

# East of England Professional Support and Well-being Service

## Annual Report 2019-20



## HEE EoE Professional Support & Well-being Annual Report 2019-20

### 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.

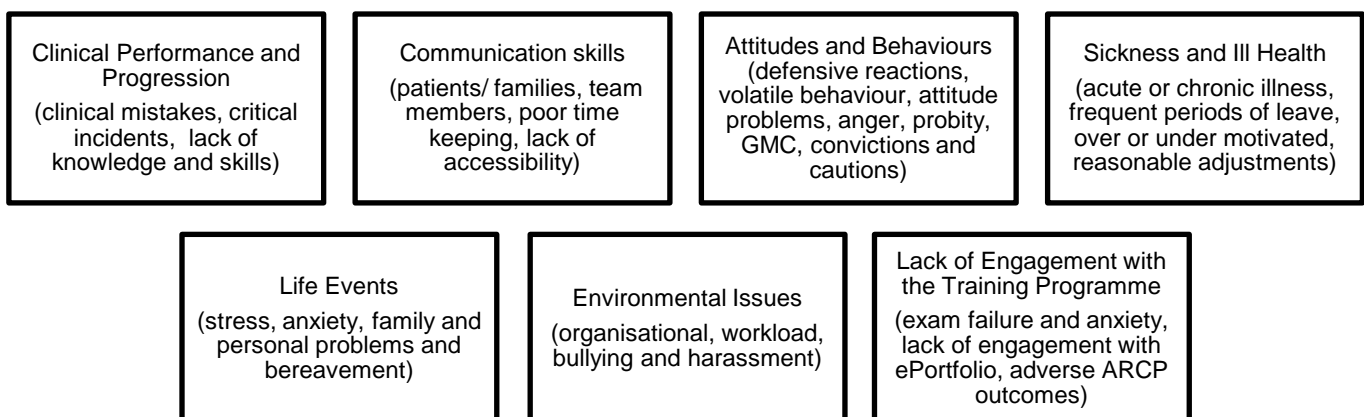
### Aims of the Professional Support and Well-being Service

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

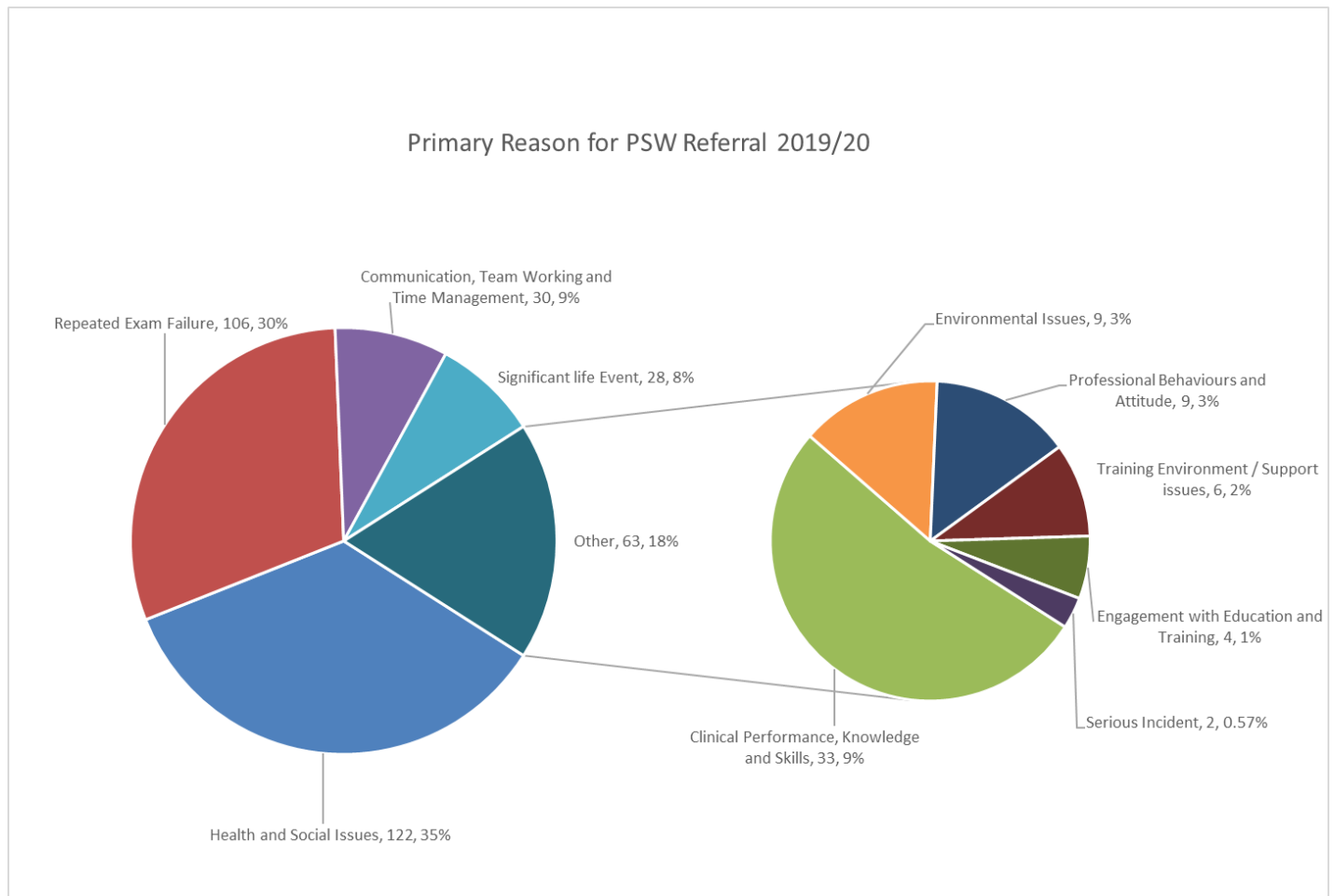
#### Why is a Trainee referred into the PSW?

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



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For 2019-20, health and social issues (35%) and repeated exam failure (30%) are the main reasons for PSW referrals. However, some of the less common reasons for referral can account for a much greater use of time and input from the PSW which can be illustrated in the graph below.



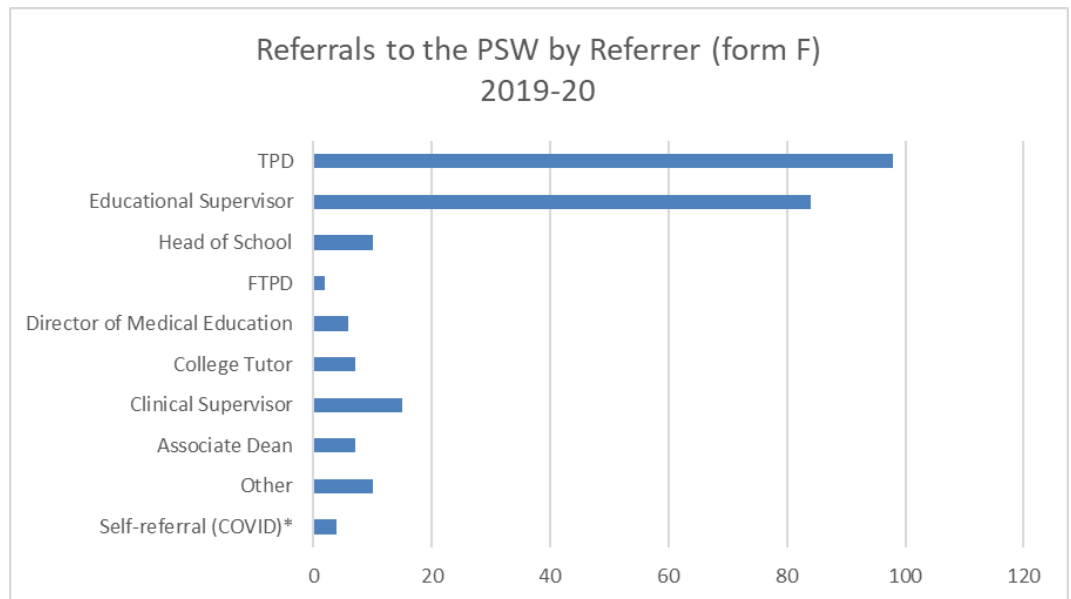
Often referrals to the PSW, do not contain just one reason; often health and social issues, includes 'significant life event' being checked as a secondary factor on the PSW referral form (8% of total referrals), and/or 'communication, team working and time management' (7% of total referrals).

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### How to access PSW support

In order to access the PSW and the external support services 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, typically by the Educational Supervisor or Training Programme Director but not exclusively, as seen in the graph below.

