

East of England Professional Support and Well-being Service

There can be many personal and professional challenges along the way.



Annual Report 2020-2021

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 may 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 can provide this support for both trainees and their educators.

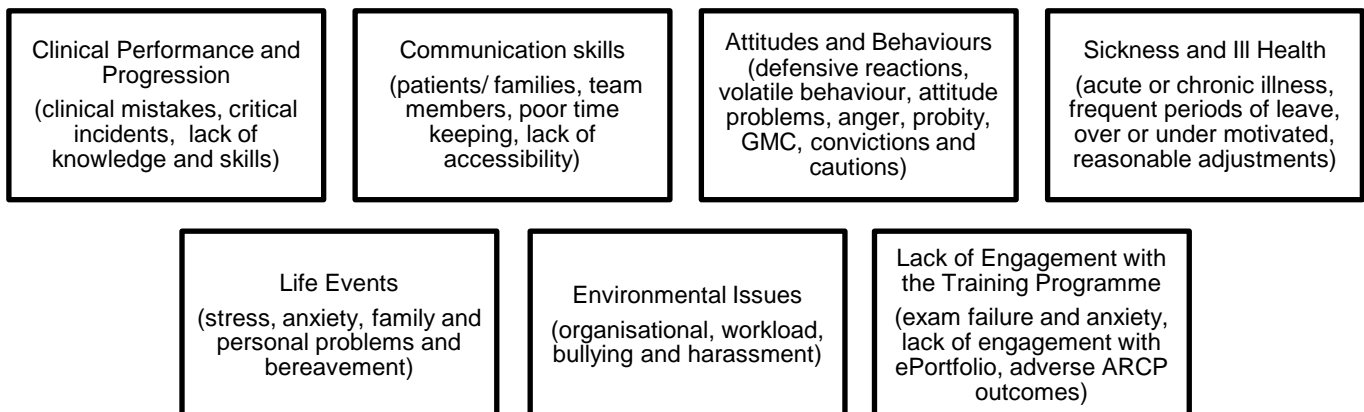
Aims of the Professional Support and Well-being Service

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?

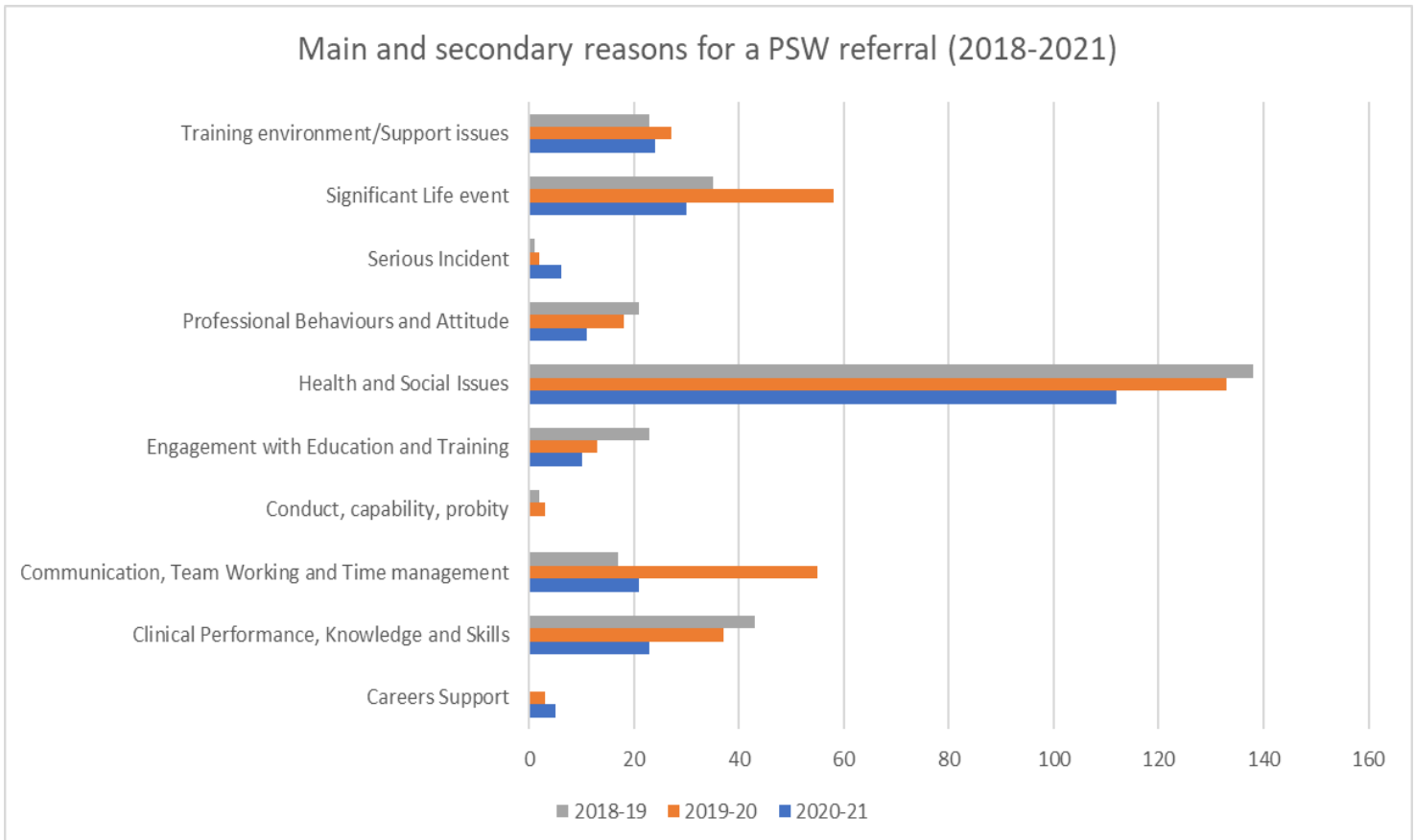
The PSW are able to categorise concerns into seven broad areas:



Primary and Secondary Reasons for Referral into PSW

The chart below shows the main and secondary reasons that have been selected on a Professional Support and Well-being referral Form F and Form C. The reason for combining main and secondary reason is that often a referral is not linear and is multi-factorial.

