

East of England Professional Support and Well-being Service

Annual Report 2018-19



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What is the Professional Support and Well-being service?

The Professional Support and Well-being (PSW) service, formerly known as the Professional Support Unit (PSU), recognises that training to become a Consultant or General Practitioner (GP) takes considerable time, determination, effort and skill. During this time, trainees will inevitably undergo periods where they need additional support. This may be as a result of encountering adverse clinical events, experiencing a variety of wider life events or struggling with concerns relating to their training/career progression.

The PSW aim to support educators to identify early warning signs amongst their trainees, develop understanding of resilience and well-being amongst both trainees and educators, increase educator awareness of concerns amongst trainees and improve understanding of when and where to escalate these concerns.

It is recognised that there are times when trainees would benefit from increased and specialist support, beyond that which their clinical and educational supervisor can provide. The PSW is able to provide this support for both trainees and their educators.

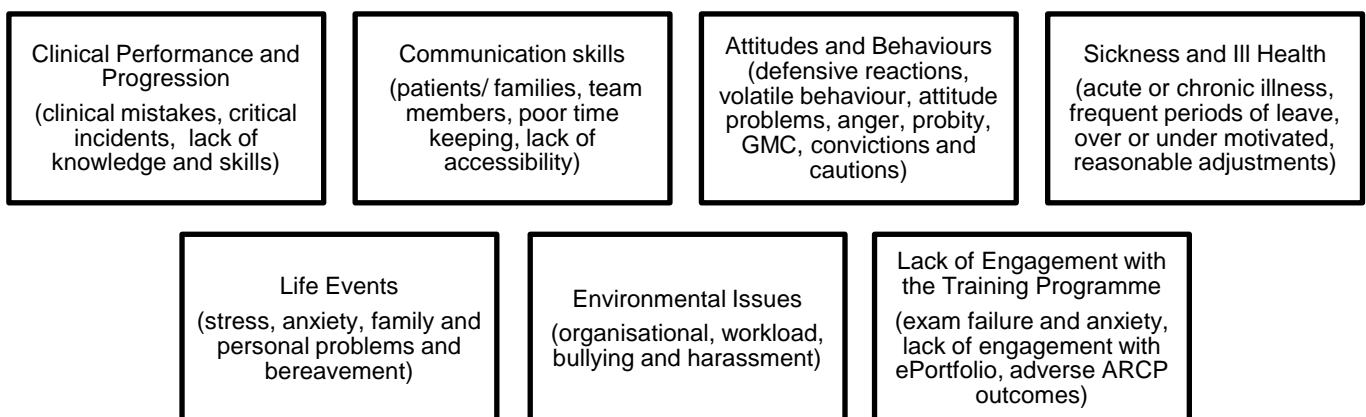
Aims of the Professional Support and Well-being Service

Professional Support	Well-being
To provide fast access to specialist support and on-going case management	To support Educators and Trainees to be as effective as possible in their roles

Access to the Professional Support and Well-being Service

Why is a Trainee Referred into the PSW?

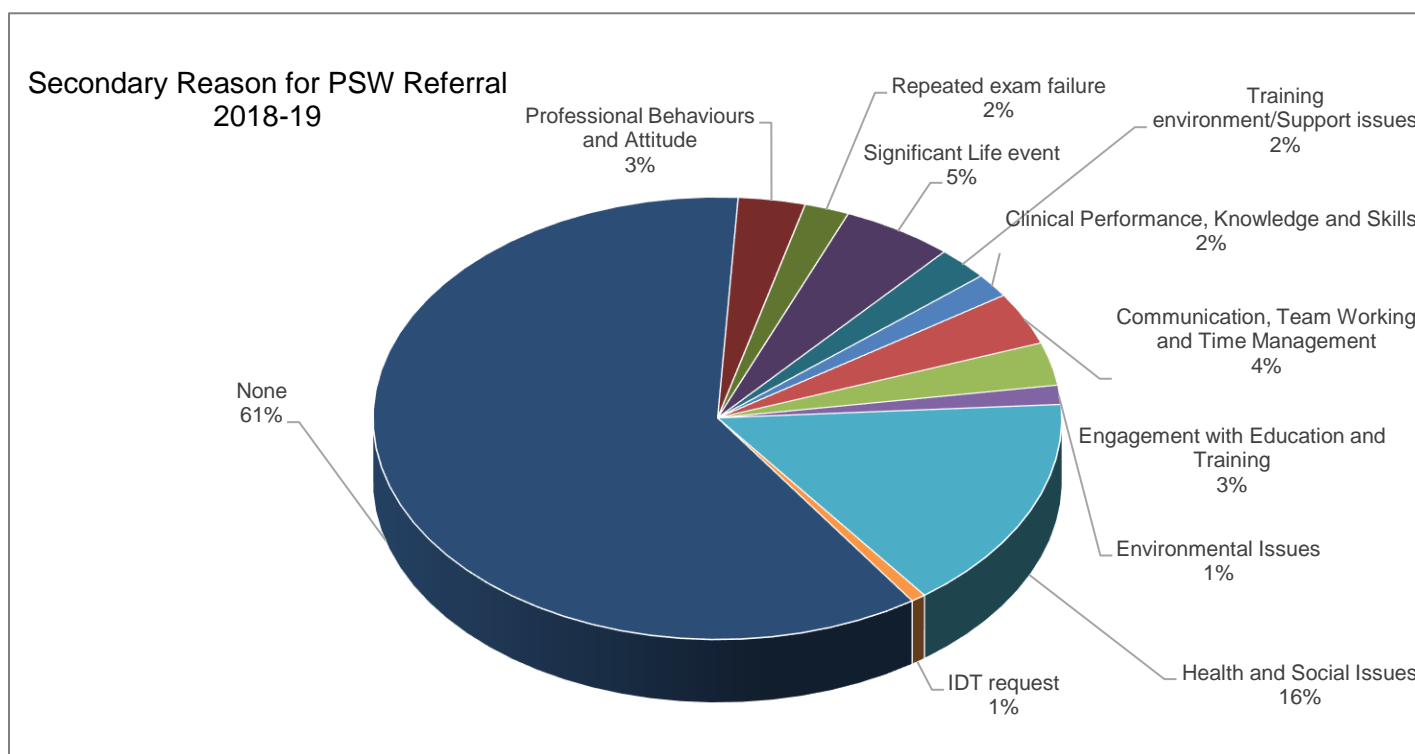
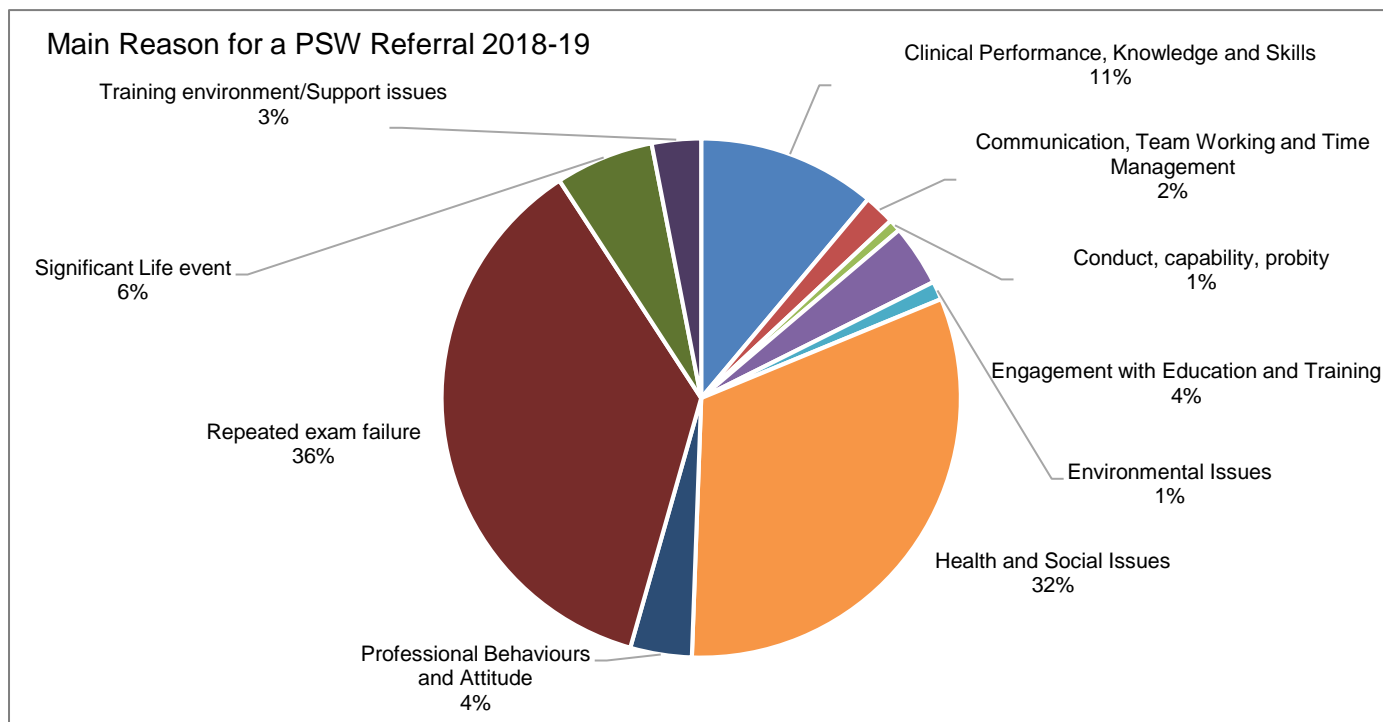
The PSW are able to categorise concerns into seven broad areas:



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For 2018-19, repeated exam failure (36%) and health and social issues (32%) were the main reasons for PSW referrals. However, it is worth bearing in mind that some of the less common reasons for referral can account for a much greater use of time and input from the PSW.