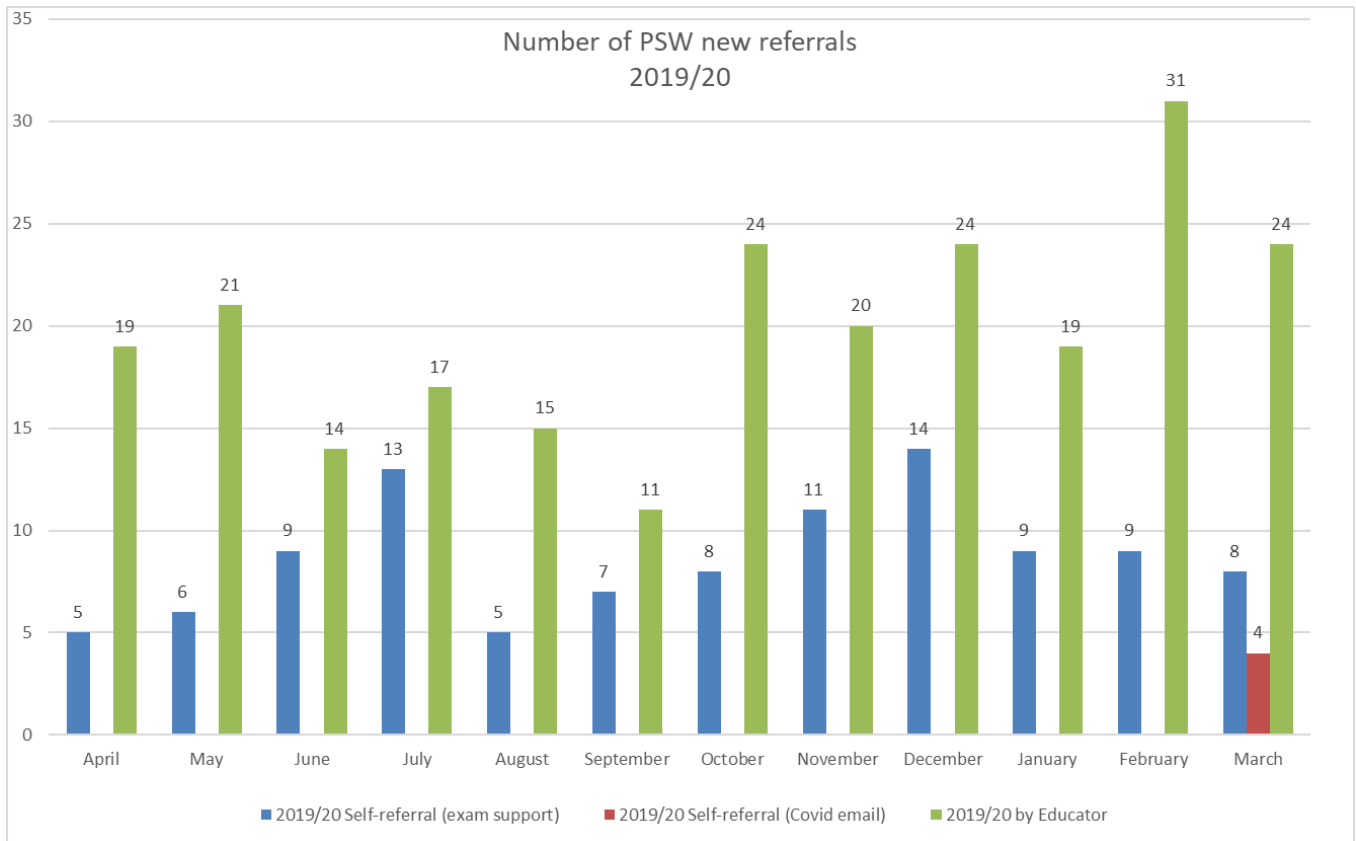
For 2019/20, the PSW is mainly accessed; either by a referral from an educator (Form F) or by self-referral



for repeated exam support (Form E). The total number of referrals over the year highlights a couple of peaks and troughs; in July, and then in October and February, there were increases in self-referrals which could be attributed to the demand in support for exams at that time of the year. Towards the end of March, there was considerations made for the pandemic and the PSW were starting to adopt a temporary self-referral system for all concerns relating to training.

Towards the end of March 2020, the PSW started to look at a self-referral system for trainees for all concerns during the Coronavirus pandemic. This would not replace an educator referral, and this is still actively encouraged. The PSW received 4 self-referrals in 2019/20. It is anticipated for 2020/21, there will be an increase of self-referrals relating to the pandemic.

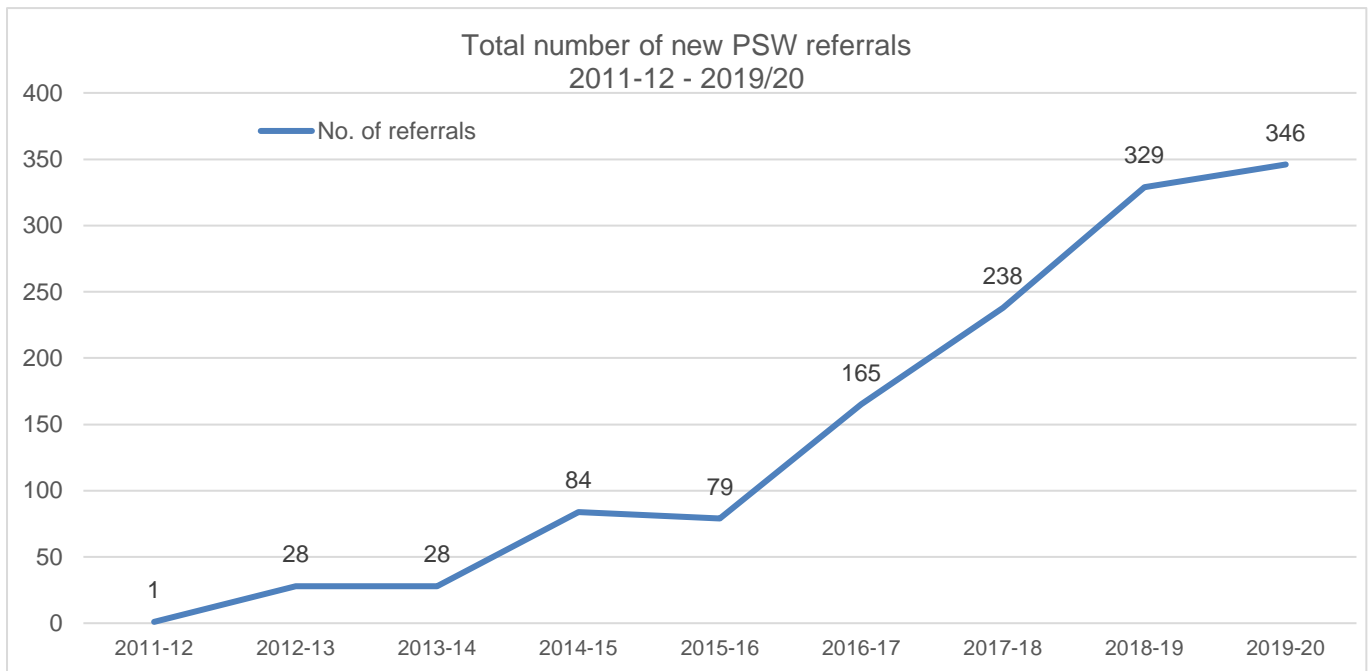
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Since the PSW formed in the beginning of 2012 (see graph below), the total number of referrals to the PSW has increased in most part, year on year.

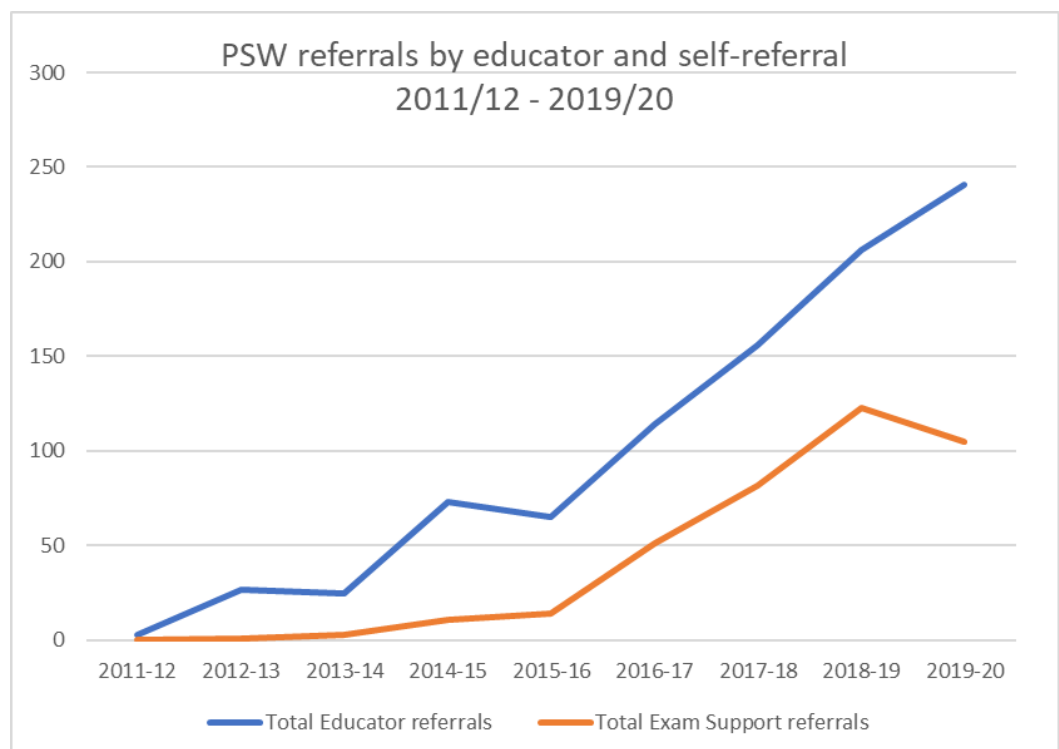
Whilst there was a slight dip in 2015-16, there was still a significant increase in referrals between 2014-15 and 2016-17, with referrals more than doubling over this period. This could be attributed to more robust ways of reporting within the PSW team. In addition to this, referrals from the previous 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.