The chart illustrates that ‘health and social issues’ are commonly cited in the referral forms throughout the last three years. However, ‘conduct, capability, probity’ does not appear to be cited in 2020-21. This could be due to the fact the referrer selected ‘professional behaviours and attitude’ or ‘clinical performance, knowledge and skills’ as there is some overlap here.



How to access PSW support

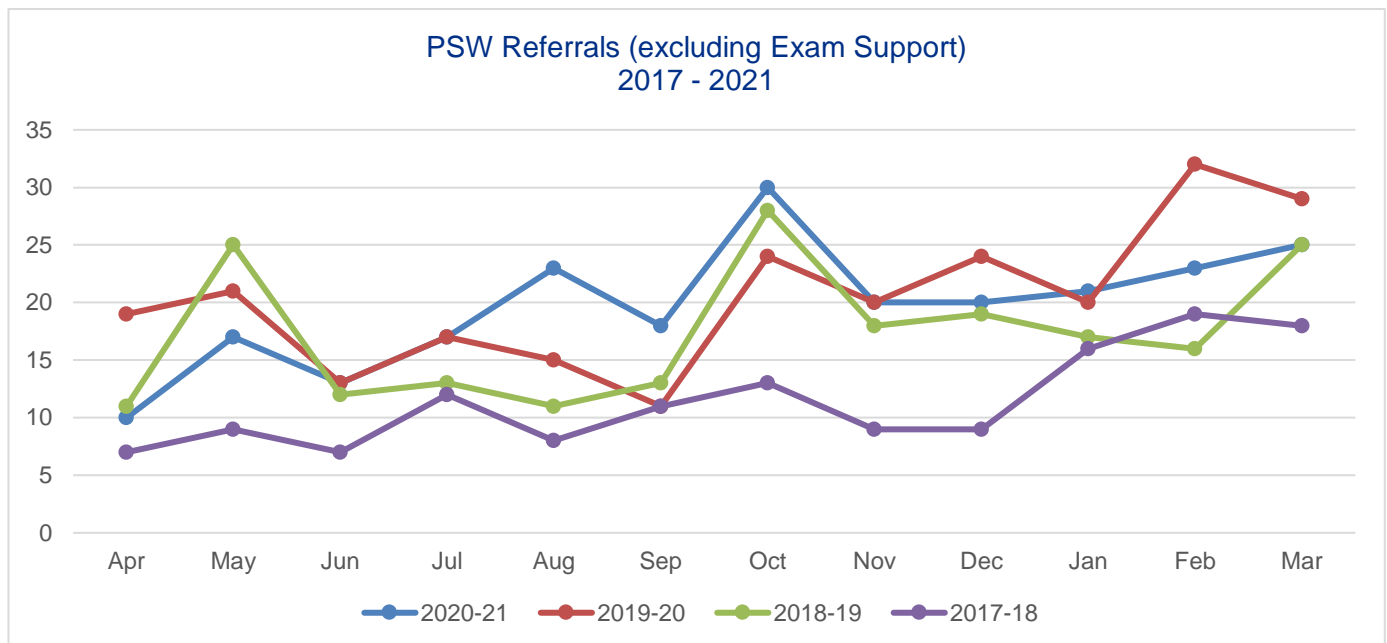
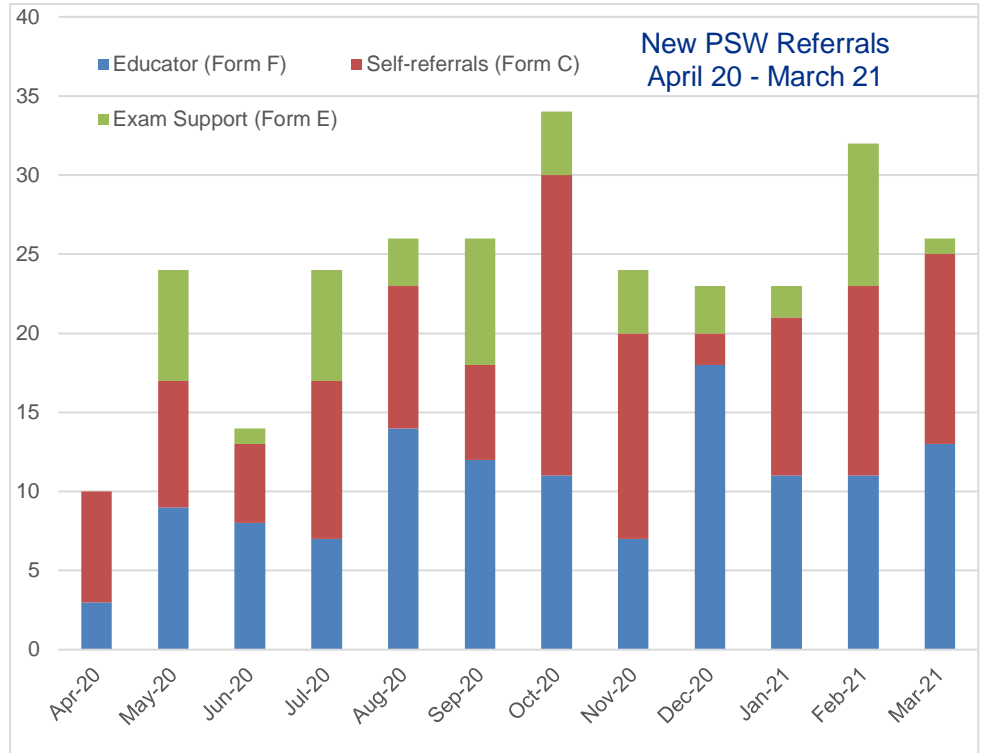
In order to access the PSW and the external support services offered, a referral to the service is required. Depending on the reason for the referral, this will be made either by self-referral or through an educator, typically by the Educational Supervisor or Training Programme Director but not exclusively, as seen in the graph below.

