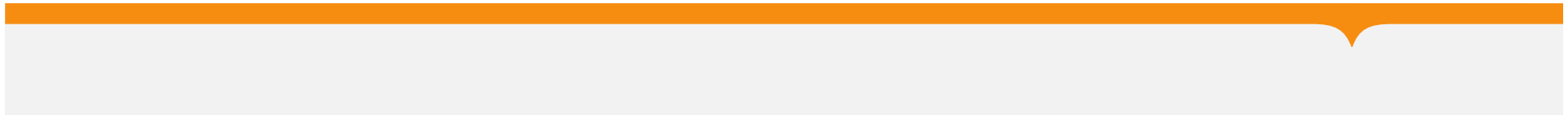
Time	Workshop	Facilitator	Room
09:00 – 09:30	<b>Registration and Refreshments</b>		
09:30 – 09:45	Introduction to the day	Professor Vijay Nayar, HEE EoE	Main room
09:45 – 10:30	Key note: Ways to Promote Health and Well-being for trainees and reduce work related stress	Dr Claire Illingworth, Cambridge University Hospitals	Main room
10:30 – 10:45	<b>Refreshment Break</b>		
10:45 – 11:45 <b>Workshop 1</b>	Preventing Burnout	Dr Richard Stevens, Royal Medical Benevolent Fund	Main room
	Mental Health and Well-being of trainee doctors	Dr Chris O'Loughlin, HEE EoE	Hadham
	Mentor Development	Mrs Susan Knight, Dr Falek Masood, HEE EoE	Roding
	Developing Cultural Safety	Professor Vijay Nayar, HEE EoE	Ashdon
12:00 – 13:00 <b>Workshop 2</b>	Preventing Burnout	Dr Richard Stevens, Royal Medical Benevolent Fund	Main room
	Mental Health and Well-being of trainee doctors	Dr Chris O'Loughlin, HEE EoE	Hadham
	Mentor Development	Mrs Susan Knight, Dr Falek Masood, HEE EoE	Roding
	Developing Cultural Safety	Professor Vijay Nayar, HEE EoE	Ashdon
13:00 – 14:00	<b>Lunch</b>		
14:00 – 14:45	Key note: Supporting the trainee with Performance Concerns	Mr Michael Wright, Hill Dickinson LLP	Main room
15:00 – 16:00 <b>Workshop 3</b>	Supporting trainers of trainees in difficulty	Mr Michael Wright / Mrs Kate Read, HEE EoE	Main room
	Supporting trainees with exams	Ms Sally Storr, Hammet Street Consultants Ltd.	Hadham
	Embracing Failure on the Road to Success: Strategies for Effective Communication in the Workplace	Ms Jo Hopkins, Communications 4 Doctors	Roding
	Understanding the Psychology – why are many trainees struggling?	Miss Vanessa Davies, Dr Emma Lishman Hammet Street Consultants	Ashdon
16:00	<b>Q&amp;A session with the PSU – refreshments provided</b>		
16:00 – 16:30	Question and Answer Session <i>Panel with the Professional Support &amp; Well-being team</i>	Chair: Dr Nisha Nathwani HEE EoE	Main room

# Workshops



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- Delegates will decide which workshops they wish to attend.
- Workshops 1 & 2 are repeated.
- There is a maximum of 20 delegates per workshop.
- If the workshop is full, the delegate will need to select an alternative workshop to attend.