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The introduction of the self-referral form for repeated exam failure in January 2018 continues to amount to a large percentage of referrals. For 2019/20, it contributes to 30% of our referrals. Between 2017/18 and 2018/19, there was a 38% increase of new referrals to the PSW. However, whilst we have seen an increase of referrals by 5.2% from the previous year, there has been a slowdown from the previous year. This could be due to more concerns being resolved by the training programme.

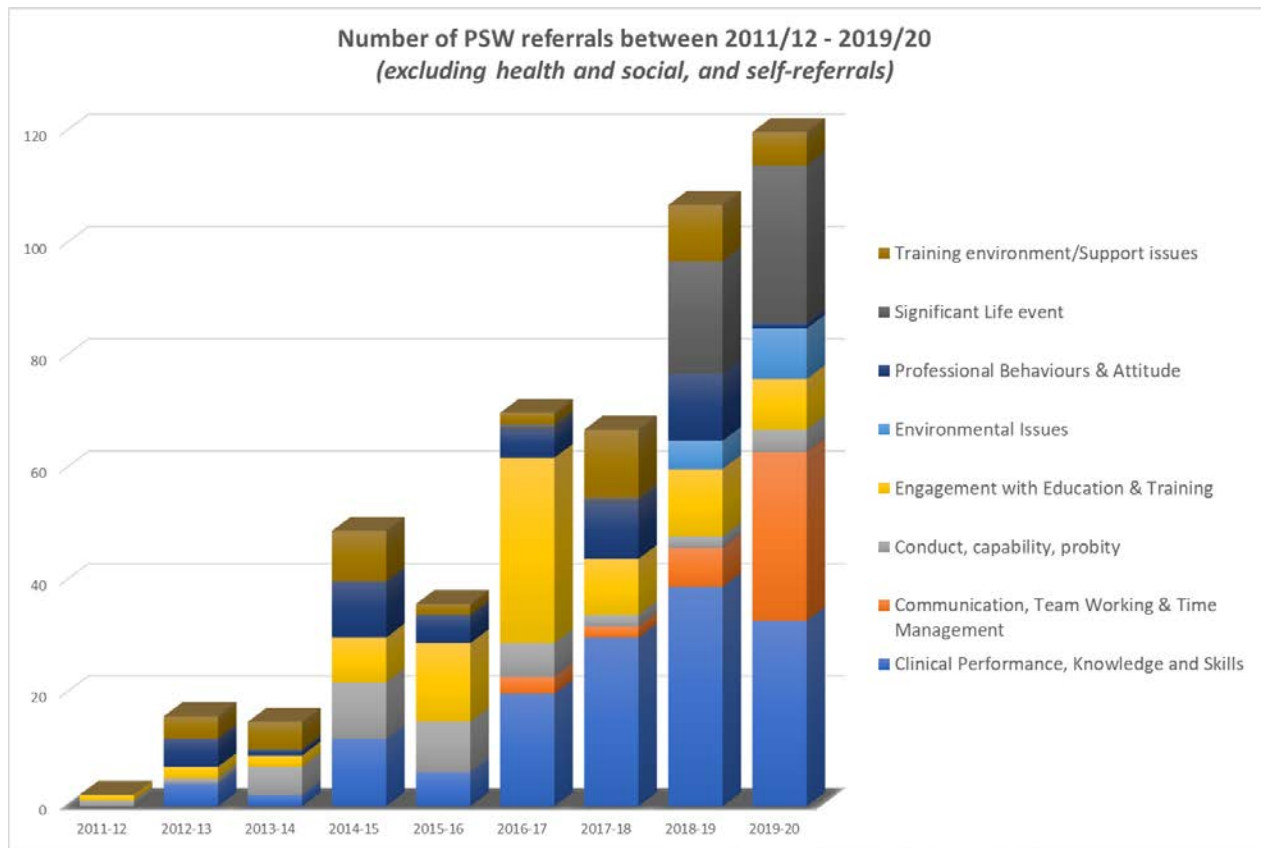
A self-referral form for repeated exam failure (two or more failed attempts or a pattern of familiar traits in similar exam types) has helped release resources; there is no longer a need to meet face-to-face with a trainee where this is the only concern. However, in early 2020, the administrators felt that providing information regarding the support available for exams via email was causing significant delays and, in some cases trainees no longer being able to access exam support (although it is recognised that the onus is on trainees here). Individual trainee feedback also highlighted the need for improvements in the process. It was therefore decided to adopt a similar approach to the way trainee meetings are conducted with non-clinical case managers. We will continue to review the process and make changes accordingly.



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<b>Main Reason for referral</b>	<b>2011-12</b>	<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>	<b>2015-16</b>	<b>2016-17</b>	<b>2017-18</b>	<b>2018-19</b>	<b>2019-20</b>
<i>Clinical Performance, Knowledge and Skills</i>	0	4	2	12	6	20	30	39	33
<i>Communication, Team Working &amp; Time Management</i>	0	0	0	0	0	3	2	7	30
<i>Conduct, capability, probity</i>	1	1	5	10	9	6	2	2	4
<i>Engagement with Education &amp; Training</i>	1	2	2	8	14	33	10	12	9
<i>Environmental Issues</i>	0	0	0	0	0	0	0	5	9
<i>Health &amp; Social Issues</i>	1	11	10	24	29	44	89	99	121
<i>Professional Behaviours &amp; Attitude</i>	0	5	1	10	5	5	10	12	1
<i>Repeated exam failure</i>	0	1	3	11	14	51	82	123	105
<i>Significant Life event</i>	0	0	0	0	0	1	1	20	28
<i>Training environment/Support issues</i>	0	4	5	9	2	2	12	10	6
<b>Total number of referrals</b>	<b>3</b>	<b>28</b>	<b>28</b>	<b>84</b>	<b>79</b>	<b>165</b>	<b>238</b>	<b>329</b>	<b>346</b>

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### Managing the PSW caseload

#### Current caseload

The number of open cases from January 2014 – March 2020 includes

Educator Referrals (January 2014 – March 2020)		Self-Referrals (exam support) (January 2017 – March 2020)	
open cases	closed cases	open cases	closed cases
159	462	101	183

#### Response rate to educator referrers

Number of days from referral received to appointment with Case Manager

Average time from referral to initial appointment	Shortest time from referral to initial appointment	Longest time from referral to initial appointment
28 days	6 days	79 days

Case Manager appointments can only be offered when we are aware of availability and during holiday times particularly during school holidays, the availability declines. The PSW would like to aim for a maximum of 14 days from referral to appointment. It is important to note that we triage referrals coming into the PSW two times a week and what is not reflected here, is the response rate to the initial referral with the trainee.



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The longest time from referral to initial appointment of 79 days, may be due to the trainee declining the initial meeting, or not attending so was offered another appointment. On our database, we currently do not capture this information. From triage, we always offer the earliest available appointment, which is typically within 2-3 weeks.

Furthermore, response rate to self-referrals is not currently captured but could be a KPI for 2020/21.

### Follow Ups

One of the ways to ensure the PSW is having more of a handle of caseload, is ensuring there is a robust follow up system. In 2019, we introduced a new Key Performance Indicator (KPI) to try and improve the levels of engagements with our trainees. The KPI states that if there is no clear plan to follow up with a trainee, this will be highlighted on our database the length of time of last contact. Where there has been no contact for 90 days, the PSW team are alerted through a RAG (red, amber, green) system.

During this period most cases remained open but there were a number of cases that had not had a response in over 90 days (or 12 weeks). This is an area the PSW recognises as an area of improvement; whilst below it illustrates that for educator referrals there was an average follow up from the PSW of 65 days, there are still many outliers, with the longest time with no follow up being 301 days.

### Educator Referrals

Average time for a follow up	Shortest time for follow up communication	Longest time for a follow up communication
65 days	6 days	301 days

Self-referrals reporting system is slightly different and the 90 day rule may not be so appropriate. This is another area for development. The criteria for access to 1:1 exam support for instance, is that the trainee is to contact the PSW at least 12 weeks before the exam. Therefore, the trainee may not need any further support from the PSW for several weeks after. However, in view of good practice, it may be a good idea to have a KPI around engagement in the support offered.

### Self-Referrals

Average time for a follow up	Shortest time for follow up communication	Shortest time for follow up communication
116 days	5 days	129 days

Upon receipt of a response to follow up, the administration team (including non-clinical case managers) will either;

- Respond with further advice and guidance
- Arrange a follow up meeting with the trainees assigned case manager or
- Close the case

### Closed cases

The PSW have tried to pay particular attention to ensuring trainees that no longer required support were documented as closed cases. In 18/19, 52 cases were closed, with the majority of case closures being as a result of "no longer requiring support".