Since April 2020, there has been more consideration made for trainees to self-refer to the PSW, with a new referral form introduced in May 2020. Form C allows for wider access to the service with trainee doctors and dentists self-referring to the PSW for all of the seven categories above. The aim of this was to remove any barrier of access to the PSW and to ensure that trainee doctors and dentists could access immediate support if they needed this during the pandemic. The PSW also opened the service up to non-trainees, allowing these doctors to refer to the service for support relating to the pandemic. During this reporting period we have received three referrals from non-trainees.

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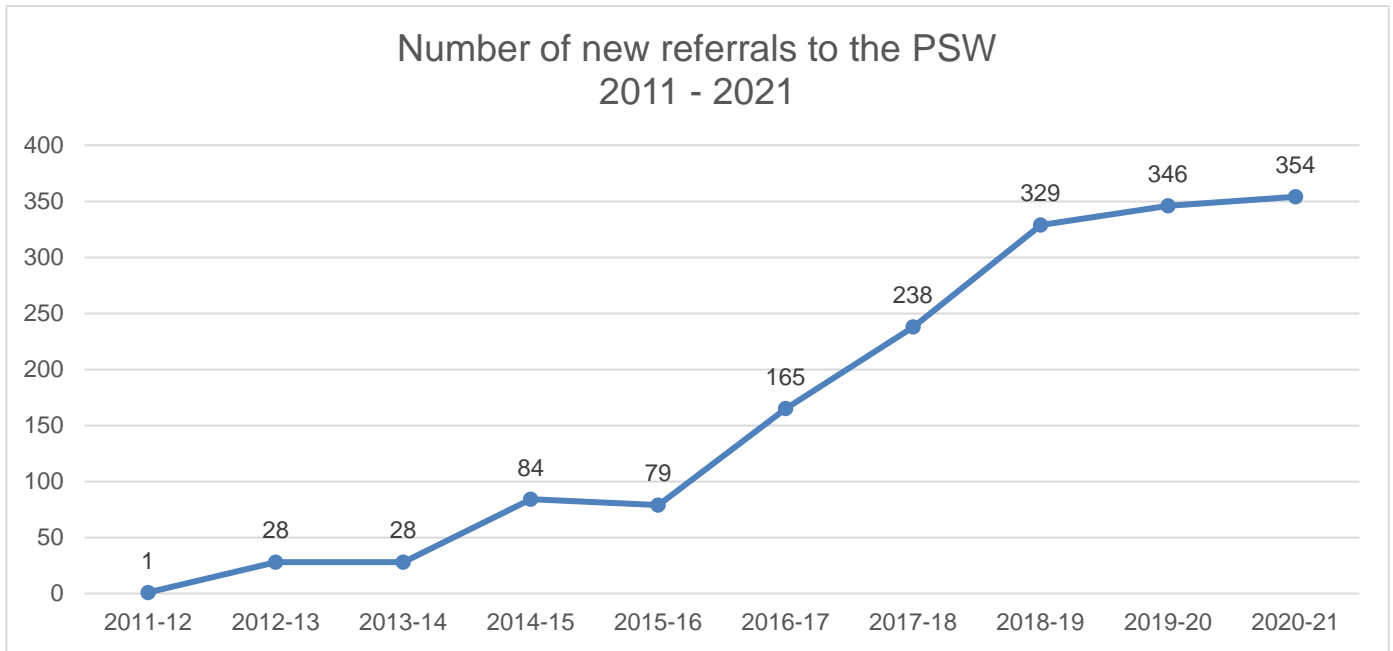
This graph highlights the number of new referrals into the PSW during the reporting period. Due to the pandemic, the PSW has seen a dramatic decrease of self-referrals for exam support. Furthermore, the GP school has increased their offer to their trainees with in-house exam support packages, which is impacting on the number of referrals we have received.

Self-referrals for all other concerns amount to about half of PSW's monthly referrals, particularly in the latter months of the reporting period.