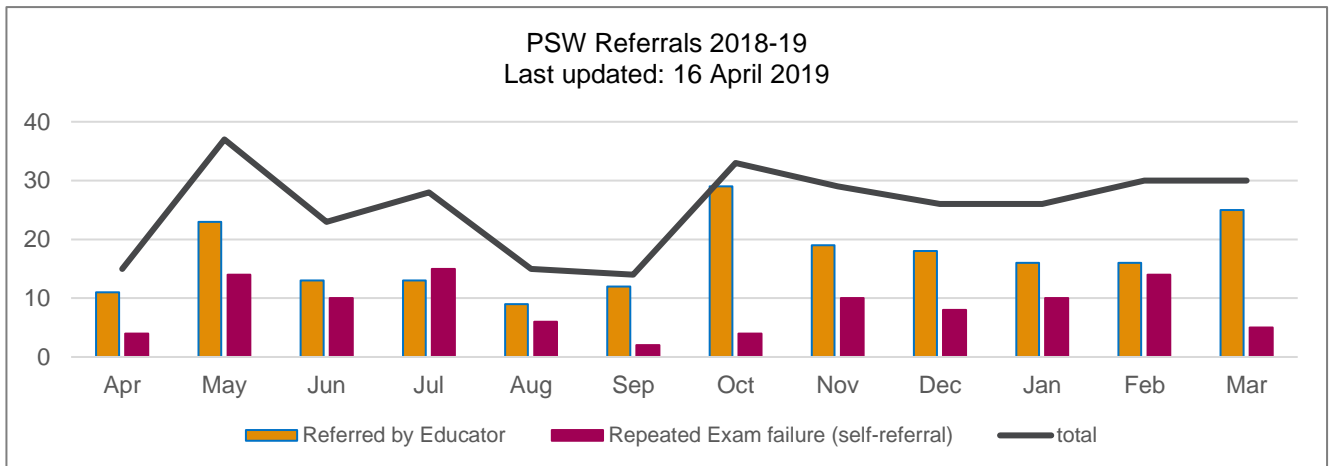
Whilst 61% of our referrals state only one main reason, there are cases where there are more than one reason for the referral stated (see graph below).



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How to access PSW support

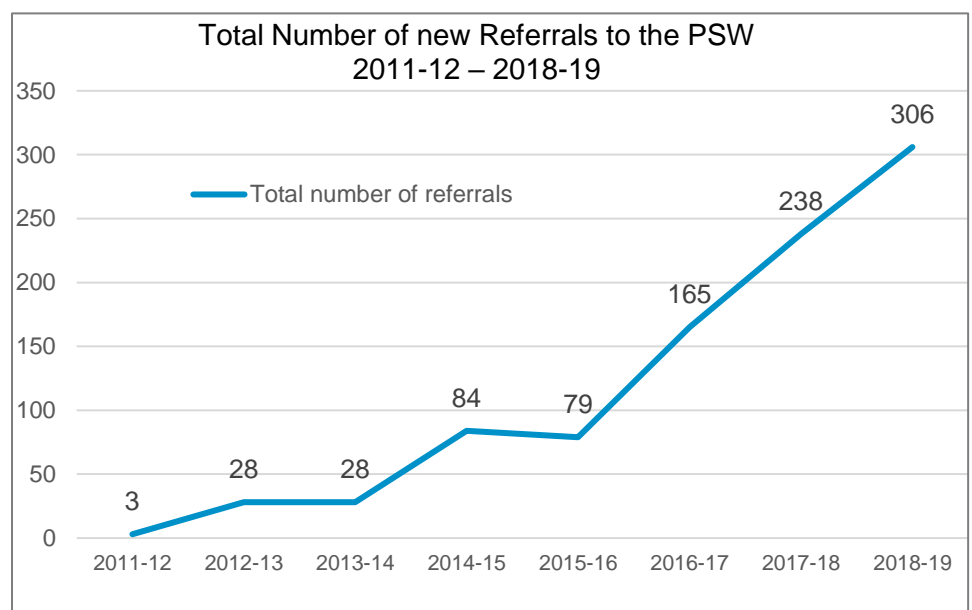
In order to access the PSW and the support offered, a referral to the service is required. Depending on the reason for the referral, this will be made either by self-referral or through an educator, such as an Educational Supervisor or Training Programme Director.



The graph above highlights how the PSW is currently accessed; either by a referral from an educator or by self-referral over the last year. The total number of referrals over the year highlights a couple of peaks and troughs; in May there was an increase in self-referrals which could be attributed to the demand in support for exams at that time of the year. In late September 2018, an email was circulated to all Heads of Schools, Training Programme Directors, Directors of Medical Education and Medical Education Managers, highlighting the introduction of a new referral form ([see website](#)) which could have contributed to the increase in referrals. The feedback from educators has been positive as there is less content to cover, making the process easier and less cumbersome.

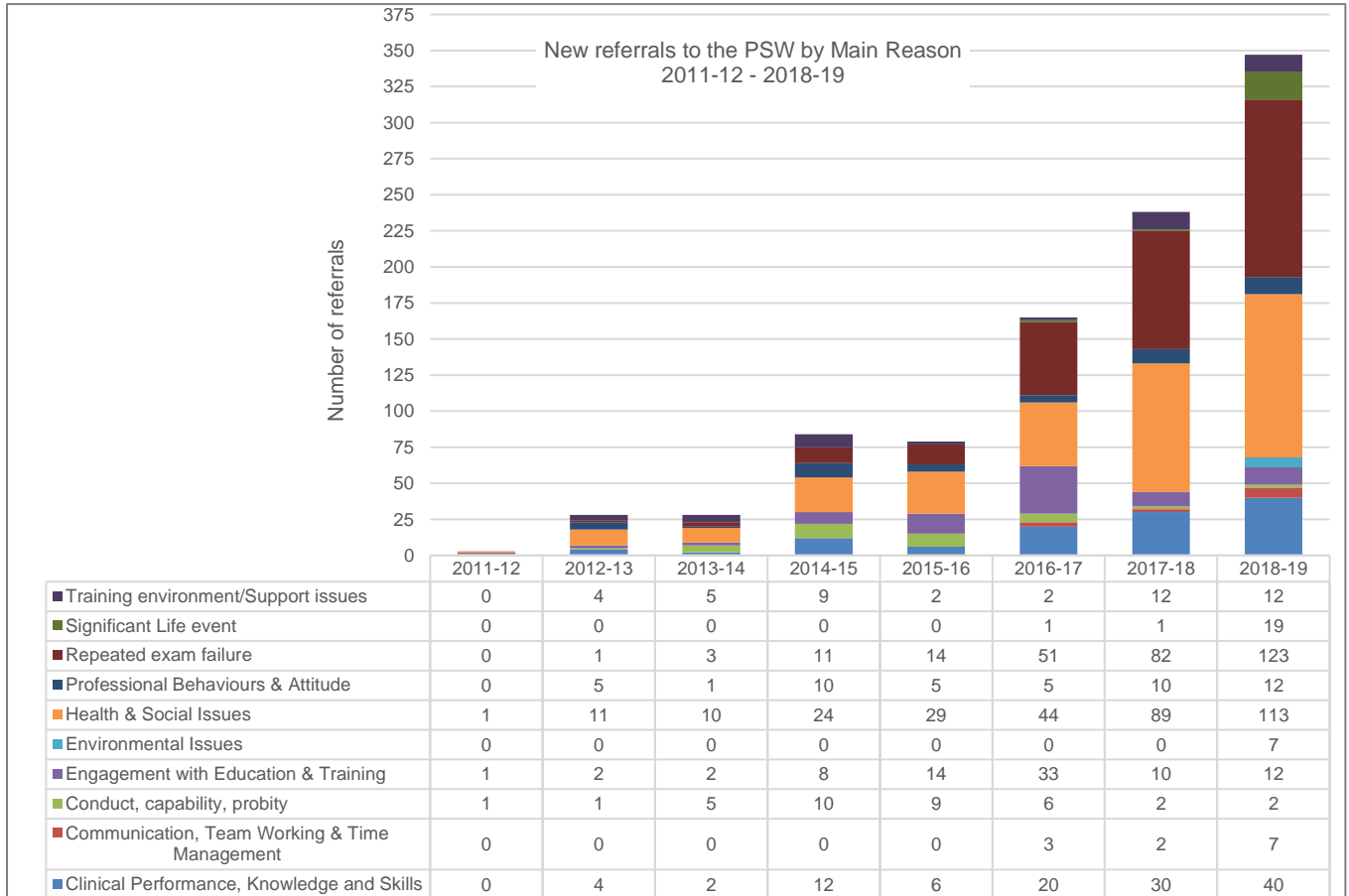
Since the PSW formed in the beginning of 2012 (see graph below), the total number of referrals to the PSW has increased in most part, year on year.