For 2019/20, referrals received between this reporting period, 33 cases were closed including 19 self-referrals for exam support referrals. Whilst this number is low, there has been a lot of effort over the

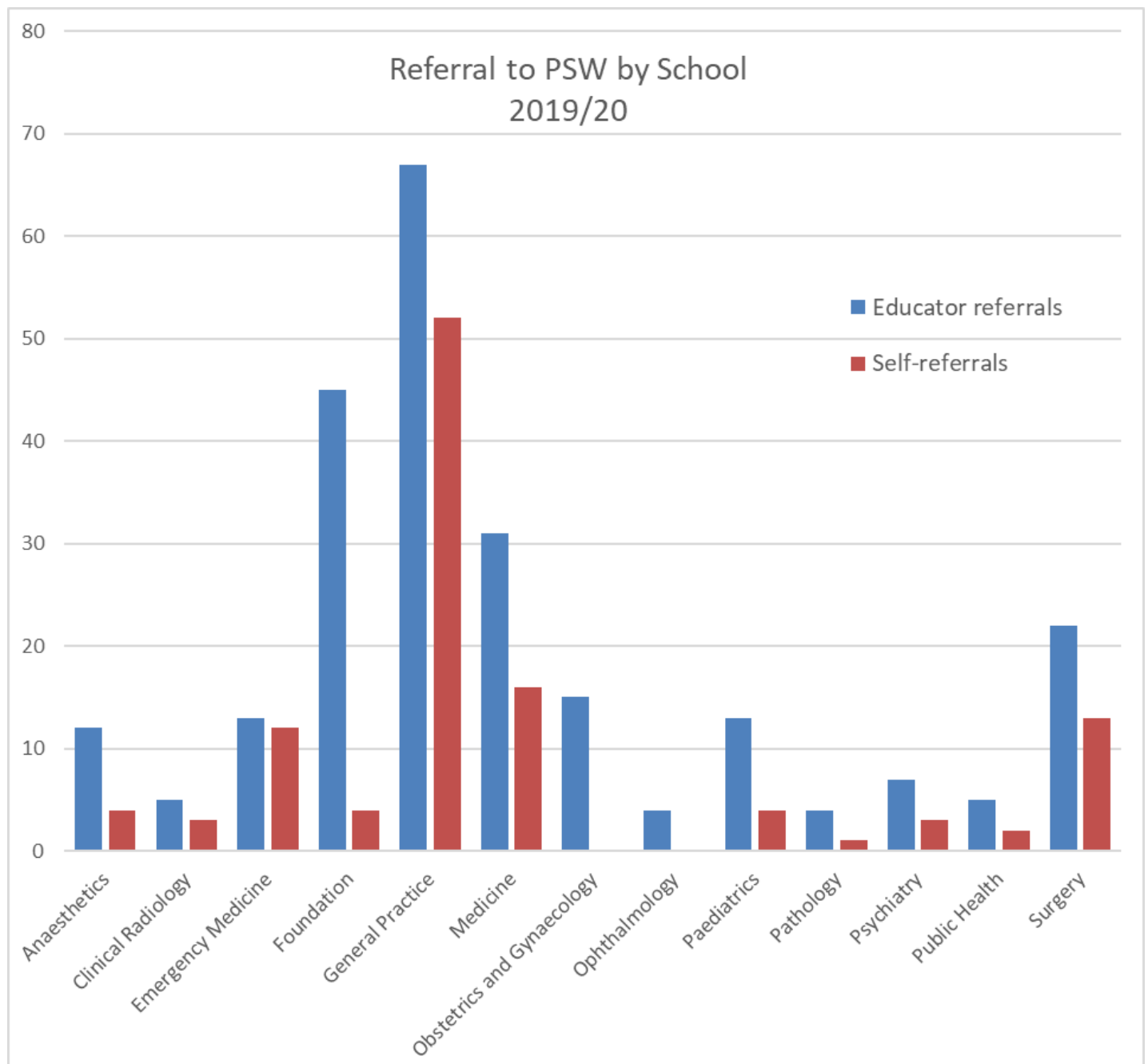
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previous years and the PSW caseload is becoming more manageable. The PSW are looking to be more pro-active in this during the next reporting year.

An area where the PSW are trying to improve on is closing a case due to non-engagement. Where this occurs, the process is to inform the referrer and / or TPD (where different). However, there has been some trouble in this if the case has been open for a long time as educators can change.

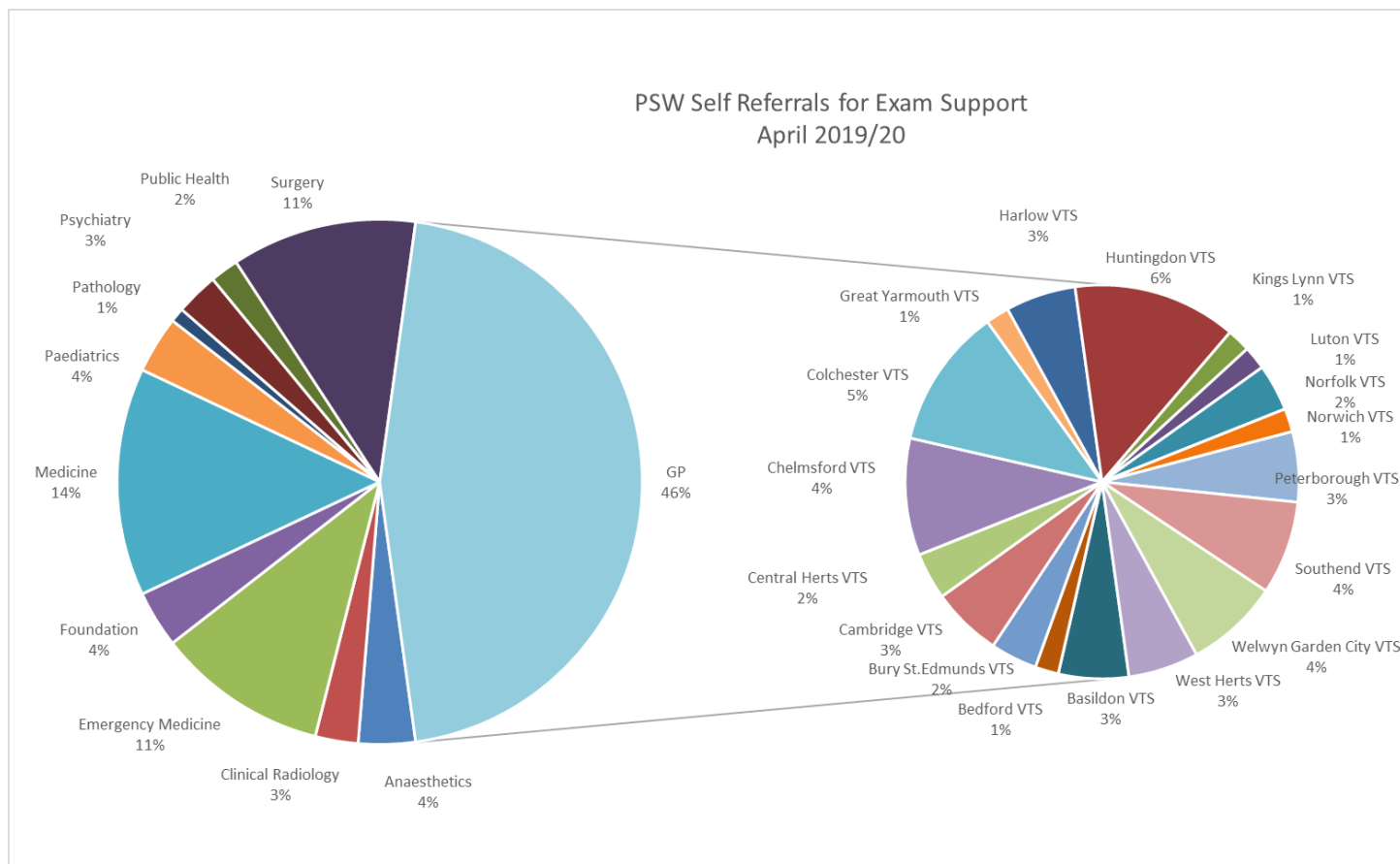
Whilst the PSW is trying to close cases in a more timely way, where a trainee has needed to come back to the PSW for support the case can be re-opened. If there has been some time passed, or a new issue identified, the trainee and/or educator will be required to complete a new referral form.

### Referrals by School



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### Self-Referral Pathway – exam support



The PSW receive a high volume of GP referrals, these reflect 46% of new referrals received in 2019-20.

In 2018-19, 52% of self-referrals we received were from the School of General Practice. Therefore, there has been a 12% decrease in GP referrals and foresee this to continue in the following year as the support the GP School have started to put into place this year will become more established.