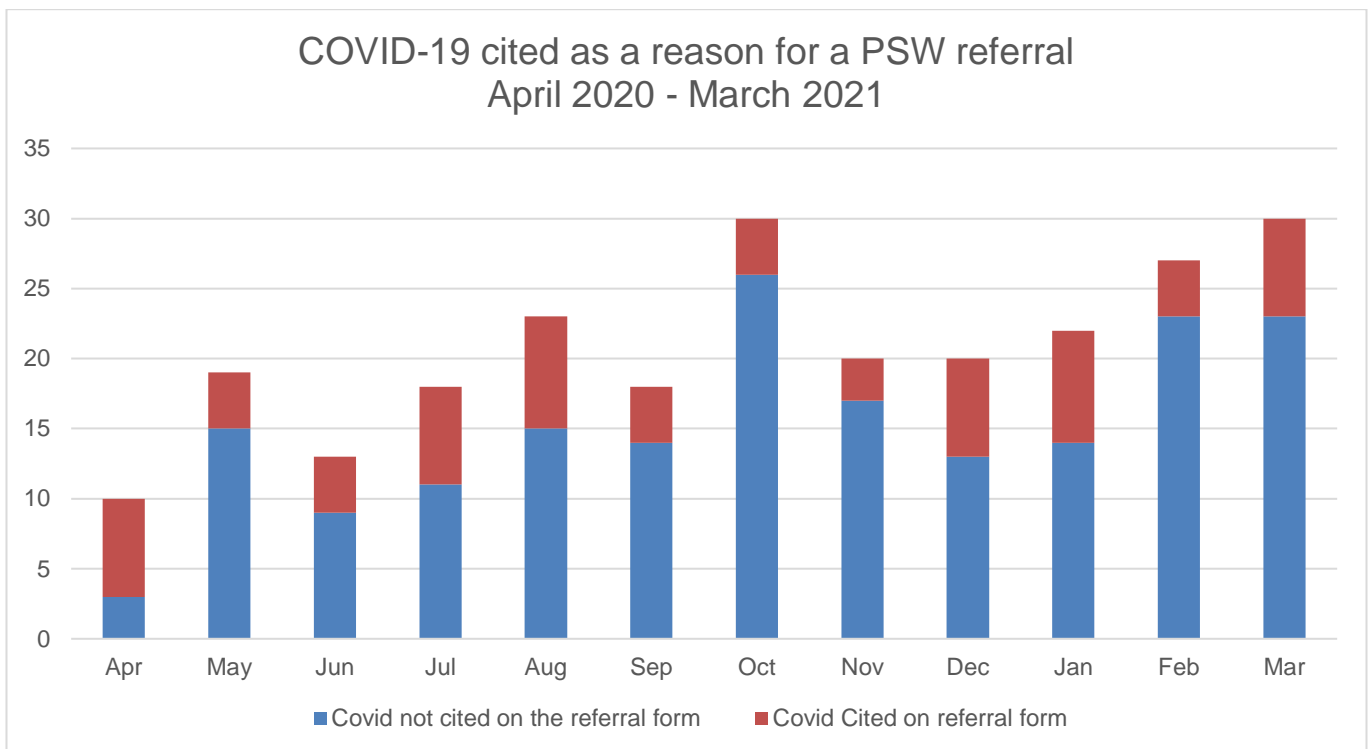


The reporting period 2020-21 resembles a recognisable pattern to previous years, with steady increases in August and peaking in October. As the pandemic hit in March 2020, the PSW anticipated there would be an increase of referrals between April and June but the increase in referrals came in August and then again peaking in October. This may have been because trainees were working so incredibly hard at this time, focussing on patient care, and did not have the time to reflect on the pandemic. We can see that the increase in referrals came as we exited the first wave and began to enter the second wave of the pandemic.

Comparing the number of referrals in the previous year, in April 2020, the PSW received 10 referrals, whereas in April 2019, the service received 19.



COVID-19 cited on a PSW referral form



The presence of Covid-19 being cited on the referral form reduced over the year. This might be due to the assumed knowledge over time that this is impacting on all trainees and becoming 'business as usual'. It might be beneficial to look at the case notes of a period to understand whether there is an actual decline.

Managing the PSW caseload

Current caseload: 2020-2021

Educator Referrals		Self-Referrals (Covid-19)		Self-Referrals (Exam Support)	
Open Cases	Closed Cases	Open Cases	Closed Cases	Open Cases	Closed Cases
195	665*	99	135	25	339

*This figure relates to the total number of closed cases since establishment of the PSW in 2011. We are currently unable to accurately report on the closed cases per reporting period, however we hope to be able to capture this within the database for the next reporting period.

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
24 days	1 day	112 days*

* The trainee was unable to attend the first appointment offered and was postponed; after their referral on 27/01/21 they were offered an appointment on 11/02/21. This was declined and no meeting was arranged until 01/07/21.

The PSW team hope to be able to capture more information relating to dates; when the referral has been received, when the first meeting was offered, and date of actual meeting was attended. This will be reflected in the next annual report and will represent a clearer picture of the response rate to educator referrals.

Follow Ups

Educator/Form C referrals

Average time for a follow up	Shortest time for a follow up appointment / communication	Longest time for a follow up appointment / communication
107 days	7 days	194 days*

*The trainee had asked to keep their case open. We try and operate on a follow up within 90 days, this has been challenging with staff shortages and limited case manager availability. The team have been using the RAG system on the database, however we may look to change this process to improve follow up times even further, but overall the process is improving.