# Meet the Team



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## Clinical Leads



**Dr Ian Barton**  
Complex Cases Clinical Lead/  
Deputy Postgraduate Dean



**Professor Vijay Nayar**  
PSW Clinical Lead/  
Deputy Postgraduate Dean



**Dr Nisha Nathwani**  
PSW Operational Lead/  
Clinical Case Manager

## Professional Support & Well-being Admin Team



**Miss Katie Bradshaw**  
PSW Manager



**Miss Rebecca Winchester**  
Non-Clinical Case Manager



**Mrs Michaela Wee**  
Non-Clinical Case manager  
(maternity leave)

## Clinical Case Managers



**Mr Michael Crabtree**



**Dr Francesca Crawley**



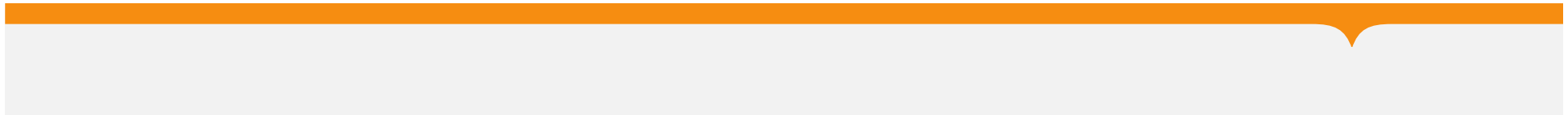
**Dr Chris O'Loughlin**

# Transformation

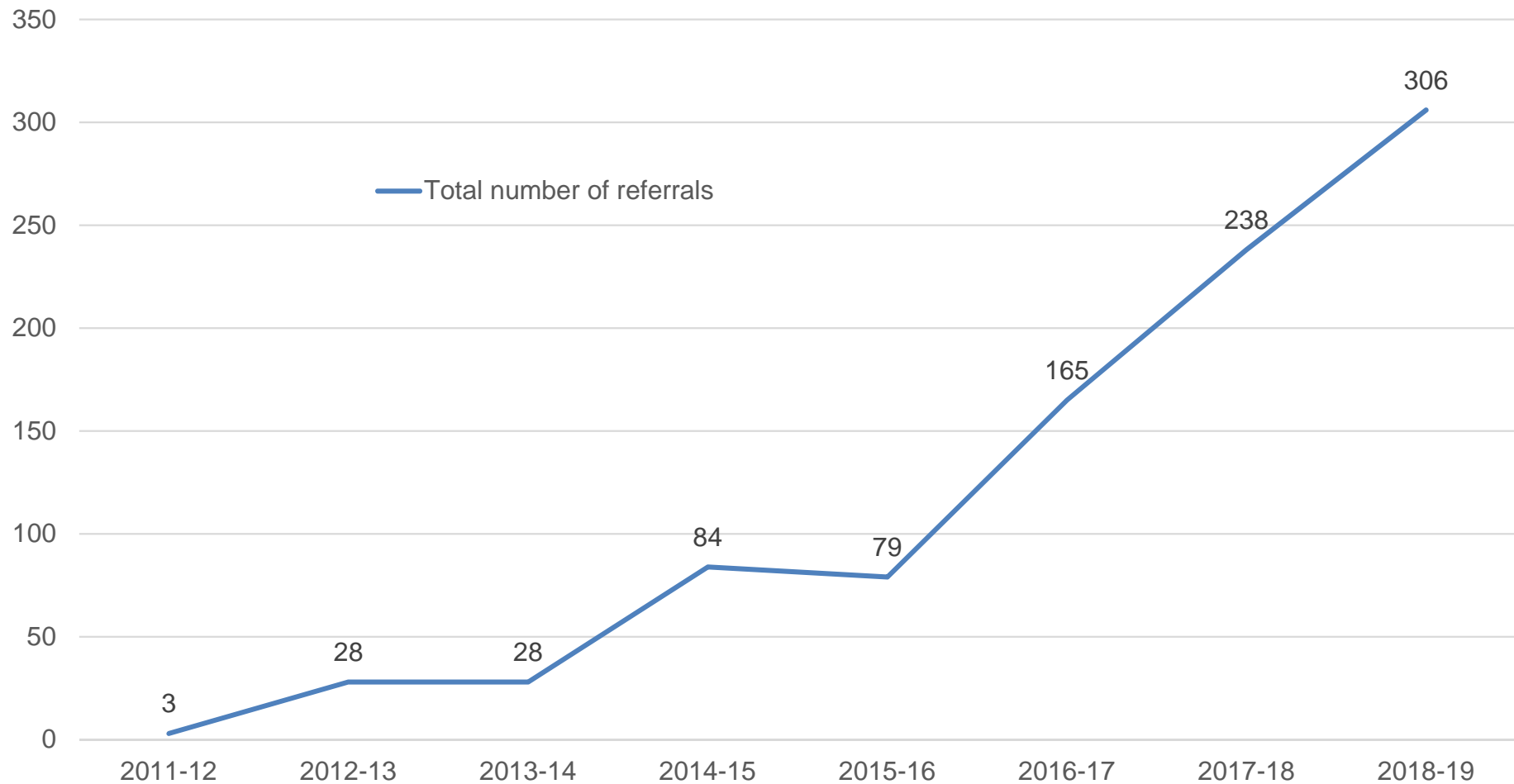
**Professional Support Unit (PSU)**



**Professional Support and Well-being  
Service (PSW)**



# Total Number of new referrals to the PSW 2011/12 – 2018/19





**Performance**

The image features a large iceberg floating in a blue sea under a blue sky. The tip of the iceberg is above the water line, while the vast majority of the iceberg is submerged below the surface. The word 'Performance' is written in white text above the water line, centered over the visible tip of the iceberg. On the left side, below the water line, are the words 'Diagnose', 'Document', and 'Deal' stacked vertically. On the right side, also below the water line, is a list of factors: 'Workload', 'Psychological Factors', 'Life events', 'Sleep Loss', 'Family Pressure', 'Training and Education', 'Health Issues', and 'Cultural factors'.