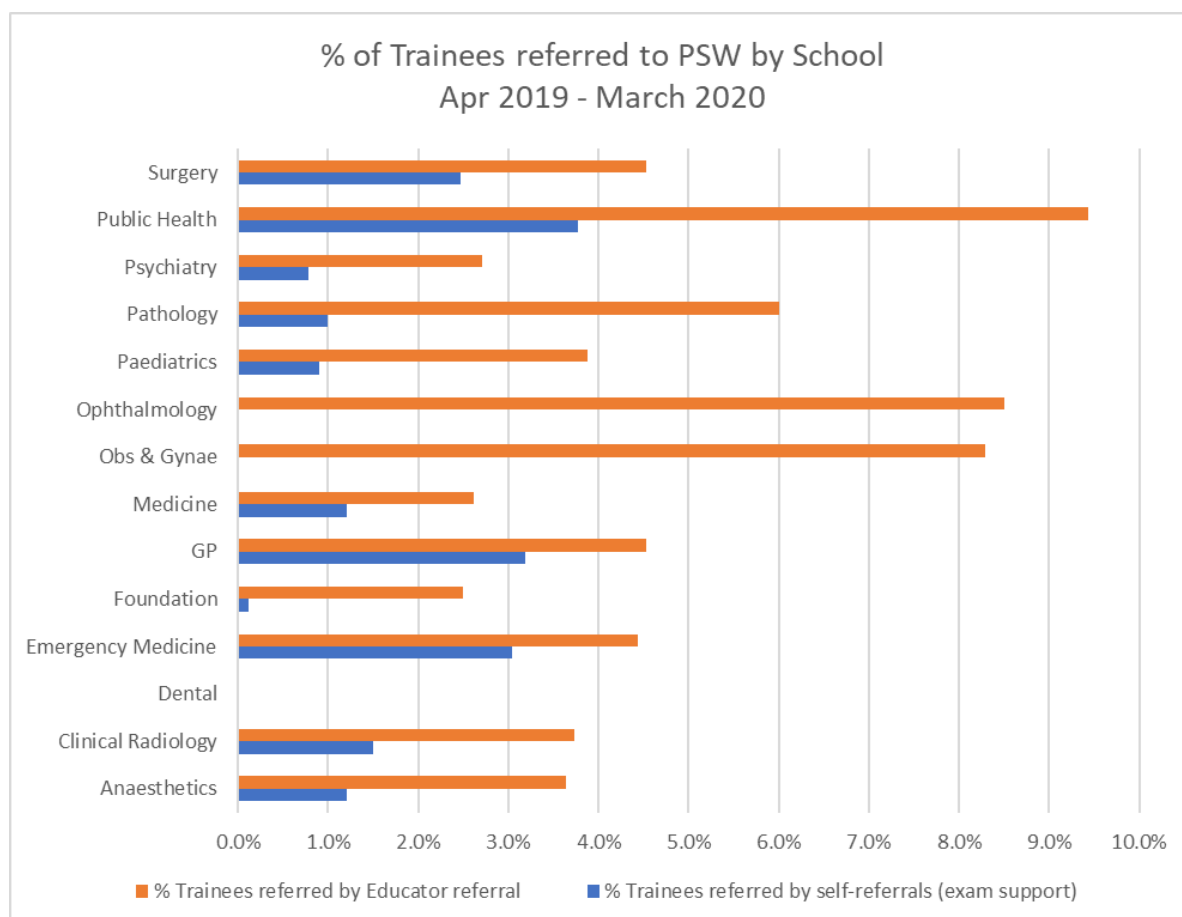
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### Referrals by School compared to % of Trainees on Programme

School	Total number of new PSW referrals in 2019/20	Total Number of Training Posts*	% Trainees referred to PSW
Anaesthetics	16	330	4.8%
Clinical Radiology	7	134	5.2%
Dental	0	255	0.0%
Emergency Medicine	27	361	7.5%
Foundation	47	1806	2.6%
GP	114	1477	7.7%
Medicine	38	996	3.8%
Obstetrics & Gynaecology	15	181	8.3%
Ophthalmology	4	47	8.5%
Paediatrics	16	335	4.8%
Pathology	7	100	7.0%
Psychiatry	9	258	3.5%
Public Health	7	53	13.2%
Surgery	34	486	7.0%

\*figures from HEE EoE Programmes Team

The graph below breaks down the different types of referral from the School to PSW. It will be noted that the PSW is not accessed for exam support at by 3 schools, Ophthalmology, Obs and Gynae and Dental.



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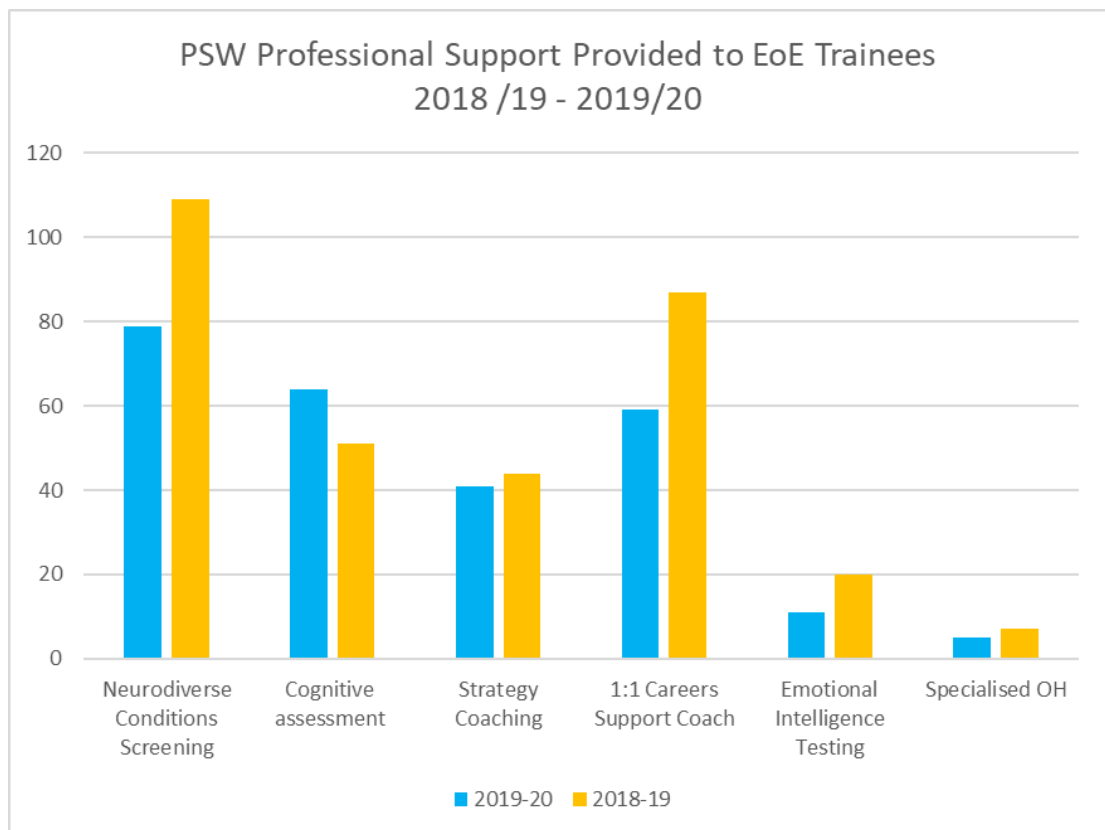
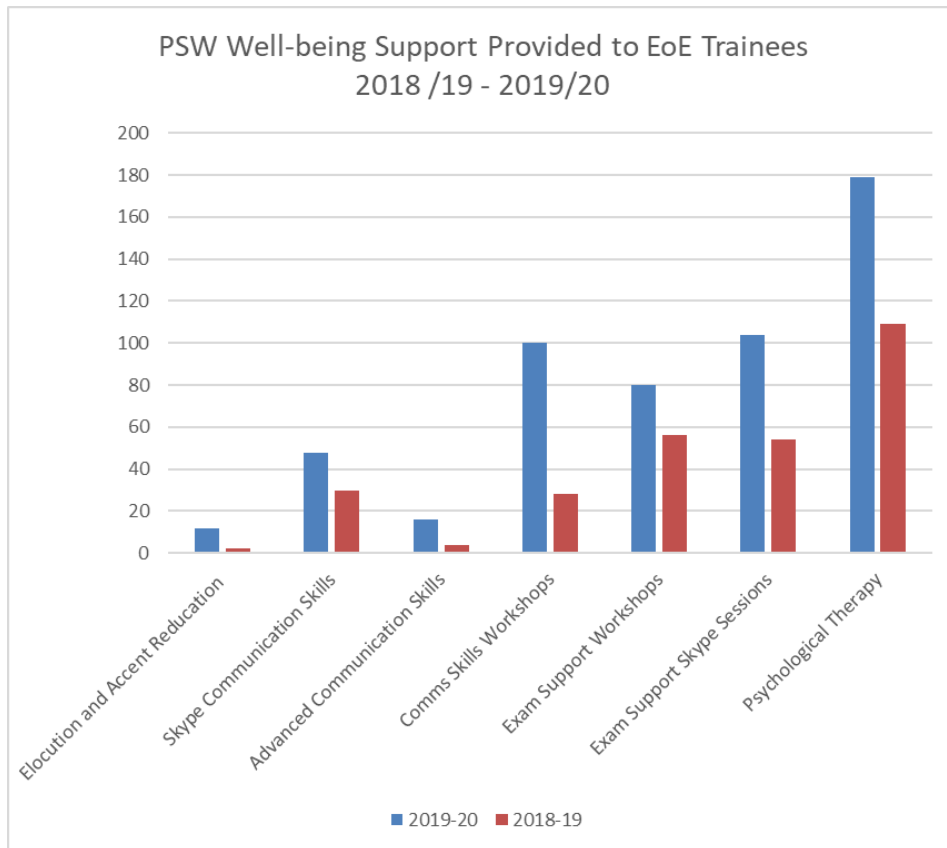
### Onward referrals to PSW providers (External and in-house)

From April 2019, we moved to a different model separating professional support with well-being support.

Type of support	Provider	2019-20	2018-19	Difference in level of support input from Apr 2018 - March 2020
Communication Skills	Elocution and Accent Reduction	12	2	142.9%
	Skype Communication Skills	48	30	46.6%
	Advanced Communication Skills	16	4	120.0%
	Comms Skills Workshops	100	28	112.5%
Exam Support	Exam Support Workshops	80	56	35.3%
	Exam Support Skype Sessions	104	54	63.3%
Psychological Support	Psychological Therapy	179	109	48.6%

Type of support	Provider	2019-20	2018-19	Difference in level of support input from Apr 2018 - March 2020
Neurodiverse conditions	Neurodiverse Conditions Screening	79	109	-31.9%
	Cognitive assessment	64	51	22.6%
	Strategy Coaching	41	44	-7.1%
Careers Support	1:1 Careers Support Coach	59	87	38.4%
Emotional Intelligence Screening	Emotional Intelligence Testing	11	20	58.1%
Occupational Health (OH)	Specialised OH	5	7	-33.3%

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### Psychological Support

We have again seen a large increase in trainees accessing psychological support from our external provider Hammet Street Consultants, almost a 50% increase. We believe, through promotion of our services, trainees have been keen to have quick access to this acute service. Due to this large increase in support, this has also impacted on our budget and we will be working with our providers and stakeholders to ensure trainees can continue to access the service within the constraints of our remit and budget.