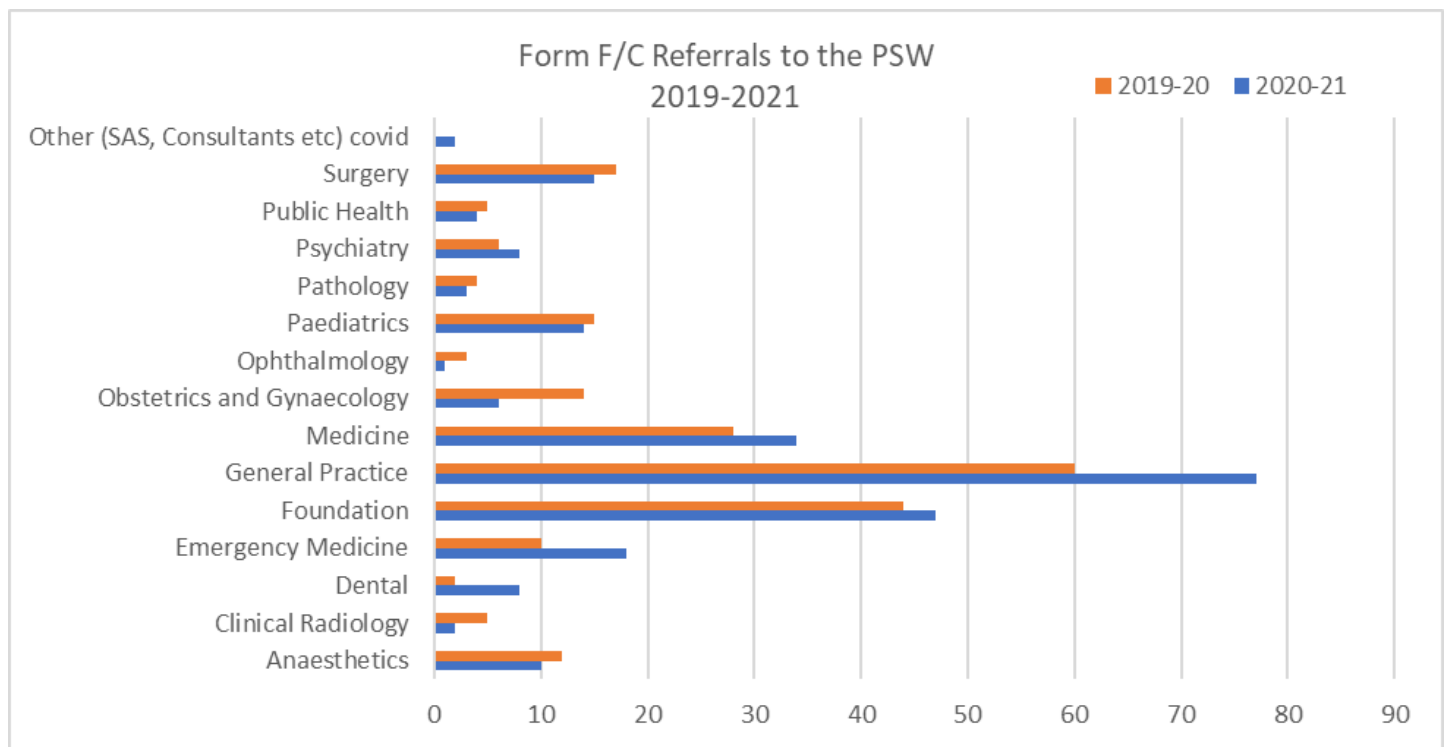
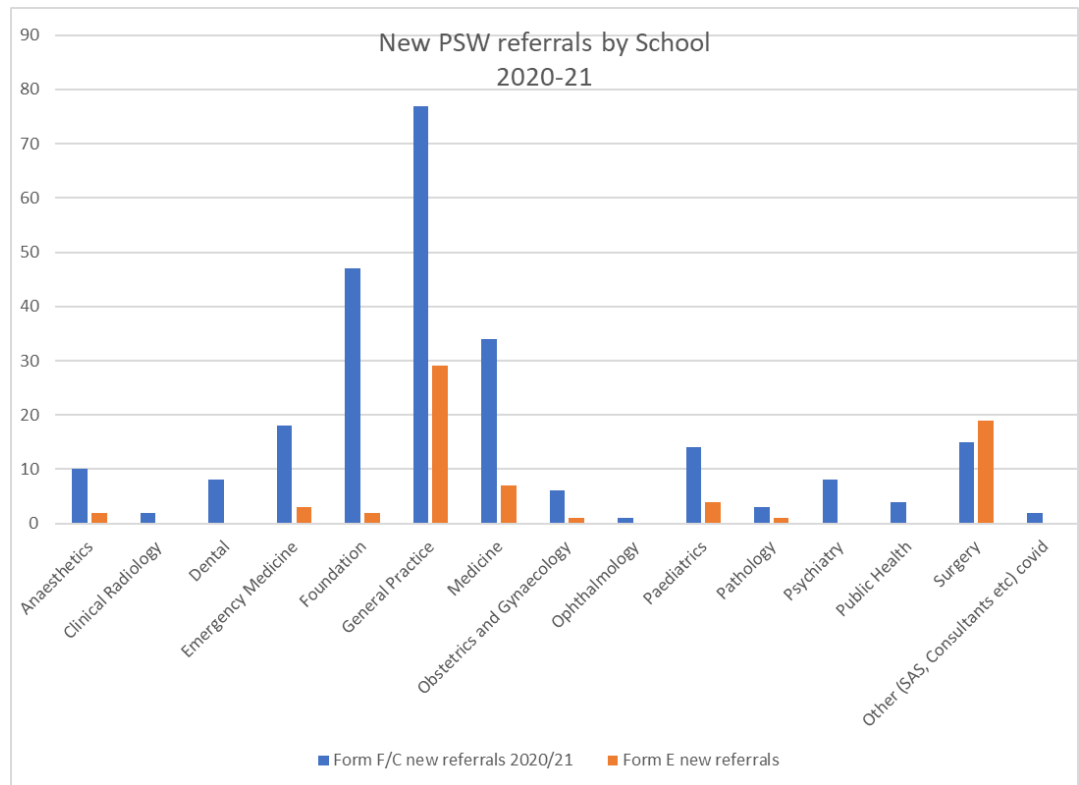
Upon receipt of a request to arrange a follow up, the administration team (including non-clinical case managers) will either;

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

Referrals by School

The referrals received by the PSW in this reporting year represents a significant decline in self-referrals for exam support. PSW referrals using form F or Form C has shown an increase in Dental referrals from the previous year, which is particularly due the proactive nature of an educator in utilising the service.

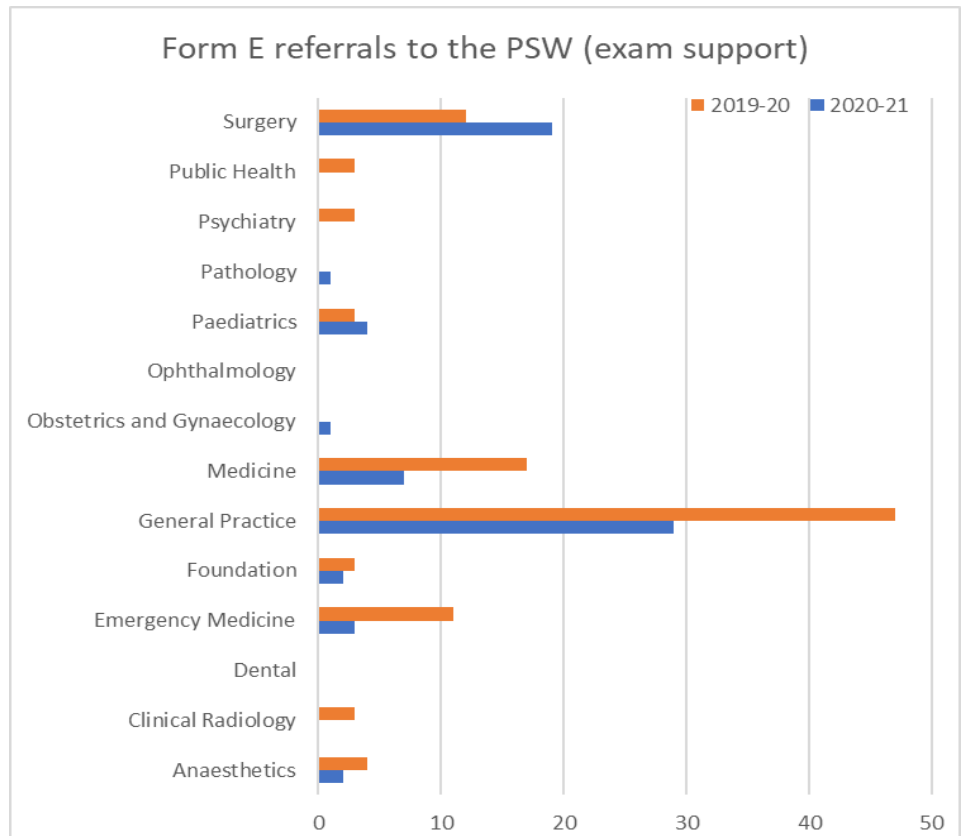
In addition to that, General Practice, Medicine, Emergency Medicine and Foundation shows an increase in new referrals to the service from 2019/20.