Whilst there was a slight dip in 2015-16, there was still a significant increase in referrals between 2014-15 and 2016-17, with referrals more than doubling over this period. This could be attributed to more robust ways of reporting within the PSW team. In addition to this, referrals from the previous year, stated only 14 referrals for “repeated exam failure”, whereas in 2016-17 (graph below), the number of referrals for this reason increased to 51. The introduction of the self-referral form for repeated exam failure in January 2018 has further contributed to the increased referral rate, with 61% increase of referrals from the previous year and overall, an increase of referrals to the PSW of 44%.



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A self-referral form for repeated exam failure has helped release resources; there is no longer a need to meet face-to-face with a trainee for this concern. They do need to meet the criteria of two or more failed attempts, or a pattern of failed attempts on more than one exam, but once that threshold has been met, the PSW are able to provide support for them immediately.

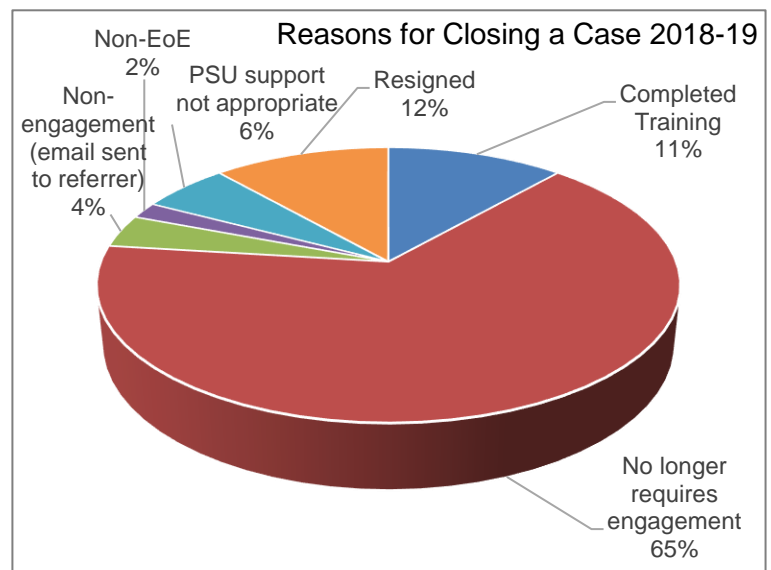


Closing Cases

An area that we have strived to improve on this year was to close cases that no longer need PSW input. We have been able to close 52 cases this year, with the majority of case closures being as a result of no longer requiring support.

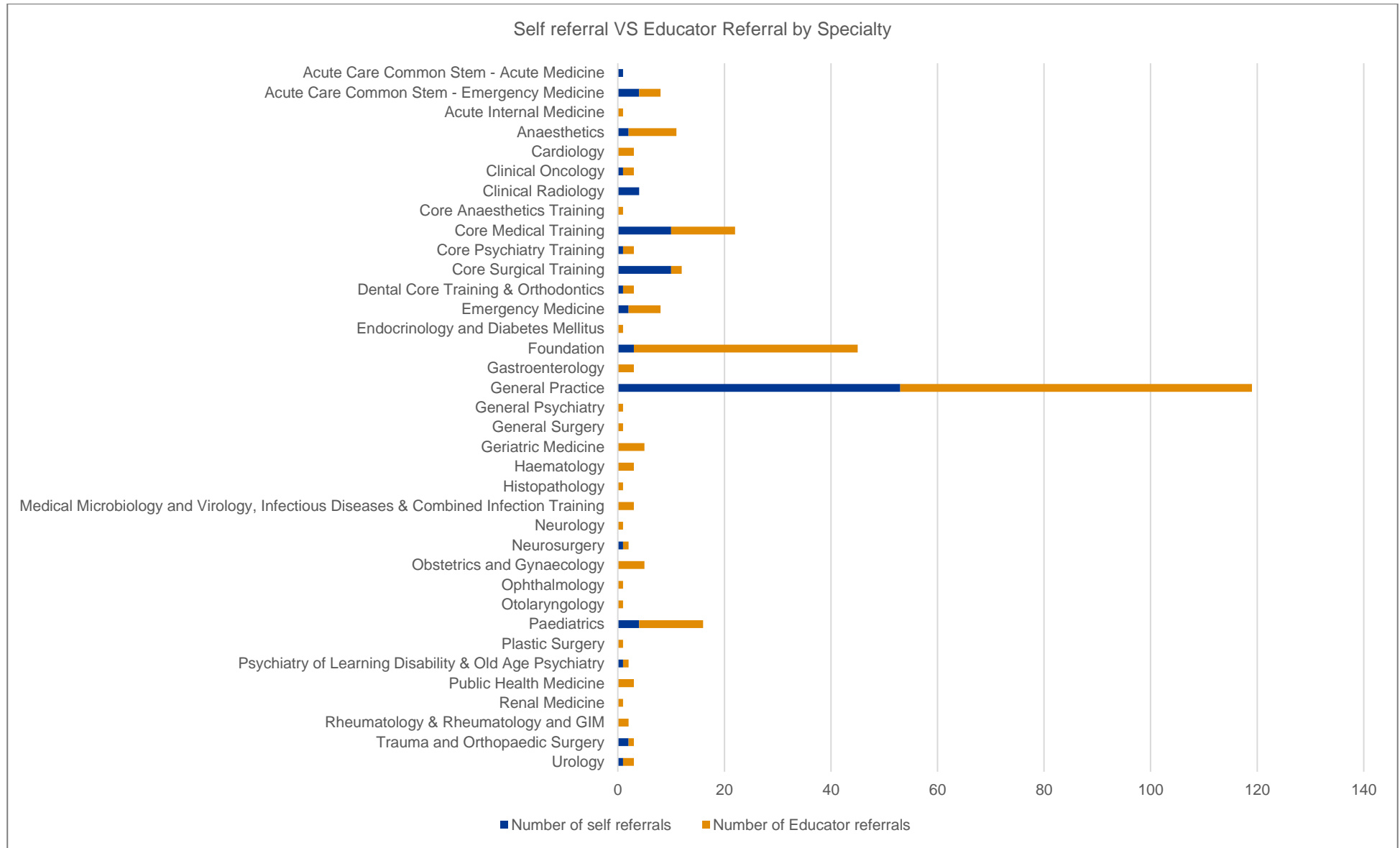
One of the ways in which we are improving our engagement with our trainees, is to ensure that there is regular contact. If the trainees are in a better position the case will be closed and this will be shared with the referrer. In a situation where trainees have not engaged with the service, the case will be discussed with the ES and TPD to see whether there continues to be a need for support or whether we can close the case.

Some trainees will not engage with the process and need continued input and support from their ES and placement team. One of our targets is to continually improve on our follow up rates. We are averaging a follow up rate time of **72 days** which is within our target of three - six months, however we feel this can be improved for 2019-20.



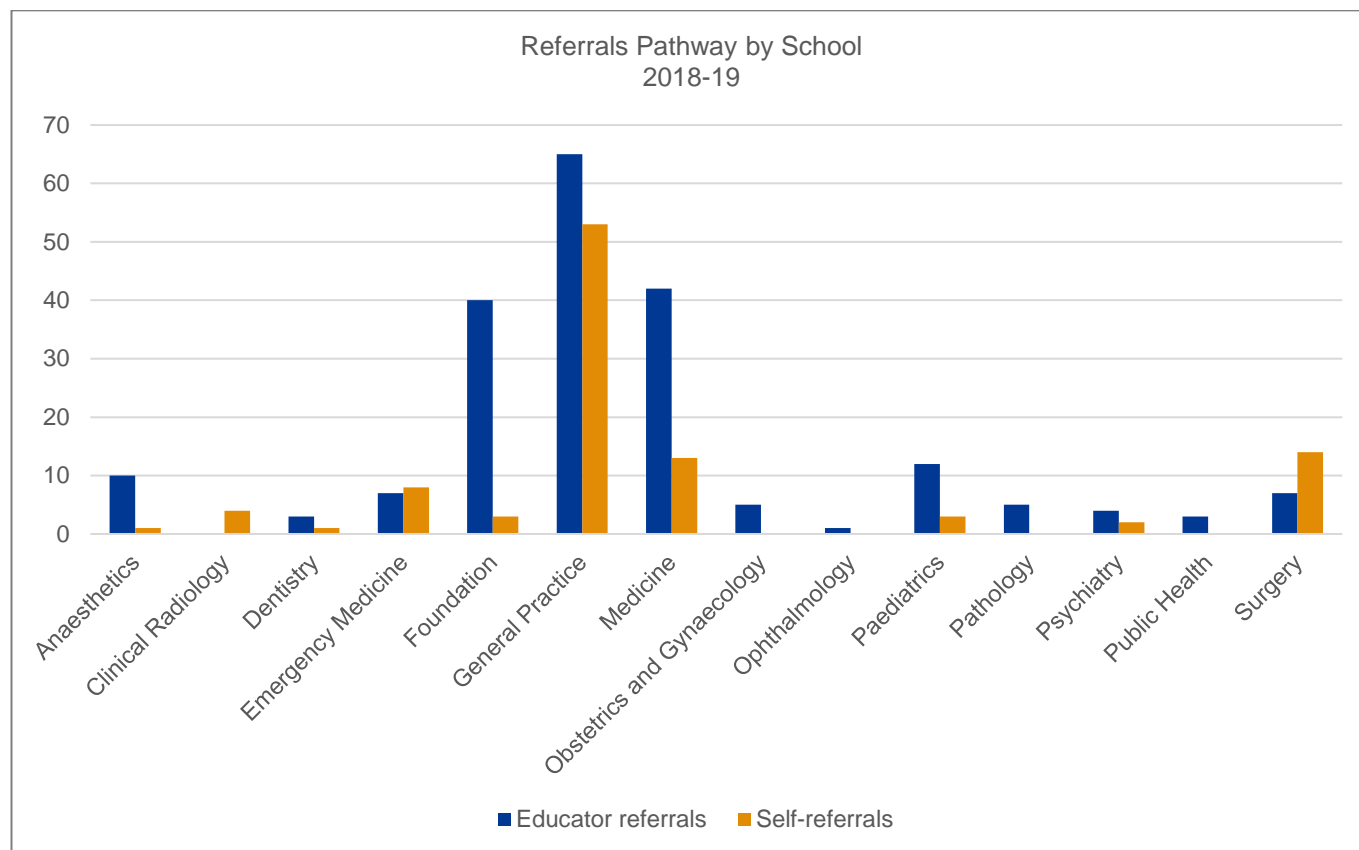
Specialties with small numbers have been removed to protect confidentiality.