### Neurodiverse Conditions

There has been a decrease in the number of trainees accessing the screening tool for neurodiverse conditions. We believe this is reflected in this way due to the new way of approaching exam support. Prior to April 2019, all trainees were screened as a first step in accessing in support. Upon reflection, this was not always appropriate, and we have addressed this with a questionnaire for the trainee to complete. The trainee answers questions around the type of exam, knowledge gaps, attempts and arising issues to ensure the PSW team can refer for appropriate support.

### Careers Support Coach

The PSW reported a large increase in trainees accessing careers support coaching during 2018-19. The PSW wrote a tiered careers support strategy in order to address this in 2019-20 however, struggled to get agreement at Trust level as to who should be the careers lead in the Trust, despite this being in the DME job description. Consequently, the Careers Strategy has not been finalised, however the PSW hope to continue to develop this area alongside a Careers Lead.

### Exam Support

Whilst the number of referrals for 1:1 exam support and attendance at the PSW exam workshop remained consistent in 2018-19, there has been a 63.3% increase in the number of trainees accessing 1:1 support sessions. Following the 2018-19 report, the PSW identified the need to increase the number of Exam Support workshops held from 4 workshops to 5 workshops at regular intervals. There was a 35.3% increase in the number of trainees invited to attend the exam workshop during 2019-20 however, on observation, more trainees failed to attend the workshop on the day.

The PSW are undertaking a review of the exam support service which is currently offered to all trainees at local level. We will be including support already accessed via the School / Programme within our questionnaire for the trainee.

We remain clear that we are not able to support trainees with clinical knowledge gaps and any gaps in this area should be addressed by the Specialty or School.

### Communication Skills

The PSW continue to develop communication skills support for trainees. In September 2018, the PSW appointed two new providers for communications skills, specialising in advanced communication skills with the use of medical role players and elocution & accent reduction. We also introduced a 1 day face to face communication skills workshop for IMG trainees and MTI doctors. The feedback received from the communication skills workshop was extremely positive and we therefore adapted the offer.

In January 2020, we introduced a two day face to face workshops addressing both core and advanced communication skills gaps and these have been well received so far. We hope to continue to develop this service.

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### **Emotional Intelligence Testing**

The number of trainees who have undertaken Emotional Intelligence Questionnaires remains similar however, will increase with further promotion of the benefits of this. To ensure the PSW can continue to carry this forward, further training needs to be delivered to staff.

### **Specialised Occupational Health**

The PSW will request a high-level occupational health report where significant health concerns are identified and are impacting on training i.e. significant health concerns that may prevent a trainee from achieving curricula requirements.

Referrals to our specialised occupational health provider have again reduced. The PSW have been working closely with Educators to ensure best use of the specialised occupational health service and, where appropriate have directed trainees to seek Occupational Health support from their employer in the first instance. 2019-20 saw a reduction of 33.3% in the number of referrals being made to the service.



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### Feedback

#### What did we do well?

Staff were described as easily approachable, friendly, and empathetic which made trainees feel more comfortable. Many trainees declared that they felt staff provided a safe space to talk and were able to discuss their concerns and were listened to without judgement.

The counselling service provided by the PSW was repeatedly mentioned by trainees and was described as 'invaluable' and of a 'high standard'. In addition, the dyslexia, exam, career, and communication support were repeatedly mentioned and highly praised.

Trainees mentioned the general understanding nature of the team and how supportive the environment was. They praised the holistic approach adopted by PSW and how it creates a compassionate view to understanding trainee difficulties.

Trainees also mentioned the range of support available, which ensured they received the best possible support.

Many trainees mentioned the communication they received from the PSW team and thought the quick and prompt responses were a great part of their experience. It was also noted that the speed and efficiency by PSW was still impressive at the beginning of the COVID-19 pandemic.

Multiple trainees stated that their case manager was great at assessing their situation and what the best support would be for them.

#### Areas for Improvement

One trainee felt that despite receiving a lot of exam support and help, very little was relevant to their specific problem, therefore they recommended trying to find out exactly what the trainee is finding difficult about the exam.

Written guidance for self-help could have been useful. This could be guidance written by PSW themselves, with input from the external colleagues they work with, which can then be given to those who need it. Having something to refer to may be useful for any trainees experiencing a delay in support or waiting for their referral.

Visibility of PSW – Promotion of the service to trainees. Many trainees find out about PSW too late. Is there a way of promoting PSW at staff inductions or perhaps in a quarterly email to trainees?

Limited capacity was mentioned. The workload for the PSW team was too large which in turn could delay services. Therefore, they wanted to see more people working in the sector.

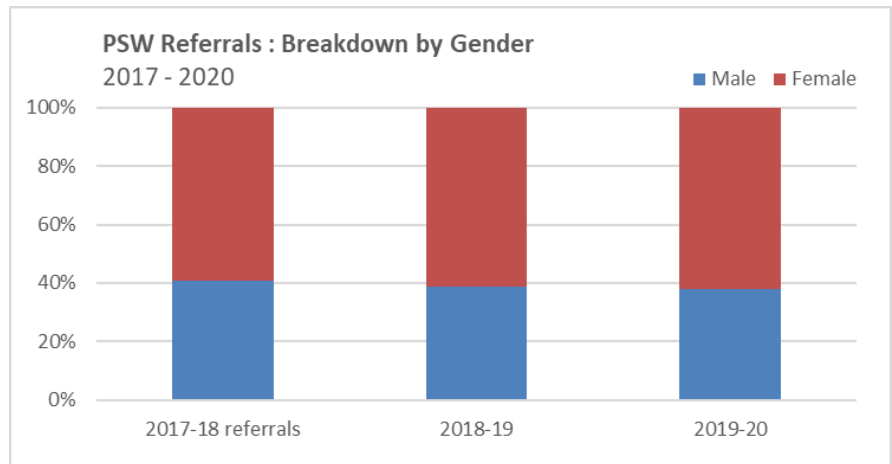
One trainee stated the PSW team had to ask them which exams were taking place and when, which made them feel as though the PSW team didn't know much about them. They therefore thought it could be useful if the PSW had a list of when the exams are taking place, so this is avoided in the future.

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### Equality and Diversity Information

#### Breakdown by Gender

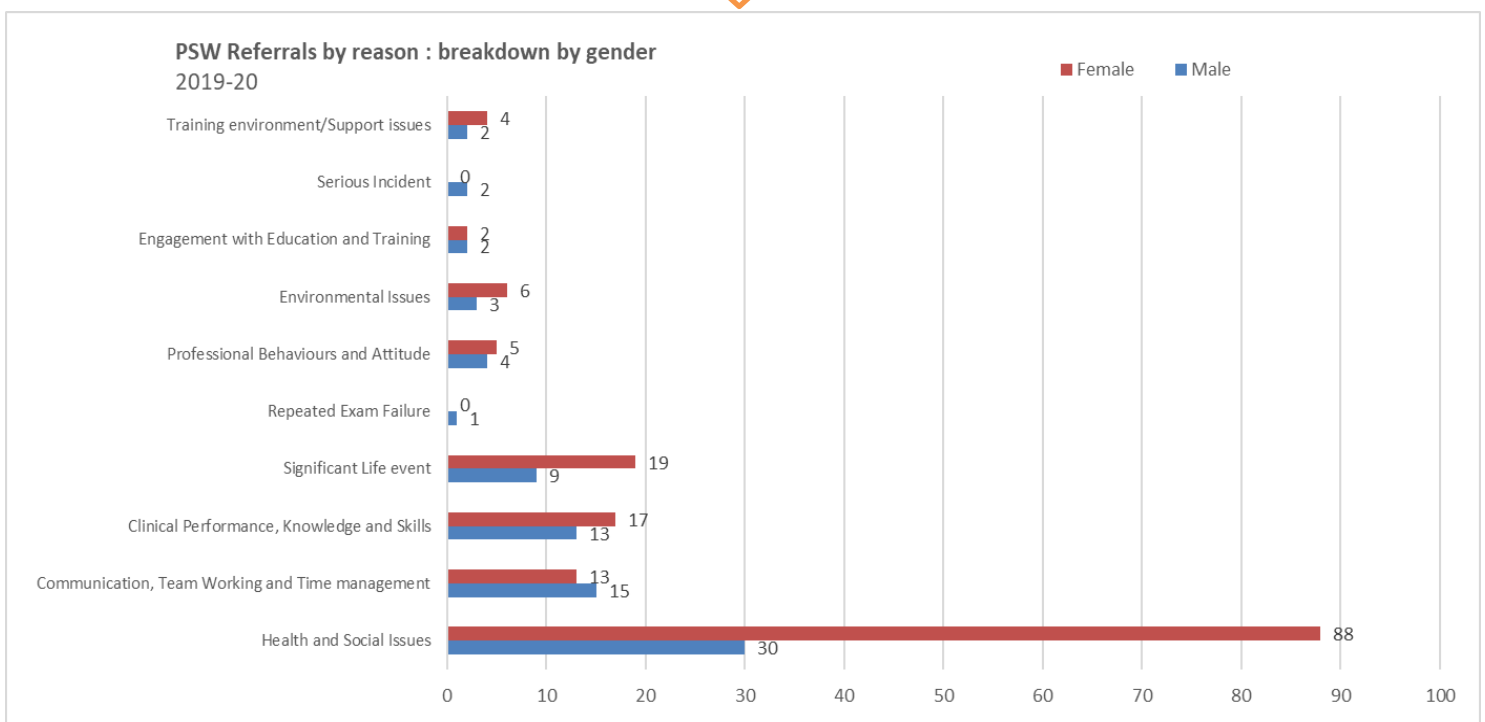
The bar chart below illustrates that PSW referrals by gender is consistent with previous years, with a higher proportion of female trainees referred to the PSW. The table shows that whilst there has been a decrease in referrals in 2019-20, the breakdown is similar. The figures below do not include where gender is not stated.