It is interesting that there have been no psychiatric trainees using the service for 2020-21. Ophthalmology trainees do not appear to access exam support via the PSW at all, and whether this is due to lack of knowledge on what support the PSW can offer, or the programme is extremely well supported.

Exam referrals overall from the GP School have declined which may be due to the start of Transition Project within this reporting year, as well as the implementation of their own exam support package, including AKT Sox and RCA Sox.

Overall, there is a significant decline in exam support referrals to the service.



Referrals by School compared to % of Trainees on Programme

School	Total number of new PSW referrals (Form F & Form C) in 2020/21	Total Number of Training Posts*	% Trainees referred to PSW	2019/20
Anaesthetics	12	330	4%	5%
Clinical Radiology	2	134	1%	5%
Dental	8	255	3%	0%
Emergency Medicine	21	361	6%	8%
Foundation	49	1806	3%	3%
GP	106	1477	7%	8%
Medicine	41	996	4%	4%
Obstetrics & Gynaecology	7	181	4%	8%
Ophthalmology-	1	47	2%	9%
Paediatrics	18	335	5%	5%
Pathology	4	100	4%	7%
Psychiatry	8	258	3%	4%
Public Health	4	53	8%	13%
Surgery	34	486	7%	7%

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

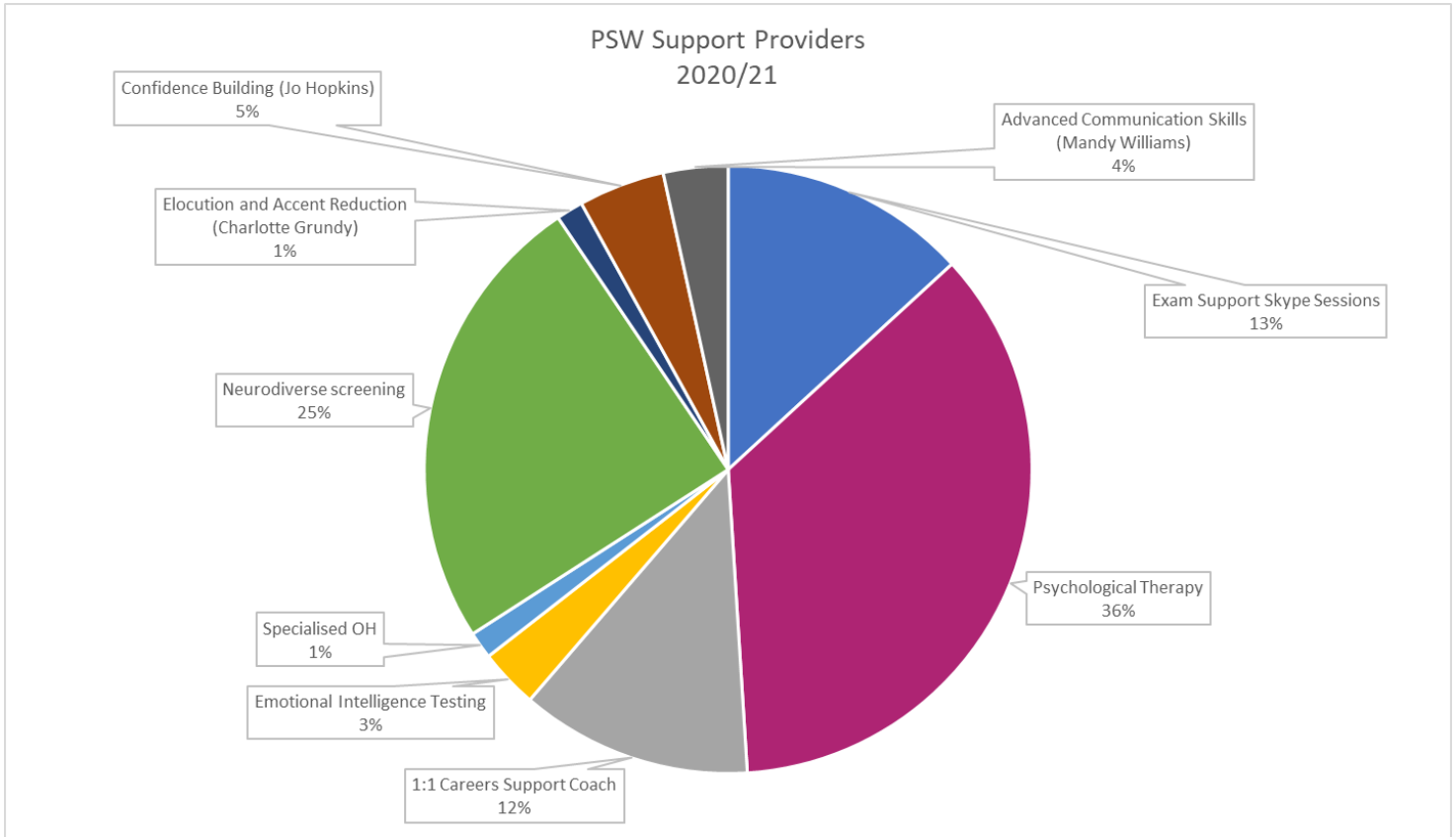
From April 2019, we moved to a different model separating professional support with well-being support.