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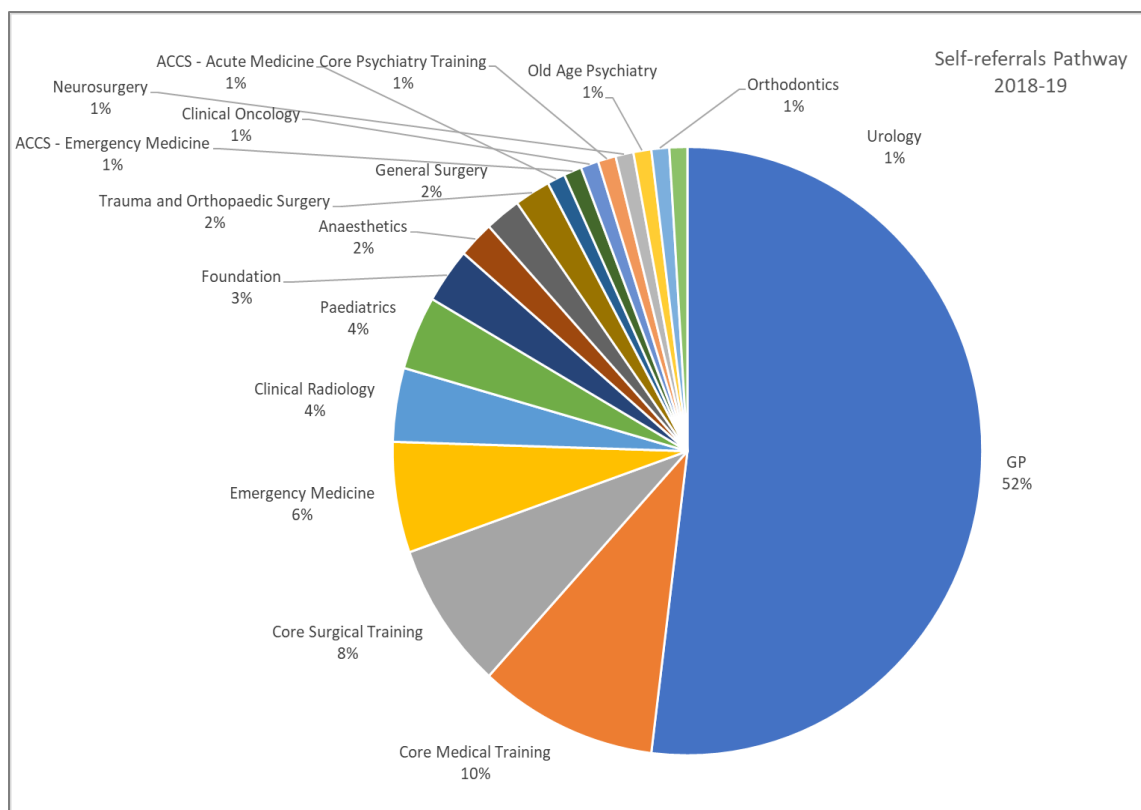


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Referrals by School



Self-Referral Pathway



The PSW receive a high volume of GP referrals, these reflect 39% of new referrals received in 2018-19.

In 2018-19, 52% of self-referrals we received were from GP.

The PSW are currently working with the GP School to reduce these numbers by ensuring that trainees are accessing local support provided by their programmes prior to a referral to the PSW taking place.

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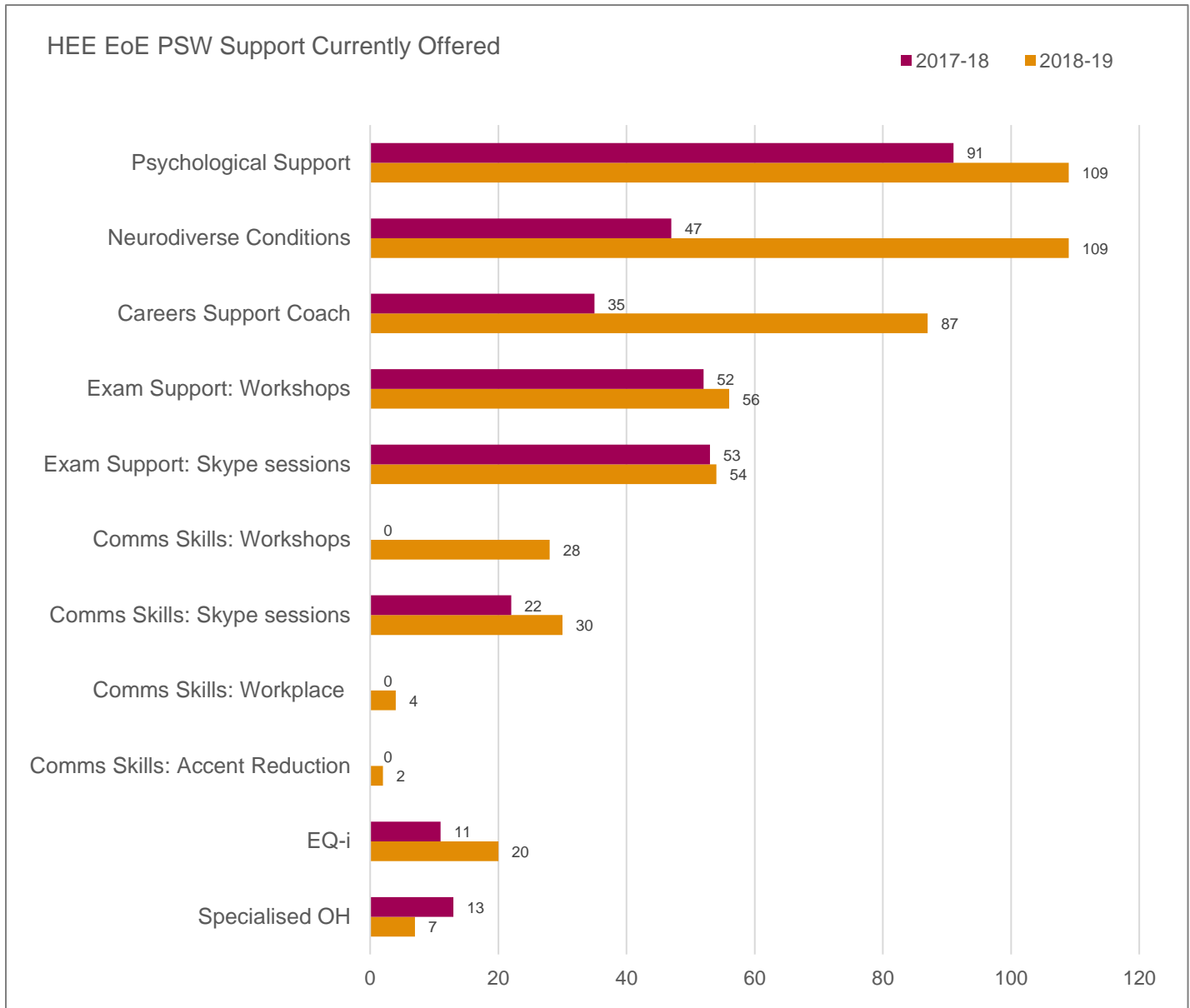
Referrals by Specialty compared to % of Trainees on Programme

Programme Name	Number of Posts	Number of trainees referred to PSW	% of programme referred to PSW
Acute Care Common Stem - Acute Medicine	147	1	1%
Acute Care Common Stem - Emergency Medicine	190	8	4%
Acute Internal Medicine	39	1	3%
Anaesthetics	164	11	7%
Cardiology	76	3	4%
Clinical Oncology	38	3	8%
Clinical Radiology	117	4	3%
Core Anaesthetics Training	105	1	1%
Core Medical Training	277	22	8%
Core Psychiatry Training	131	3	2%
Core Surgical Training	117	12	10%
Dental Core Training & Orthodontics	64	3	5%
Emergency Medicine	302	8	3%
Endocrinology and Diabetes Mellitus	45	1	2%
Foundation	1299	45	3%
Gastroenterology	59	3	5%
General Practice	535	119	22%
General Psychiatry	73	1	1%
General Surgery	93	1	1%
Geriatric Medicine	63	5	8%
Haematology	31	3	10%
Histopathology	43	1	2%
Medical Microbiology and Virology, Infectious Diseases & Combined Infection Training	32	3	9%
Neurology	22	1	5%
Neurosurgery	14	2	14%
Obstetrics and Gynaecology	151	5	3%
Ophthalmology	43	1	2%
Otolaryngology	31	1	3%
Paediatrics	276	15	5%
Plastic Surgery	36	1	3%
Psychiatry of Learning Disability & Old Age Psychiatry	33	2	6%
Public Health Medicine	39	3	8%
Renal Medicine	34	1	3%
Rheumatology & Rheumatology and GIM	24	2	8%
Trauma and Orthopaedic Surgery	80	3	4%
Urology	27	3	11%

Specialties with small numbers have been removed to protect confidentiality.