Gender	2017-18 referrals	2018-19 referrals	2019-20 referrals*
Male	95	135	128
	40%	39%	38%
Female	137	212	210
	60%	61%	62%

The graph below shows the breakdown by gender based on PSW educator referrals. The chart shows that of the 2 serious incident referrals in year, were both male trainees.

The chart is consistent with previous reports that females are more likely to refer for health and social issues than males.

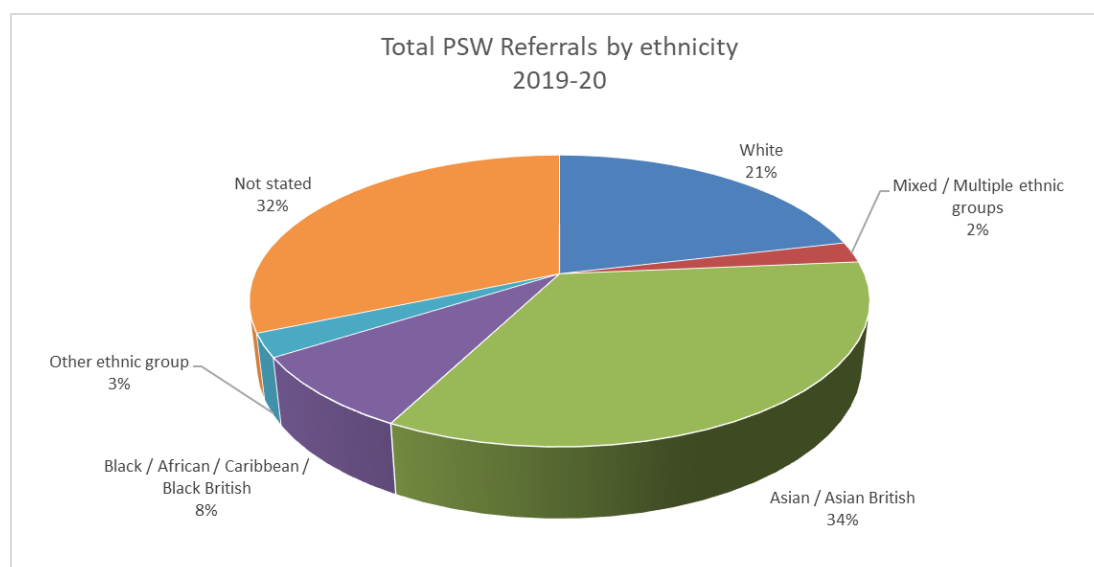


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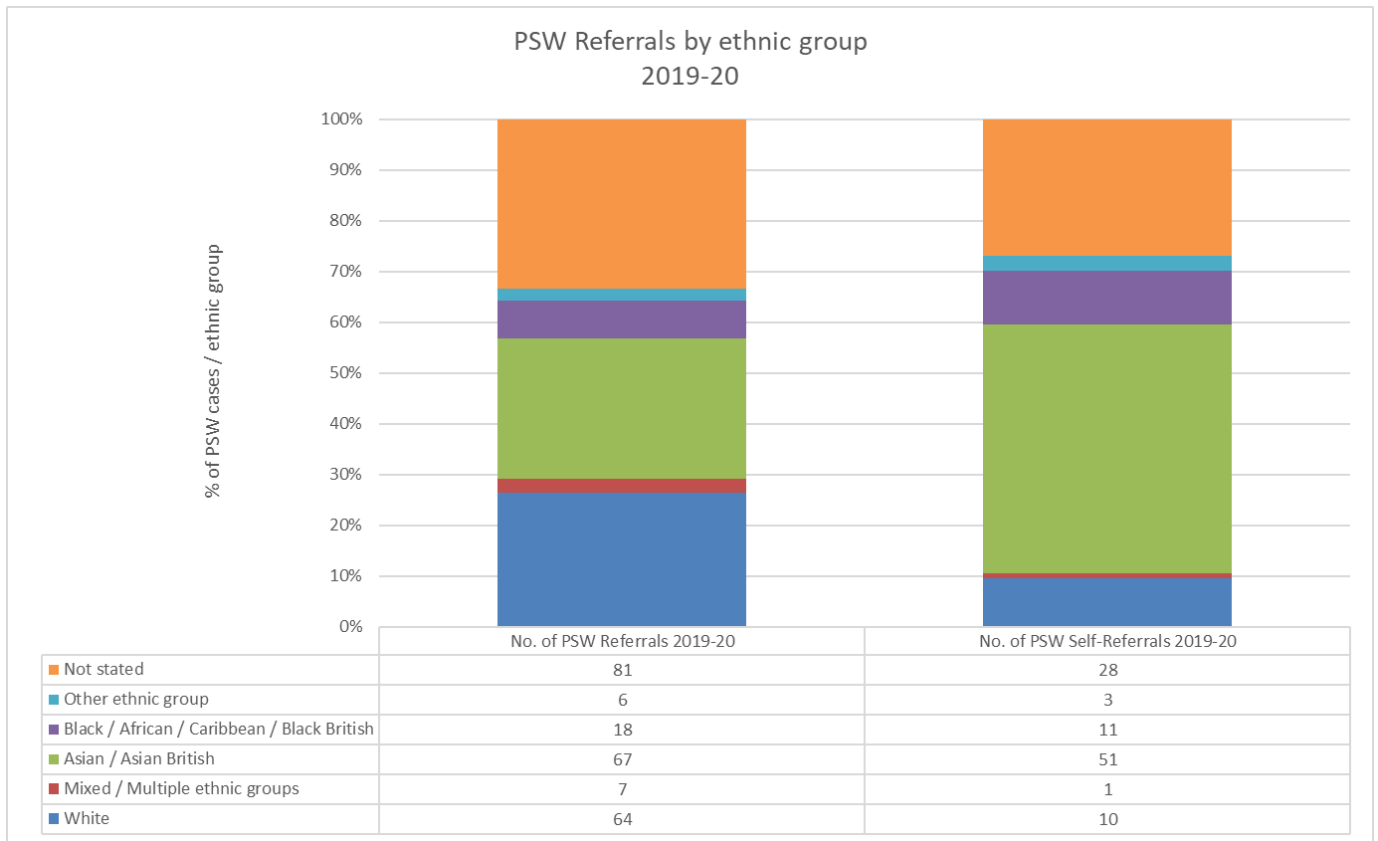
### Breakdown by Ethnicity

#### PSW Educator referrals

Ethnic Group	No. of PSW Referrals 2019-20 by Educator referral	No. of PSW Referrals 2019-20 by Self-referral (exam support)
<b>White</b>	<b>64</b>	<b>10</b>
English / Welsh / Scottish / Northern Irish / British	47	7
Irish	3	1
Gypsy or Irish Traveller	0	0
Any other White background	14	2
<b>Mixed / Multiple ethnic groups</b>	<b>7</b>	<b>1</b>
White and Black Caribbean	1	0
White and Black African	2	0
White and Asian	0	1
Any other Mixed / Multiple ethnic background	4	0
<b>Asian / Asian British</b>	<b>67</b>	<b>51</b>
Asian / Asian British	18	2
Indian	17	20
Pakistani	11	11
Bangladeshi	2	6
Chinese	7	3
Any other Asian background	12	9
<b>Black / African / Caribbean / Black British</b>	<b>18</b>	<b>11</b>
African	16	10
Caribbean	1	1
Any other Black / African / Caribbean background	1	0
<b>Other ethnic group</b>	<b>6</b>	<b>3</b>
Arab	0	0
Any other ethnic group	6	3
<b>Not stated</b>	<b>81</b>	<b>28</b>



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### Successes for the PSW in 2019-20

#### Communication Skills Workshop

During the period 2019-20, the East of England PSW ran two 1-day and two 2-day Communication Skills Workshops. The two day workshops were commenced having awarded a contract of services to two of our current 1:1 communication skills coaches; Mandy Williams and Charlotte Grundy. Mandy and Charlotte developed a communications skills workshop to greater support trainees with developing their communication style overall and in the context of their clinical work.

Over the course of these workshops, 79 trainees successfully completed the course. Due to the continuing popularity and demand for this course, the PSW have been working with our providers to ensure regular dates for this course are scheduled in each year.

Feedback from these workshops has been and continues to be overall very positive.

Following the start of the COVID-19 pandemic, the face to face workshops were cancelled for the rest of the year and we have been working together with the recommendations of our experienced coaches to provide a virtual alternative moving forward. More detail can be found about this in the 'areas for development' section below.

#### Hosting National COPMeD meeting for Professional Support & Well-being

The East of England hosted the National COPMeD meeting for Professional Support & Well-being on 2<sup>nd</sup> May 2019. This was an excellent opportunity for the PSW in the East of England to showcase its achievements and developments and share best practice with other regions including rebranding as outlined below.