**Diagnose**

**Document**

**Deal**

**Workload**  
**Psychological Factors**

**Life events**

**Sleep Loss**

**Family Pressure**

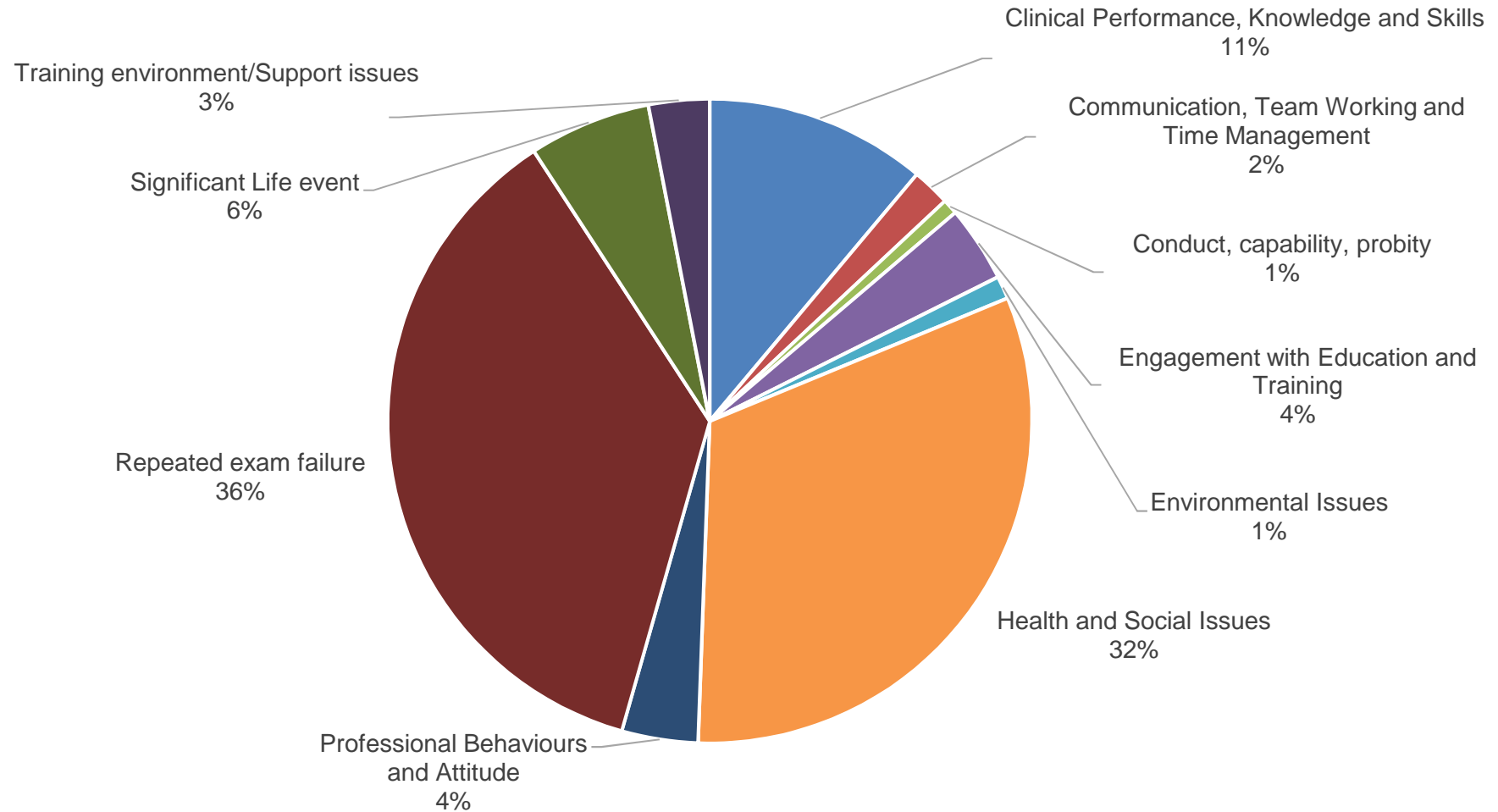
**Training and Education**

**Health Issues**

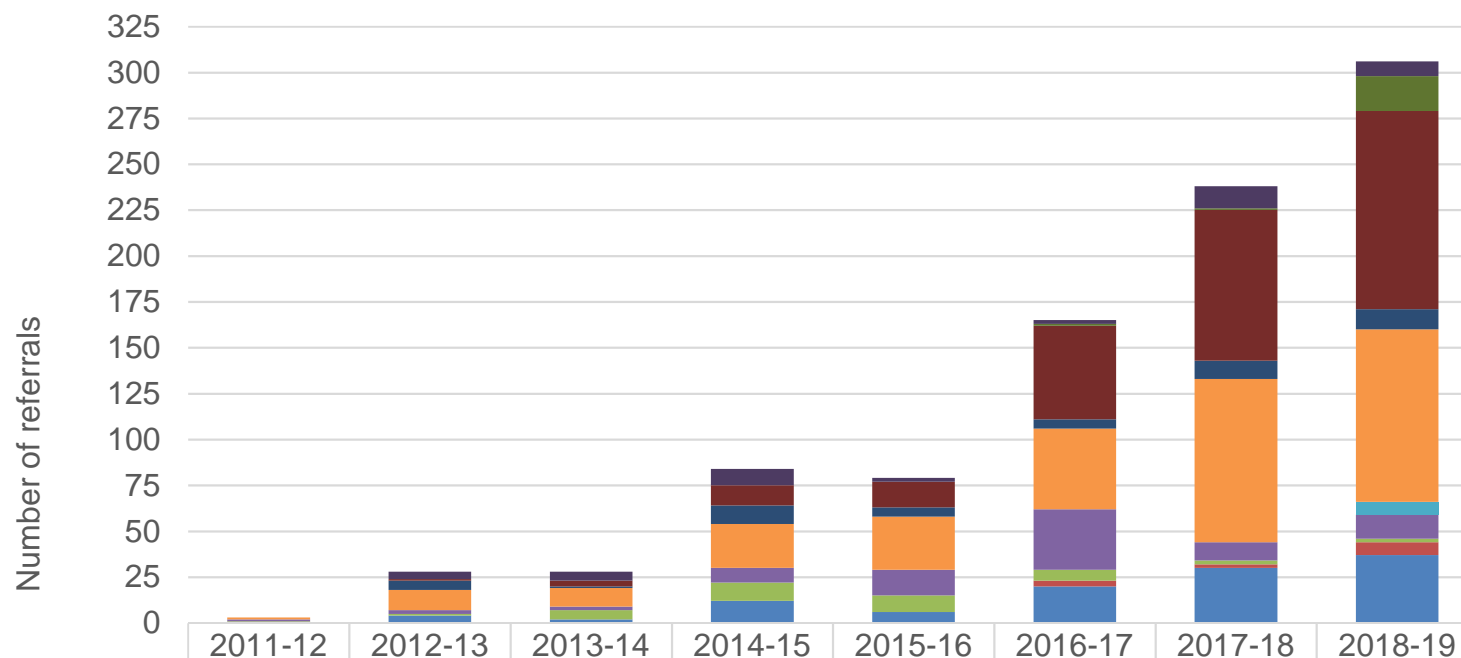
**Cultural factors**



# Main Reason for a PSW Referral 2018 - 2019