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Support Services offered by the PSW



During 2018-19 the PSW have reported an increase in the support services which have been accessed by our trainees.

Psychological Support

Psychological support continues to be one of our largest onward support services and we believe the cause for this is reflected in the reason for the primary referral being health & social issues.

Neurodiverse Conditions

In July 2017, the PSW awarded a new contract for neurodiverse screening and we believe this accounts for the increase in referrals to this service. The new provider, Genius Within are able to offer a more in-depth service and can screen for an increased number of neurodiverse conditions and offer ongoing coaching support to our trainees.

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Careers Support Coach

The PSW report a large increase in trainees accessing careers support coaching. We are addressing this via the PSW Careers Strategy and hope to see this level out during 2019-20.

Exam Support

Referrals for 1:1 exam support and attendance at the PSW exam workshop remain consistent. The PSW are undertaking a review of the exam support service which is currently offered to all trainees, including a separate review with the School of General Practice.

We hope to work with speciality schools to support the knowledge element for the repeated exam failure for some trainees.

Communication Skills

The PSW are continuing to develop communication skills support for trainees. In September 2018, the PSW appointed two new providers for communications skills, specialising in workplace assessments and elocution & accent reduction. The PSW propose new communication skills workshops for 2020 and further information regarding these can be found within the future workstreams section of this report.

Emotional Intelligence Testing

Emotional Intelligence (EQi) Testing has increased during 2018-19. We have continued to promote this service and believe this to be the reason for the increase in referrals.

Specialised Occupational Health

Referrals to our specialised occupational health provider have reduced. The PSW have been working closely with our providers and Trusts to ensure occupational health reports are completed via the employer when highly specialised advice is not required

The PSW will request a high-level occupational health report where significant health concerns are identified and are impacting on training.

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Feedback

During 2018-19, the PSW have developed on-line feedback surveys for all workshops, events and now request specific feedback from trainees following the closure of their case. Below highlights some of the fantastic feedback the PSW has received over the last year;

“Some things that were really helpful were; the meeting was arranged fairly quickly after being referred. It was away from the hospital. I was assigned a clinical case manager and at the first meeting really she took quite a lot of time just to get to know my background, what was important to me both in and out of work, it wasn't just, what are your career aspirations, at that time I was just feeling like I was going to quit the training programme. So it was a lot more like what's your home life like, what's your set up, what's your support network, what do you enjoy, what are your sort of values and just things, quite well rounded, obviously cared about me as an individual, not just as a work horse trainee who was providing a service.”

“I felt like the support unit was there to help me, and that the support offered was tailored, appropriate, and in my interests”

“I think as a trainee I felt lost while others kept up with their exams. This support provided me confidence not just passing the exam but improved my skills overall as a better doctor. Thank you so much for your team”

“Listened to by a professional friendly and knowledgeable doctor who was experienced in dealing with similar issues”

“I always felt comfortable, listened to (without prejudice or judgement) and valued - very rare now on the NHS frontline. This in itself helped me to feel comfortable very early and to fully engage with the process. I was offered several different types of assistance and of these, I found 2 especially helpful - I mention because having not tried everything I was offered, I would not necessarily have had the same experience.

In short, the PSU with all the support it offered me, undoubtedly saved my current training programme and chosen career path. I look back now and can realise just how close I was to both burning out and walking away. For these reasons alone, I cannot thank the PSU enough”

“Thanks for sorting it all out for me, you've made such a difference”

“First and foremost, the PSU have been incredibly supportive of me and I am enormously grateful for everything that was made available. All the aspects of help that I was given were tremendous. My overall position and quality of life is immeasurably better than when I first had contact with the PSU”

“The prospect of sharing my personal issues with a stranger within the Deanery was daunting at first but I soon realised that the support is there if you need it. I was afraid to share my situation with superiors as I felt I might look weak, impact on my reputation as a doctor or it may slow my career progression. Instead, I found everyone to be extremely understanding and keen to support me. In many cases, simple solutions or services were already available – I just didn't know that these services were there for me. I also discovered that everyone involved wants me to succeed. I cannot recommend the PSU enough. I only wish I had got in touch sooner”.

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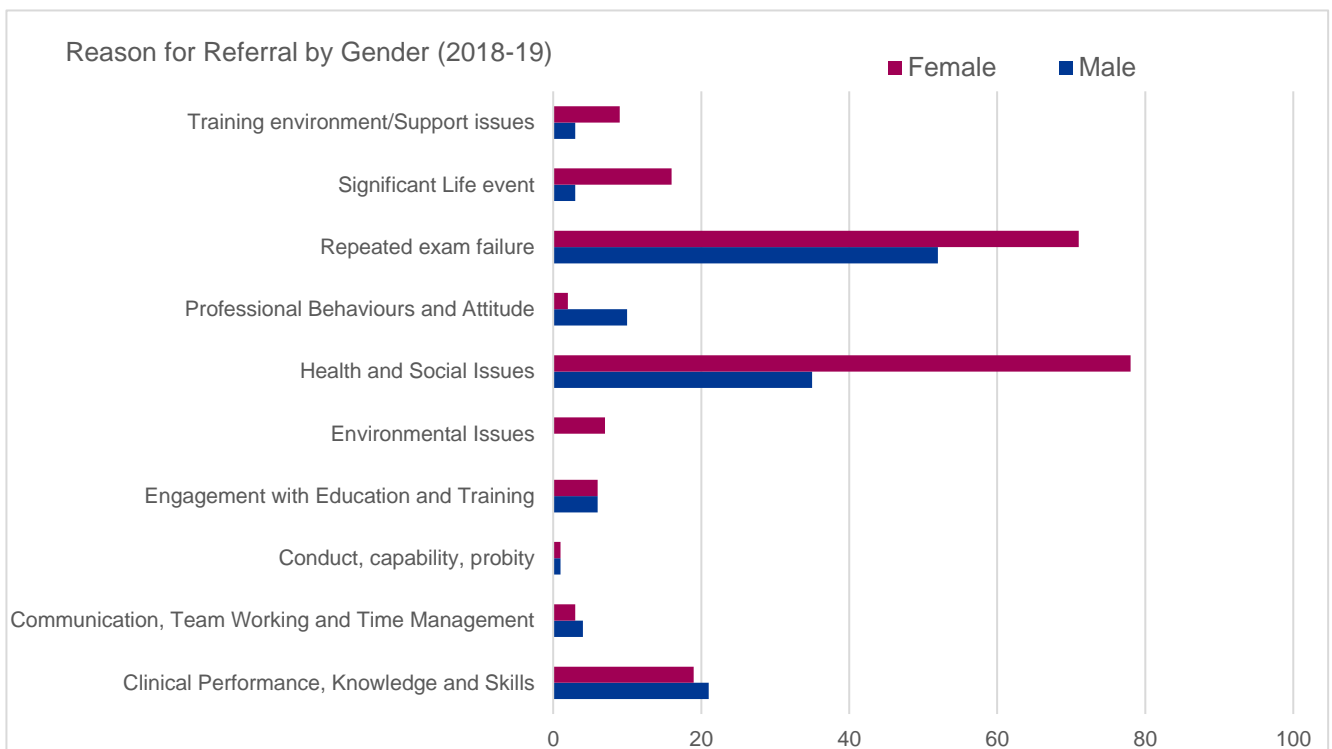
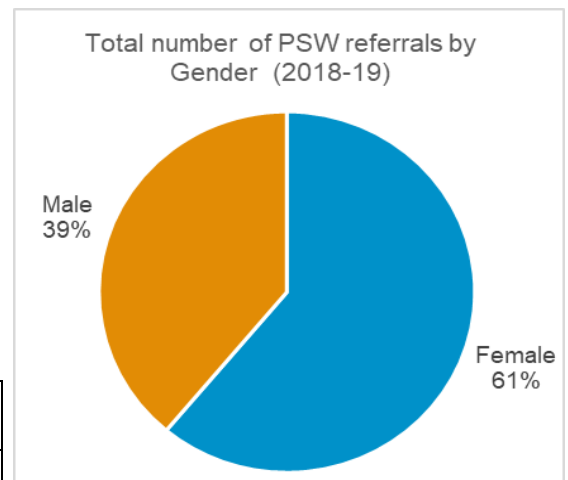
Equality and Diversity Information

Breakdown by Gender

The graph below illustrates that we have more females referred to the PSW than males. The number is reflective of the previous year, where 41% of PSW referrals were male and 61% female. However, the total number of referrals has increased overall as shown in the table below.