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

Whilst there was limited formal feedback given, the feedback that was collected both on the day and post event highlighted this event as a true success.

#### Professional Support & Well-being Development Day

The East of England PSW hosted a Development Day on 22<sup>nd</sup> May 2019 for approximately 100 educators.

The day was themed around mental health and well-being. The development day gave delegates tools on supporting trainees throughout their training programme. This included workshops on a variety of topics including 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.

The feedback was really positive and the PSW plan to run this event yearly.

#### Professional Support & Well-being Animation and Branding

The Professional Support and Well-being (PSW) Service teamed up with NHS Creative in 2019 to create and develop a PSW animation video. The animation has received positive feedback and we are also now aware that other regional Professional Support teams have adapted their own animations with the support of NHS creative. Furthermore, other teams within EoE have now also approached NHS creative

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for their own animations. Animations have since been created in relation to trainee fellowships, SuppoRTT and mentoring.

The PSW in the East of England are also aware that five other regional Professional Support teams have also rebranded to the Professional Support and Well-being Service (PSW) model following our implementation and promotion of this in 2019.

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

We continue to promote our animation and plan to develop this further with social media clips.

### Areas for Development & Future Workstreams

#### Feedback to Referrers on Progress

During the reporting period for 2018-19, the PSW were developing a process for how and why we report outcomes and actions to the referrer and or TPD. Following a referral into the PSW, the trainee may meet with a Case Manager. The actions and overall outcomes from the meeting will be shared (with trainees consent) with the trainee's referrer and TPD, if they are not the referrer.

We are continuing to ensure referrers are receiving these action points to allow for continued support from both the PSW and the TPD and plan to develop this further in 2020-21 with the introduction of a 'TPD Handover'.

For some trainees, ongoing support from the PSW may not be required. At this point in time, where a trainee case can be closed, the PSW will initiate a 'handover' to the TPD to ensure the trainee can receive continued support within the Programme. The PSW will report on this new 'handover' process in the 2020-21 annual report.

#### Self-referral for Serious Incidents and Traumatic Events

This area for development has been carried forward from the last reporting period as unfortunately, we haven't been able to get this off the ground.

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.

We will plan to extend this further over the next year to include workshops and training days for our Educators in supporting trainees who have been involved in serious incidents.

## HEE EoE Professional Support & Well-being Annual Report 2019-20

### Careers Strategy and support available for Trainees

This area for development has been carried forward from the last reporting period as unfortunately, we haven't been able to get this off the ground.

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.

### Development of Virtual Workshops and Support

Towards the end of March 2020, the Coronavirus pandemic had changed life and work as we know it. HEE staff were instructed to work from home and all face to face meetings and workshops were cancelled. At this time, the PSW had to develop new ways of working which included virtual meetings and workshops.

We are currently in the process of developing virtual communication skills workshops and exam support workshops with the support and expertise of our providers. All trainee meetings now take place via Skype or Microsoft Teams.

We have successfully run workshops in the 2020-21 period and will report on these fully in the 2020-21 annual report.

### Development of Bespoke Database

The PSW are supporting the Digital Team in developing a bespoke PSW database, a first nationally.

The EoE PSW currently record all referral data and onward support services in two Excel spreadsheets. Due to the high volume of data, these Excel spreadsheets are no longer fit for purpose, regularly crashing, losing saved data and not allowing more than two people to access at any one time.

The aim of the new database is for each trainee case to have its own record which will include a link to any support services which have been accessed. The PSW will also consider whether to capture demographic information on the referral form to ensure we can report on these aspects of any referral.

The database remains under construction and we will report on the positives and any negatives on the new bespoke database in the 2020-21 annual report.

## HEE EoE Professional Support & Well-being Annual Report 2019-20

### Review of Support Services

The PSW intends to review and update the current support services which are available to trainees. The PSW has a responsibility to ensure all the support services remain current and accessible to trainees. This will also include the procurement of new services.

The PSW intends to introduce a resilience training package for Trainees. 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. The questionnaire deals directly with challenging situations within the work environment and how to deal with challenges and pressure in a more effective way. Upon completion of the questionnaire, feedback and an action plan will be provided to each Trainee.

### Trainee Follow ups

The PSW aim to tighten up on follow up processes for the period 2020-21. The current database has a facility which enables the user to identify how long a trainee has not been in touch with the PSW for, or vice versa. As a team, we need to work better in producing reminders for follow up appointments and be pro-active in contacting trainees, working with our Clinical Case Managers on sharing updates and eventually the closing of cases.

Throughout the year, we can also ensure we send mailshot follow up communications which will address trainee records which have remained untouched for some time.

### Early Intervention

The aim of the Early intervention programme is to identify and provide effective support to trainees to prevent concerns occurring. We also aim to help foster a set of personal strengths and skills that help Trainees prepare for their long term career. 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. 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.

Moving forward, the PSW aim to link in with stakeholders and other teams within HEE to ensure trainees who may require some additional early support are recognised.

### Reporting of Outcomes

The PSW intends to continue to collect data and feedback on all aspects of the PSW.

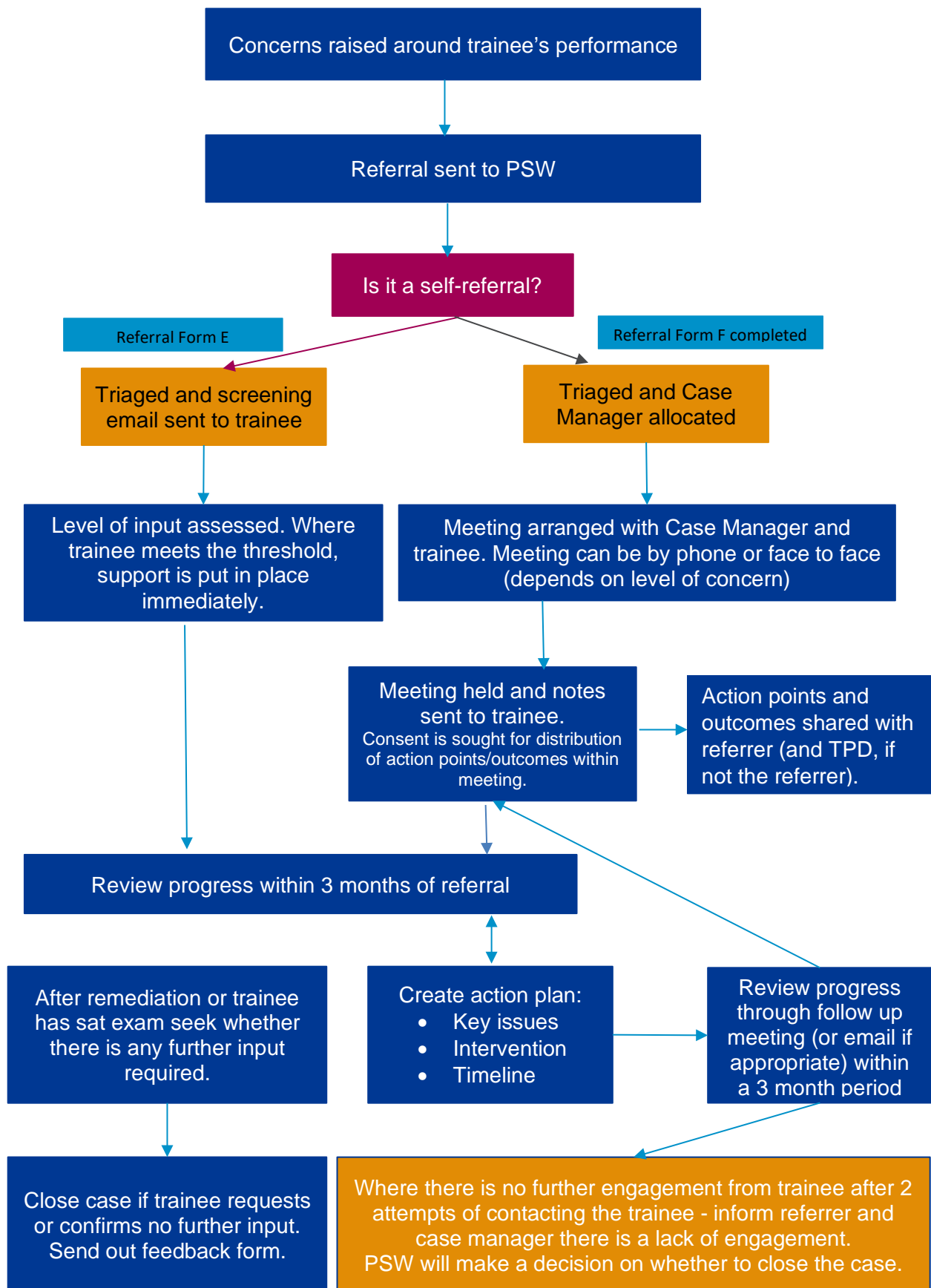
The PSW have a database which allows for recording and reporting on all aspects of the referral, support service, exam outcomes, ARCP outcomes, number and type of communications and closing of cases.

The PSW will continue to collect feedback from all events, workshops and trainee meetings.



## HEE EoE Professional Support & Well-being Annual Report 2019-20

### What is the PSW referral process?



## HEE EoE Professional Support & Well-being Annual Report 2019-20

### Meet the Professional Support and Well-being Team

#### High level / Complex Cases

##### Clinical Leads

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

##### 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 Managers and non-clinical Case Managers are supported by a PSW Administrator.

##### 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

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.

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