# Main Reason for a PSW Referral 2011/12 – 2018/19



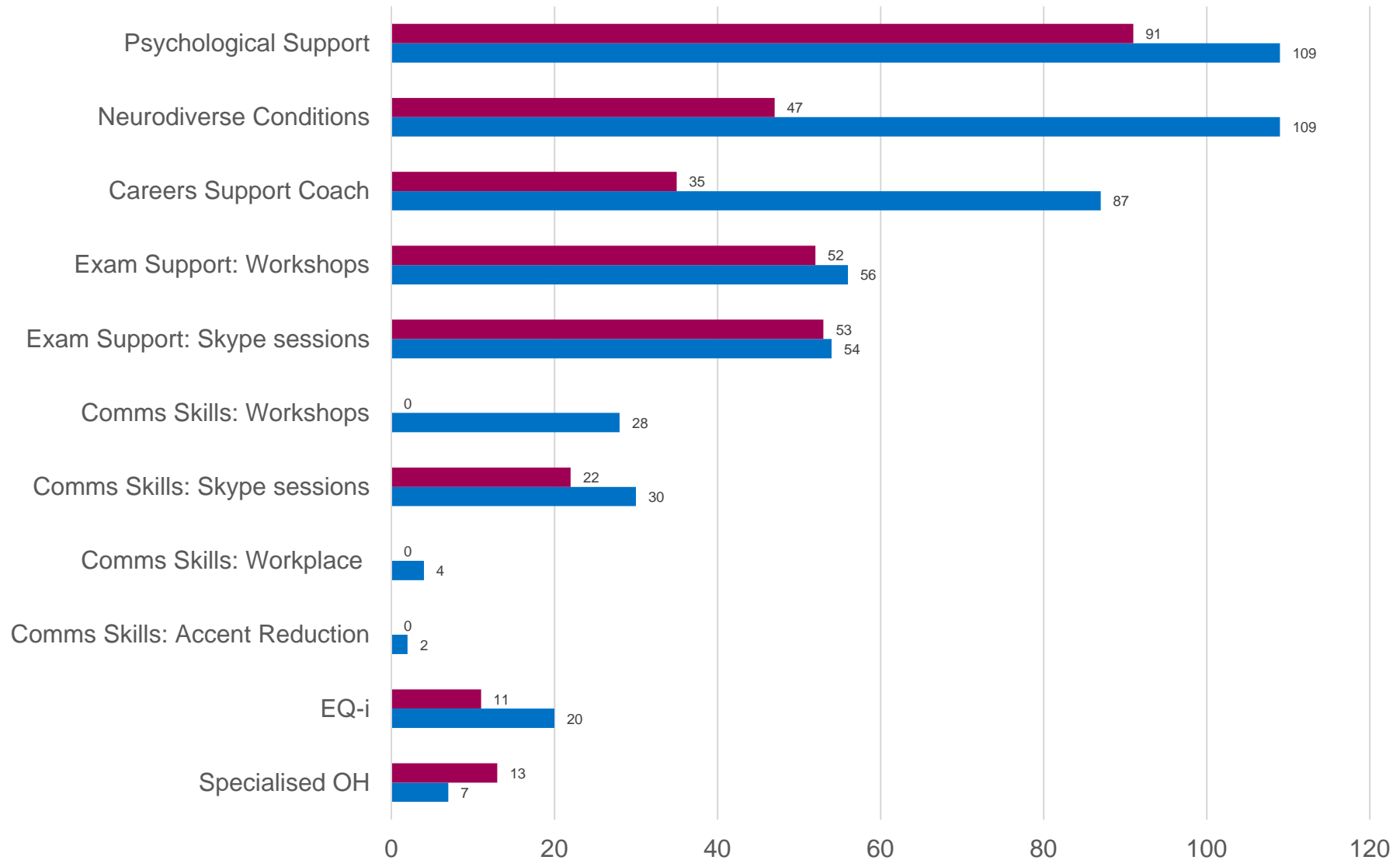
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
■ Training environment/Support issues	0	4	5	9	2	2	12	8
■ Significant Life event	0	0	0	0	0	1	1	19
■ Repeated exam failure	0	1	3	11	14	51	82	108
■ Professional Behaviours & Attitude	0	5	1	10	5	5	10	11
■ Health & Social Issues	1	11	10	24	29	44	89	94
■ Environmental Issues	0	0	0	0	0	0	0	7
■ Engagement with Education & Training	1	2	2	8	14	33	10	13
■ Conduct, capability, probity	1	1	5	10	9	6	2	2
■ Communication, Team Working & Time Management	0	0	0	0	0	3	2	7
■ Clinical Performance, Knowledge and Skills	0	4	2	12	6	20	30	37