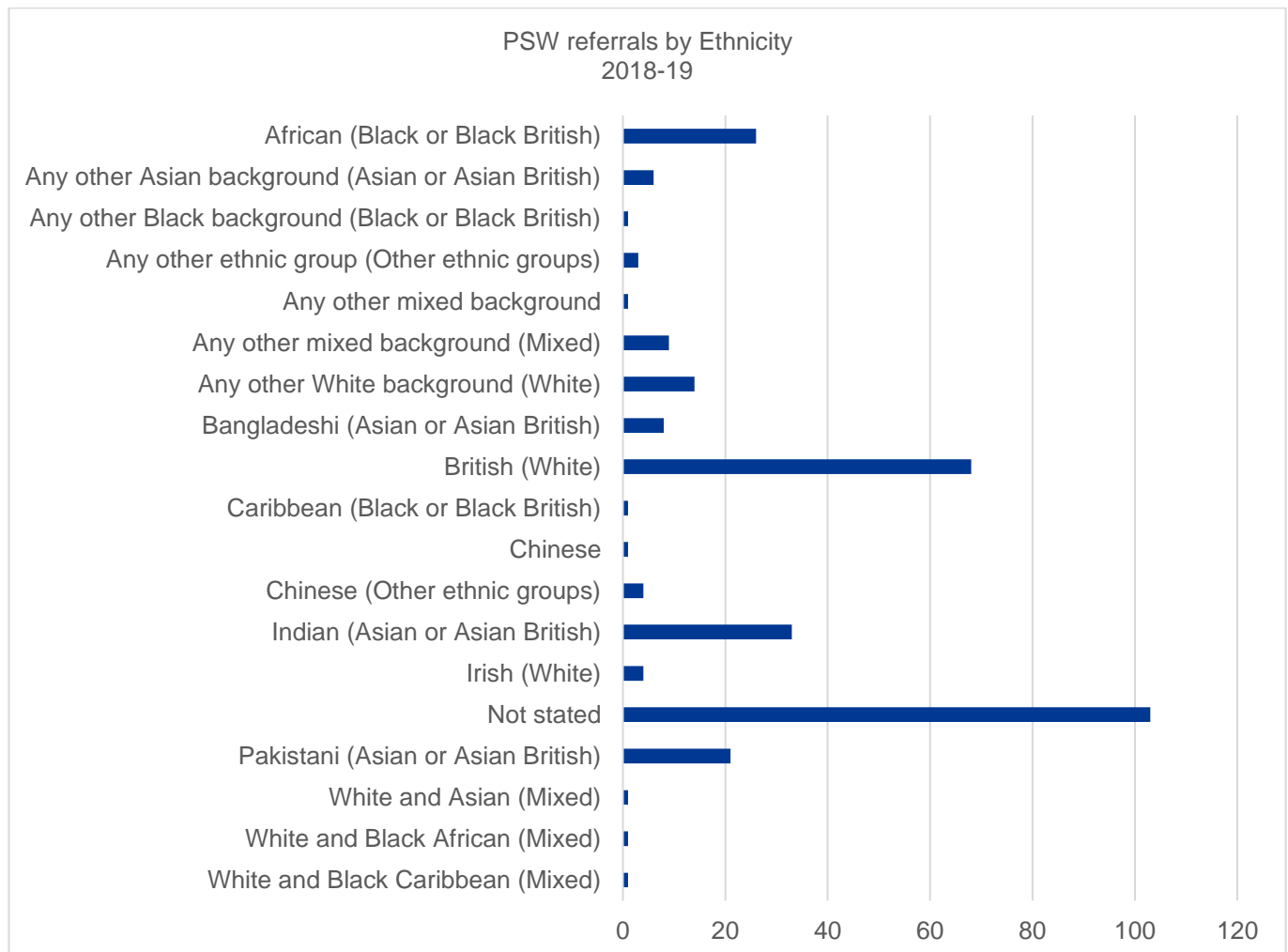
We have also included the reason for referral by gender.

Gender	2017-18 referrals	2018-19 referrals	% difference
Male	95	135	31% increase
Female	137	212	55% increase



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Breakdown by Ethnicity



Successes for the PSW in 2018-19

Separation of Policies

In December 2018, the PSW separated out our policies; [Professional Support & Well-being for Doctors and Dentists in Training](#) and the [Trainee in Difficulty](#) policy.

The reason for this separation was to ensure the PSW and HEE EoE have clearly defined roles and responsibilities when managing a trainee requiring support from the PSW and the management of a trainee in professional difficulty.

The governance structures and lines of accountability can be found in the PSW policy.

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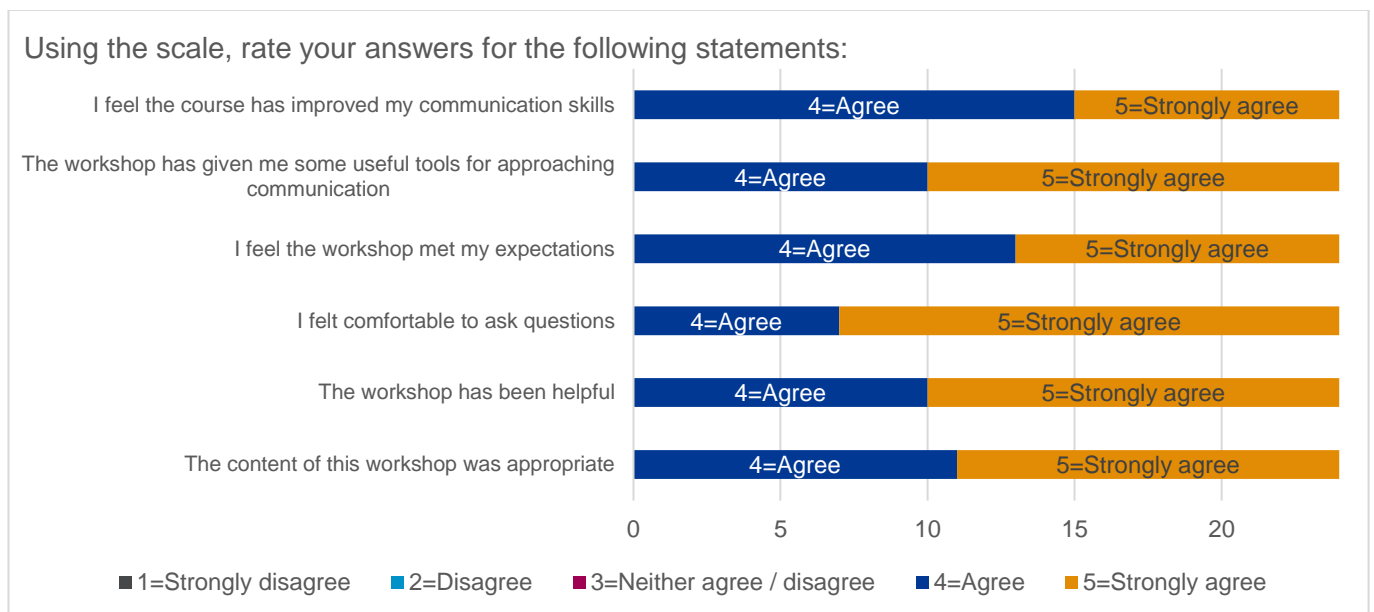
Communication Skills Workshop Pilot

Health Education England, East of England Professional Support & Well-being Service (HEE EoE PSW) held its first Communication Skills Workshop on 7 February 2019. The workshop was targeted at doctors and dentists in training and Medical Training Initiative (MTI); trainees who did not complete their medical school training in The United Kingdom (U.K); this group of trainees are often referred to as International Medical Graduates (IMGs).

The main reason for organising a workshop around communication skills was that it was identified that there was a need within HEE EoE for IMGs to focus on certain aspects of communication, including verbal and non-verbal cues and how to deliver bad news to patients. The workshop was organised by HEE EoE PSW and facilitated by Charlotte Grundy, a communication skills provider used by the PSW who is trained in elocution.

The workshop was able to accommodate 30 trainees across the East of England who were either HEE trainees or MTIs. The workshop was not open to Specialist and Associate (SAS) doctors or any trust grade doctor. The booking for the workshop opened on 11 December 2018 and was sent to all Training Programme Directors (TPDs), Medical Education Managers (MEMs) and, School and GP administrators; within 4 days the workshop was fully booked and the waiting list was also full to capacity.

The overall satisfaction of the workshop was positive, there was no negative feedback. The graph below highlights some specific feedback statements;



Following on from the successful pilot workshop, the PSW are working with our current providers to design a Communication Skills Workshop programme for 2020. Further information on these workshops can be found on page 19 in Future Workstreams.