Type of support	Provider	2020-21	2019-20	Difference in level of support input from Apr 2019 - March 2021
Communication Skills	Elocution and Accent Reduction	5	12	-58.3%
	Skype Communication Skills	16	48	-66.6%
	Advanced Communication Skills	12	16	-25.0%
	Comms Skills Workshops	156	100	56.0%
Exam Support	Exam Support Workshops	85	80	6.3%
	Exam Support Skype Sessions	46	104	-55.8%
Psychological Support	Psychological Therapy	125	179	-30.2%

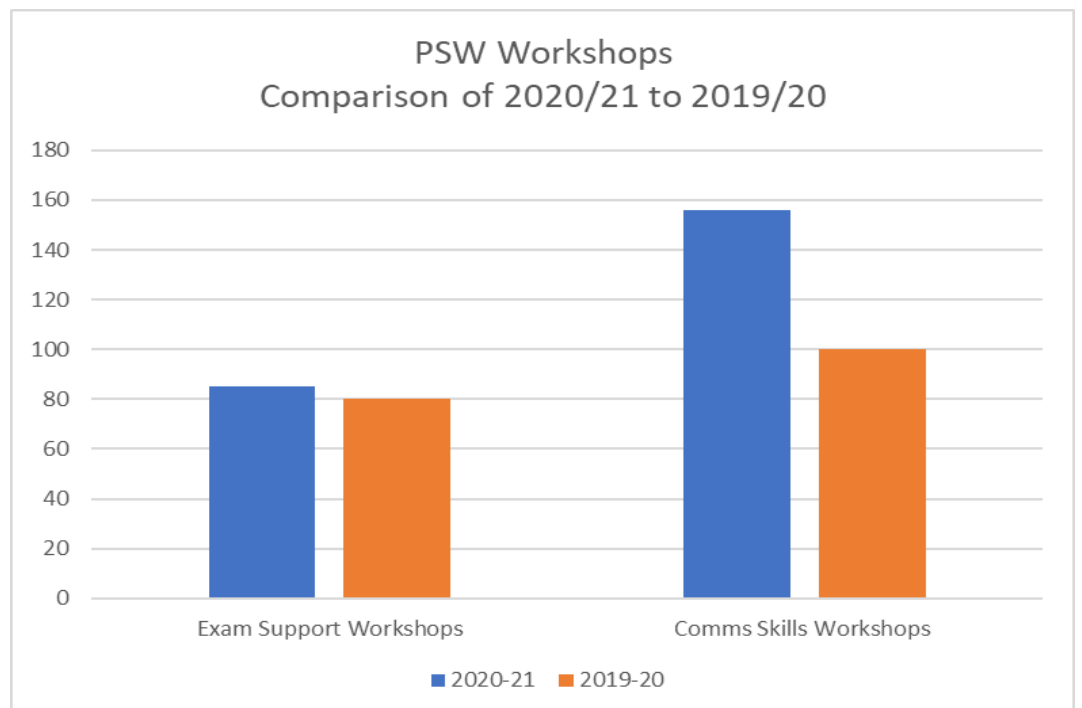
Type of support	Provider Support	2020-21	2019-20	Difference in level of support input from Apr 2019 - March 2021
Neurodiverse conditions	Screening link sent	86	86	0%
	Neurodiverse Conditions Screening	62	79	-21.5%
	Cognitive assessment	35	64	-43.3%
	Strategy Coaching	41	41	0%
Careers Support	1:1 Careers Support Coach	43	59	-21.1%
Emotional Intelligence Screening	Emotional Intelligence Testing	11	11	0%
Occupational Health (OH)	Specialised OH	5	5	0%

Support services accessed

The graph below highlights the support services accessed by our trainees. Onward referrals to our psychology provider continue to be the support service most accessed and this is reflected in the most common reason for referral cited at health and social issues.



The PSW have worked hard on promoting exam support and communication skills workshops and the number of trainees who have accessed these have increased from the 2019-20 reporting period. This has enabled the PSW to provide support to many more trainees in a much more cost effective way at the same time as providing a peer to peer support network.



Psychological Support

We have recorded a decrease in the number of referrals made for psychological support. As reported in our 2019-20 annual report, referrals to the service were at an all time high and were having a huge impact on our budget. The PSW worked closely with our provider to ensure referrals were made into the service for the right reasons. The PSW team ensured that trainees referring for long term mental health conditions were signposted back to their own healthcare professionals.

The PSW know that hospital trusts developed new support services for staff within their trusts to support the Covid-19 pandemic. We aim to improve our knowledge on these services and have highlighted this within our areas of development.

Other providers such as the British Medical Association (BMA) and Practitioners Health Programme (PHP) offered support for all doctors and the PSW has been able to signpost trainees to these services.

In January 2021, the PSW also became aware of the Staff Mental Health Resilience Hubs which were introduced by NHS England & NHS Improvement across the region to support the Covid-19 pandemic. Each hub delivers proactive outreach and engagement, provides rapid clinical assessment and onward referral to mental health services. The PSW have been able to signpost trainees to these services within their locality for support.

All psychological support sessions are now delivered virtually.

Exam Support

The number of referrals for 1:1 exam support has reduced dramatically. At the beginning of the pandemic, all exams were postponed, and this had an impact on trainees requiring any support. As the Colleges introduced new exam formats and released dates of the previously postponed exams, the PSW began to receive exam support referrals, for which trainees were able to access virtually.

Along with exams being postponed, the School of Primary Care introduced a new bespoke exam support package for all their trainees. In previous years, GP Trainees have contributed to the highest number of referrals of exam support and therefore, access to this new support package has also had an impact on our referral numbers.

Attendance at the PSW exam support workshops has been consistent with the previous year. Workshops were postponed for a time, however as the need arose for these, the PSW ensured we had the availability of our facilitators to provide these. During this time, the workshops have been delivered virtually and this has allowed easier access to the service.