# Support Services Available

<b>Exam Support</b>	<b>High Level Occupational Health</b>
<b>Careers Support</b>	<b>Emotional Intelligence Testing</b>
<b>Psychological Support</b>	<b>Signposting to other External Services</b>
<b>Communication Skills Support</b>	<b>Trainer Support</b>
<b>Screening, diagnosis and follow on support for Neuro-diverse Conditions</b>	

# Support Services – What has been Accessed in EoE

■ 2017-18 ■ 2018-19



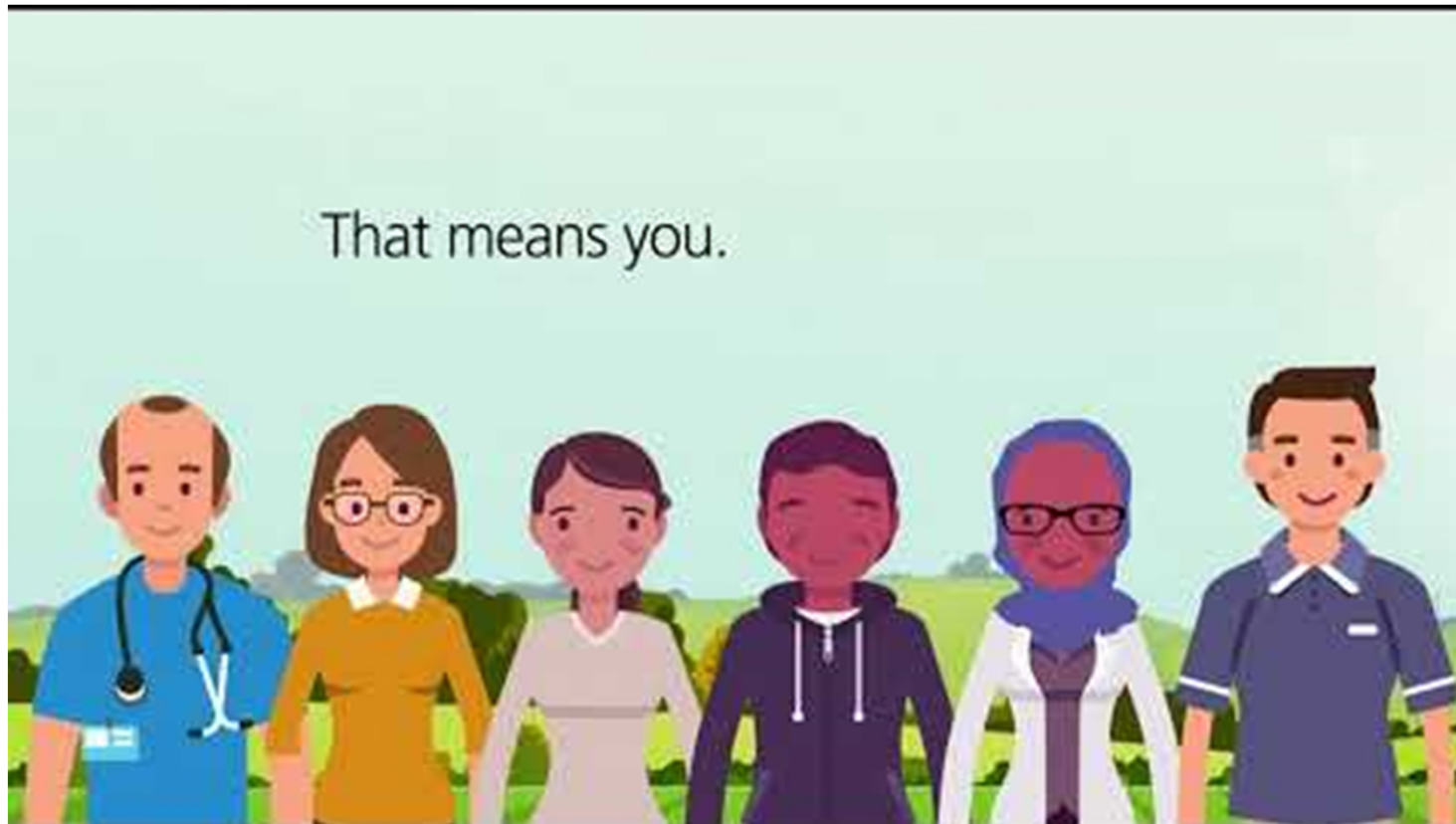
# PSW update

- Referred or can self-refer for exam failure
- Weekly Triage meetings
- Meeting with Clinical or Non-Clinical Case Manager
- Mutually agreed action plan
  
- Certain cases are raised at our Complex Case Advisory Group
- Separation of Policies

# PSW update

- Timing of Referrals and Intervention
- Introduction of other self referral pathways
- Mental Health and Suicidal Ideation
- Communication Skills strategy
- Trainee **Well-being** - Coaching and Mentoring, Resilience
- Differential Attainment and monitoring data
- Trainer Support

# The EoE HEE PSW animation

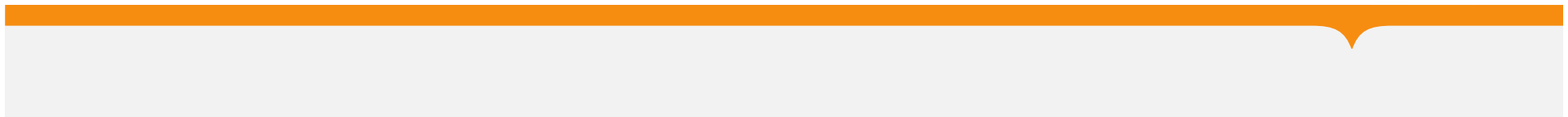




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**We hope you enjoy your day.**

**Thank you!**







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# **Question & Answer Session**

**Panel with the Professional  
Support and Well-being Team**