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Communications, Engagement and Attendance with the PSW

The PSW have been working closely with trainees, educators and stakeholders to ensure our communications are concise, fit for purpose and reaching the correct person.

Upon receipt of a referral form, the PSW remain in contact with the trainee and referrer throughout the process to ensure a collaborative and supportive approach.

The PSW Administration team liaise regularly with trainees to obtain confirmation of attendance at 1:1 meetings with Case Managers. This allows us to manage Case Manager availability ensuring trainees are met with in a timely manner and Case Managers have appropriate notice for meetings.

The PSW Non-Clinical Case Managers and PSW Administrator work alongside trainees and facilitators to ensure excellent and appropriate attendance at workshops. We regularly send reminders to booked delegates to ensure maximum attendance. Specific questions have been added to an online booking form which ensures appropriate delegates book on. We believe all the above leads to a successful workshop for trainees.

It is vitally important the PSW remain in close contact with our trainees and external service providers to ensure referees are receiving the appropriate support to allow progression personally and professionally. We strive to continue to offer an excellent range of onward support services for all trainees, regardless of specialty.

In September 2018, the PSW introduced a follow up flagging system on our database which ensures regular communication with offers of follow up meetings, additional support and closing of cases.

Implementation of Complex Case Advisory Group (CCAG)

In June 2018, the PSW implemented the Professional Support & Well-being (PSW) Service Complex Case Advisory Group (CCAG). This group meet monthly as a forum of expert panel members whose purpose is to ensure the complex trainee cases are being managed appropriately.

The group will provide a resource for discussing and analysing complex trainee cases based on the facts of a PSW referral, or disclosure of information during a PSW review meeting, and/or information received from an external source, including but not limited to the Employer, Hospital Trust, GMC and NHSE.

The CCAG will use learning and themes arising from case management in order to improve processes and reflect on support provided. The group will take responsibility for the on-going management of these cases (where applicable) or liaise with the appropriate Case Manager for ongoing management.

The CCAG will also ensure that the PSW continues to provide appropriate training and resources for the Case Managers and Faculty of Educators, in order to support the school and/or more specifically trainers in the management of trainees with serious concerns and those in need of additional support.

Under the terms of the Advisory Group, 'appropriate support' is defined as "support which aims to promote the individuals own well-being and safety, whilst ensuring that patient or trainee safety is not compromised". In certain circumstances, where the CCAG believe patient or trainee safety is compromised, the Responsible Officer / Dean will be informed.

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Hosting National COPMeD meeting for Professional Support & Well-being

The East of England are hosting the National COPMeD meeting for Professional Support & Well-being on 2nd May 2019. This is an excellent opportunity for the PSW in the East of England to showcase achievements and developments and share best practice.

The Programme will focus on the physical health and well-being of trainee doctors and dentists, mental health and suicidal ideation and the timing of referrals and intervention.

The PSW will feedback on this National meeting in the 2019-20 Annual Report.

Professional Support & Well-being Development Day

The East of England PSW will host a Development Day on 22nd May 2019 for approximately 100 educators.

The day will be themed around mental health and well-being. The development day will take the delegates on a journey through how to support trainees throughout their training programme. From offering support to identify early warning signs, providing access to a range of professional development opportunities including coaching and mentoring, cultural awareness and prevention techniques through to showcasing the delegates that once concern about a trainee has increased, what can be done to support both the trainee in difficulty and the trainer.

The PSW will feedback on this National meeting in the 2019-20 Annual Report.

Professional Support & Well-being Animation

The Professional Support and Well-being (PSW) Service have teamed up with NHS Creative to create and develop a PSW animation video. The animation has received positive feedback, however we will continue to promote and develop this through 2019-20. The PSW will monitor the number of website hits and views and report further in the 2019-20 Annual Report.

The animation can be viewed [here](#).

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Areas for Development

Feedback to Referrers on Progress

Following a referral into the PSW, the trainee may meet with a Case Manager. During this meeting, notes will be taken. The contents of the meeting will not generally be shared by the PSW. The actions and overall outcomes will be shared with the trainee's referrer and TPD, if they are not the referrer. The trainee should be informed in advance of the distribution list of any documentation that is shared.

The agreed action plan will include referrals to other agencies and may include specialist occupational health advice, psychological support, communication skills, screening for neuro-diverse conditions, individual exam skills coaching, group exam support workshops and careers support.

At the end of the meeting, the Case Manager will inform the trainee that the action notes taken will be shared with the referrer. This will not include the summary of the document. These will be sent to the referrer within 14 working days of the meeting.

The PSW have received some feedback that these actions are not reaching the TPD/referrer. We are continuing to ensure referrers are receiving these action points to allow for continued support from both the PSW and the TPD. The PSW have now included a cell on the database which records the date the action points were sent to the TPD/referrer.

Self-referral for Serious Incidents and Traumatic Events

Serious Incidents (SI) in health care are events where the potential for learning is so great, or the consequences to patients, families, carers, staff or organisations are so significant that they warrant additional attention and resources, to ensure that they are identified correctly, investigated thoroughly and trigger actions to prevent them happening again.

The Professional Support and Well-being (PSW) Service recognise that serious incidents can have a significant impact on staff who have been directly involved in a SI, or who may have witnessed the incident. These individuals may become the 'Second Victim'.

The PSW are considering offering a new self-referral pathway to allow trainees who have been involved in a SI or traumatic event to access specialised psychological support.

Prior to developing this new self-referral process, the PSW are completing a scoping exercise with Directors of Medical Education (DME's) to ascertain what is currently available to trainees in the Trust. Upon receipt of this feedback, the PSW review and consider including this additional specific support service.

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Careers Strategy and support available for Trainees

Our mission is to ensure all trainee doctors and dentists working in the East of England, receive a positive outcome from their medical or dental training. We aim to provide access to careers advice to all trainees at different stages of their career.

There are a number of circumstances when a trainee wishes to access careers support.

The PSW intend to implement a Career Strategy Operational Plan to ensure trainees receive appropriate careers support. There will be a three tiered approach to this support;

- Self-help with the use of appropriate career resources.
- Local support from Educational Supervisors, Directors of Medical Education and Trust based Careers Leads.
- Access to the Professional Support & Well-being Service for high level careers advice.

We aim to support the Educator in delivering Careers Support Masterclasses, slide sets & presentations and e-Learning modules.

Once the Careers Strategy is finalised, this will be available on our website.

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Future Workstreams

Future Workstreams	What does it include?	Benefits	Timeframe
Development of Differential Attainment (DA) and Cultural Safety Strategy	<p>The PSW want to ensure colleagues, trainees and stakeholders have appropriate knowledge and understanding of Differential Attainment and Cultural Safety.</p> <p>HEE will ensure Trainees and PPV members are involved in all activities; Faculty Board Meetings, ARCPs and Interviews.</p> <p>Ensuring all Learners have an appropriate cultural induction, develop and implement curricula and assessments for Trainees.</p> <p>Work alongside Faculty to ensure all Educators are supported and have access to regular appraisals, professional development, role modelling and coaching.</p>	<ul style="list-style-type: none"> • Ensuring fairness and inclusivity in education & training. • Tackling bullying, harassment and discrimination. • Ensuring trainees are supported on their arrival to the UK and have an understanding of the NHS. • Linking in with early intervention to ensure effective support is in place to prevent escalation of concerns. • Offering services such as resilience, communication skills and reflective practice to support and develop trainees. • Ensuring the PSW is accessible to all trainees. 	<p>Finalise Strategy by September 2019.</p> <p>Implement by January 2020.</p>
2020 Communication Skills Workshops	<p>The PSW to set up a Communication Skills Workshop to improve communication skills amongst Health Education England East of England (HEE EoE) International Medical Graduates (IMGs).</p> <p>An important aspect of training is to be able to communicate with patients, peers and superiors, as well as forming a part of their practical exams.</p> <p>The structure of the workshop is interactive offering participants opportunities to practice their body language, eye contact, ways to reduce their accent, active listening, breaking bad news and asking open-ended questions.</p>	<ul style="list-style-type: none"> • By having a fundamentals type workshop creates a good base for the trainees to start developing skills. • Having a more focused session on the clinical interview would help in supporting what the trainees have learnt and give the trainees some feedback in how to put their communication skills into practice. • A workshop would allow the PSW to support a larger group of trainees, thus making this a cost effective support package. • The 1:1 Communication Skills support package would run alongside the workshop and remain available to trainees. • Linking in with the Cultural Safety Strategy and Early Intervention to ensure East of England trainees are supported in this area. 	<p>Finalise plans by December 2019.</p> <p>Implement by March 2020.</p>

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<p>Coaching & Mentoring</p>	<p>The current Mentoring Programme will be managed under the PSW.</p> <p>The PSW to link in with the National Leadership Academy to allow trainees to access this coaching as a support service.</p>	<ul style="list-style-type: none"> • Ensuring a sustainable Mentoring Programme across all specialties. • Ensuring an information governance process and lines of accountability. • Collection and evaluation of feedback to ensure improvements and a positive service. • To allow trainees to access a coaching service which suits their needs and development plans. 	<p>Implement by December 2019.</p>
<p>Developing Resilience for Trainees</p>	<p>The PSW intends to introduce a resilience training package for Trainees.</p> <p>The resilience questionnaire focuses on the aspects of an individual's psychological resilience, patterns of thinking and behaviour that affect their ability to respond positively to setbacks and challenges.</p> <p>The questionnaire deals directly with challenging situations within the work environment and how to deal with challenges and pressure in a more effective way.</p> <p>Upon completion of the questionnaire, feedback and an action plan will be provided to each Trainee.</p>	<ul style="list-style-type: none"> • The PSW will be able to offer an additional service in supporting trainees to develop their own resilience and provide advice on how to adapt in difficult or traumatic situations. • Allowing Trainees to look after their own well-being, deal with pressure and reduce of stress. • The Programme will allow Trainees to build support networks. 	<p>Finalise Programme by March 2020.</p>
<p>Review of Service Providers</p>	<p>The PSW intends to review all external support services which are provided to our Trainees.</p> <p>In the first instance we will review the exam support service.</p> <p>The PSW currently receive a high number of self-referrals for GP, therefore the PSW will work with the School of General Practice to ensure exam support is available via the Programme, as well as accessing PSW support.</p> <p>The PSW will also review the current 1:1 exam support package</p>	<ul style="list-style-type: none"> • The review of all services and providers will allow the PSW to ensure current onward referrals are fit for purpose. • The PSW can ensure Trainees are receiving a similar, but bespoke package. • The PSW can ensure the current contract and provider remains value for money. 	<p>Commence review of exam support in June 2019.</p> <p>Finalise all reviews by March 2020.</p>

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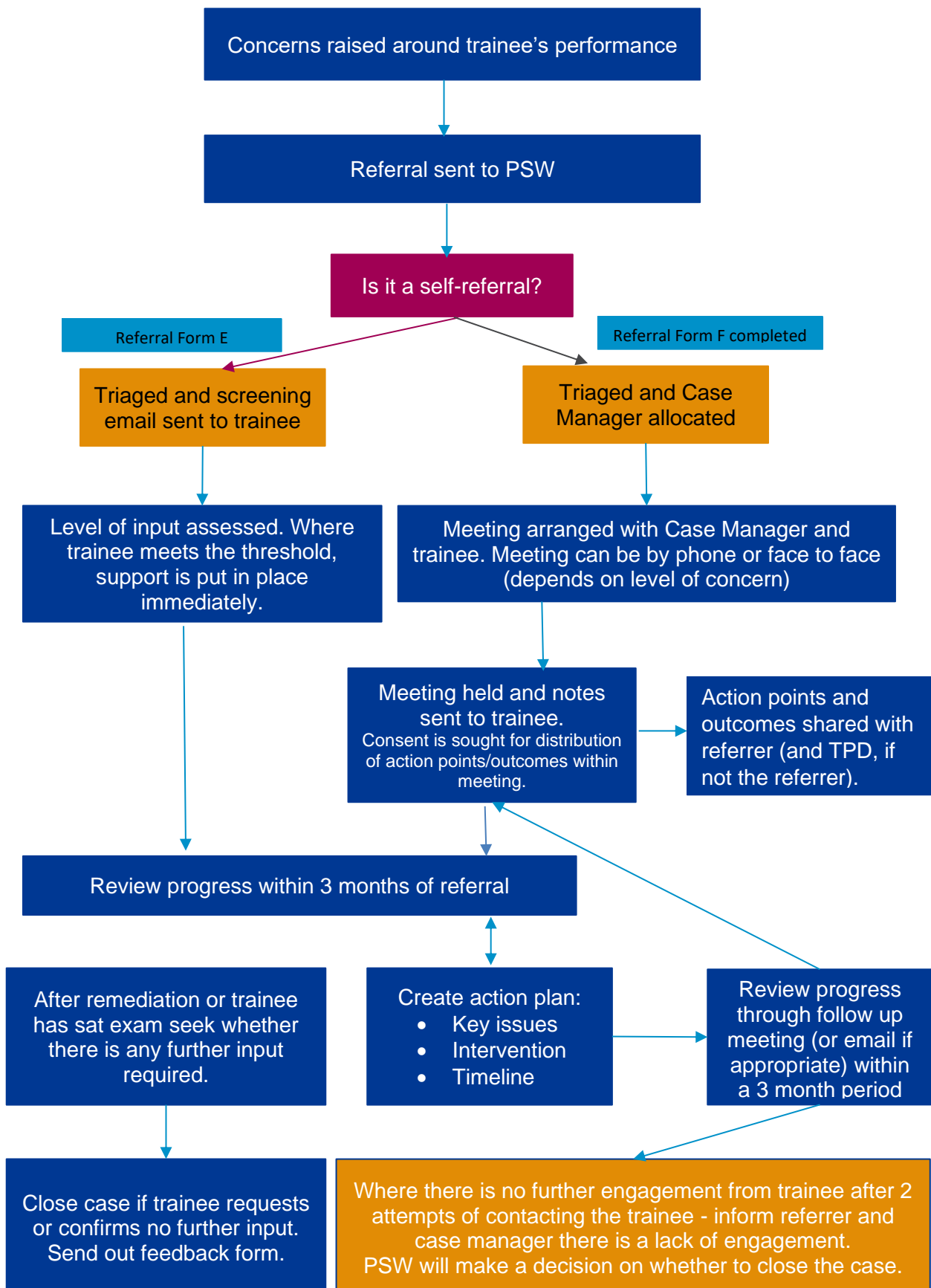
	to ensure providers are offering a similar Programme to all trainees.		
Early Intervention	<p>The aim of the Early intervention programme is to identify and provide effective support to trainees to prevent concerns occurring.</p> <p>We also aim to help foster a set of personal strengths and skills that help Trainees prepare for their long term career.</p> <p>For early detection to work a structured approach needs to be in place to recognise risk factors, the working environment and how individual doctors respond to work related stress.</p> <p>A key aspect of early intervention is the ability of supervisors and other colleagues working with Trainees to identify and respond to concerns early and in a supportive manner.</p>	<ul style="list-style-type: none"> • Management of Trainees within the Trusts, thus reducing referrals into the PSW. • Early referral of Trainees who require a PSW referral, therefore avoiding delays in accessing support. • Collaborative working with Faculty to ensure Educator support and development. • Collaborative working with the Mentor Programme to ensure streamline referral process. • Development of a Well-being Programme for Trainees, linking in with Trusts and Medical Education Centres. 	Finalise Strategy by March 2020.
Train the Trainer PSW Development Day	<p>As referred to in PSW Successes; The PSW intend to run a Development Day every year for our Educator Network.</p> <p>The Development Day for 2019-20 will take place in May 2019. We aim to run our second Development Day in December 2020.</p> <p>The PSW will need to create a Programme of workshops and key note addresses, securing facilitators and a venue.</p>	<ul style="list-style-type: none"> • The PSW Development Day allows us to reach a high number of Educators and to provide updates on HEE matters and PSW Programmes and Processes. • The conference will provide Educators with learning and professional development in supporting Trainees. • The Development Day will allow networking and sharing of best practice. • The feedback received from each event will allow the PSW to create an interesting programme and a well attended conference. • Collaborative working with the Directorate of Education and Quality (DEQ) to ensure cross working and development opportunities for staff. 	Commence planning in March 2020.

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<p>Reporting of Outcomes</p>	<p>The PSW intends to continue to collect data and feedback on all aspects of the PSW.</p> <p>The PSW have a database which allows for recording and reporting on all aspects of the referral, support service, exam outcomes, ARCP outcomes, number and type of communications and closing of cases.</p> <p>The PSW will continue to collect feedback from all events, workshops and trainee meetings.</p>	<ul style="list-style-type: none"> • The PSW can report to the Senior Leadership Team on the benefits of the service. • The PSW can provide feedback to service providers on referrals. • The PSW can report on exam successes after support has been put in place. • The PSW can report on ARCP outcomes prior to and after PSW intervention. • Quarterly reports can be provided at the PSW Quarterly Meetings. • Ad-hoc reports can be provided to Speciality Training Committee's (STC's) and Board Meetings (on request). 	<p>Ongoing.</p>
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What is the PSW referral process?



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Meet the Professional Support and Well-being Team

Clinical Leads

Clinical Leads

They are consulted with regarding strategy, complex cases and operational direction.



Dr Ian Barton
Complex Cases Clinical Lead



Professor Vijay Nayar
PSW Clinical Lead



Dr Nisha Nathwani
PSW Operational Lead/
Clinical Case Manager

PSW Administrative Team

They are the first point of contact for all professional support and well-being queries. They also manage all self-referrals. The PSW Manager and non-clinical Case Managers are supported by a PSW Administrator.

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

Non-Clinical Case Managers

Manage referrals with low to intermediate level concerns with a non-clinical focus to their referral. In some cases, Non-Clinical Case Managers will support Clinical Case Managers in trainee meetings.

They work for HEE full-time and their role also includes administrative duties.

Clinical Case Managers



Mr Michael Crabtree



Dr Francesca Crawley



Dr Chris O'Loughlin

Clinical Case Managers

Manage referrals with intermediate to high level concerns and in some cases will be supported by a Non-Clinical Case Manager in a meeting. They do not work for Health Education England (HEE) full-time.

High level / Complex Cases

When a complex case has been referred to the PSW, the service follows a necessary accountability structure to ensure the referral is managed appropriately.