Communication Skills

A large proportion of our communication skills onward referrals relate to practical examinations, and the cancellation of many of these along with the support package offered by the School of Primary Care has resulted in fewer referrals to this service.

As reported in our 2019-20 annual report, we were beginning to introduce our communication skills workshops virtually. The PSW have worked closely with the facilitators to ensure these remain accessible for trainees. These workshops developed from face-to-face full day sessions, to virtual sessions approximately two hours long over a three day period. The PSW recognised engagement and commitment was reducing, therefore after consultation, began to deliver these workshops as one full days attendance. This change has successfully increased engagement and attendance at these workshops. We have reported on these workshops within the PSW successes.

Neurodiverse Screening, Cognitive Assessment and Coaching

We have again seen a reduction in the number of referrals made into this service. We can attribute a large portion of this reduction to the postponement of examinations and the new Enhanced Induction Programme which is being offered to all International Medical Graduates (IMG's) joining the GP Training Programme. All IMG's joining the GP Training Programme are now offered neurodiverse screening as early intervention, therefore the number of GP Trainees needing to access this screening service via the PSW has reduced.

The self-referral exam questionnaire which the PSW introduced in May 2019, asks trainees to complete a series of questions relating to the exam support they require, therefore a referral for screening is not always necessary. There are also a number of cases where the screening link was sent to a trainee, however the trainee did not complete and therefore did not complete the first part of this process. Approximately 50% of trainees do not require a cognitive assessment after screening.

Careers Support

The PSW have seen a reduction in the number of trainees requiring careers support for this period. The PSW have a tiered approach for careers support and are now only making referrals for this high-level careers appointment once trainees have accessed conversations with their own Training Programme Director (TPD), Head of School (HoS) or Director of Medical Education (DME).

The PSW also have Clinical Case Managers who are available to provide careers advice as part of a PSW trainee meeting.

Emotional Intelligence Testing

Referrals into this service have remained consistent and low. Due to staff changes, the PSW have not had the trained staff to be able to allow the number of referrals to increase. This service will remain an area for development and once training has been provided to the new team, the PSW will promote this service more widely.

Specialised Occupational Health

The referrals into this service have remained consistent and low. The PSW will only request a high-level occupational health report where there are significant health concerns which are impacting on training. Therefore, we do not expect the number of referrals into this service to be high.

The default position for occupational health assessment remains; trainees will access occupational health services via their own employer.

Resilience

In April 2020, the PSW undertook training in resilience assessment which provided the team with the tools and training to deliver feedback sessions to trainees who had completed the questionnaire. The PSW had very low numbers of trainees accessing this service, partly due to the lack of promotion and also the covid-19 pandemic.

Unfortunately, due to staff changes, those who were trained moved into different roles and therefore the PSW were not equipped to provide this service. This service will remain an area for development and once training has been provided to the new team, the PSW will promote this service more widely.

Feedback

What the PSW did well

I was surprised at how rapidly I was offered an appointment. The doctor I met with was incredibly understanding and thorough and the whole experience really helped me a great deal, I doubt I would still be able to practise medicine without the support I was given by PSW, both at the initial and follow up meetings.

The support and understanding from my case manager was amazing.

Despite the covid19 pandemic, the speed and efficiency at which the PSW dealt with my case was really impressive. It has been much appreciated.

I was given access to a variety of things to support me. My case manager was good at assessing what the best support would be, and the support provided was of a high standard.

When you are having issues and you feel that you can't trust your supervisors or TPDs to support you then it is reassuring to know that the PSW is there to provide support.

I got the help and support I needed to be able to carry on working despite poor health. I felt really looked after both then and when I struggled with exams.

A fantastic speedy response to my initial referral which resulted in me getting the support I needed.

Very supportive and I don't think I would've been able to stay in medicine without the support they put in place, I just wish I had been referred sooner! Excellent.

All of the support that they provided with adjusting working hours, occupational health, psychological therapies, career advice and follow up on all of these went well.

I felt I was assigned the right person to look into my case. I was listened to and given appropriate advice. The recommendations made by the PSW team has helped me a lot to recover from the trauma. I will ever so remain grateful to their help and positive support they have provided to me.

Support from the PSW - case manager was empathetic.
Quick response times.
Different solutions offered, including extra exam support when this was not the initial problem.



Feedback

Improvements for the PSW

Visibility. Many of my trainee colleagues were still unaware of the support available.

I have recently seen improvement in the comms to promote what the PSW can provide, I think this needs to continue. There are still a lot of registrars who are unaware of the support services offered by the PSW.

More awareness they exist. Only found out a month before my return to work about this support from TPD.

Make themselves more visible to other trainees. I still feel there is a stigma about asking for help.

It took a month for my first meeting which felt a long time.

Maybe give the trainee some insight pre meetings to understand what to expect.

Make the meetings/process more flexible and quicker, sometimes it takes months to wait/arrange for meetings.

Maybe check in more regularly if more support is needed or how things are going? Or if it's up to trainees to lead that process make it clear that's how it works.

Did not get follow up at 3 months as planned and wasn't sure if they would contact me or I should contact them for that.

Timing and frequency of meeting with case manager have been not clear.

Although they send regular email check-ups a regular phone call from my case manager would be better.



One of the options is to publish guidance in specific areas where most of the trainee are struggling such as anxiety and stress and coping in a new environment.

Maybe written material or self-help guidance can be explored more.

Offer more services at the same standard if the funding is available.

It would be good to have some guidance for trainees struggling with health conditions including mental health but who are not 'failing' or in need of remedial support.

Successes for the PSW in 2020-21

Transition into a virtual PSW

From April 2020, the PSW undertook a total shift in the way we work. Due to the Covid-19 pandemic, the default position for all HEE staff was to work from home and all face to face interactions stopped with immediate effect.

The PSW transferred all face-to-face trainee meetings into either a MS Teams virtual meeting or a telephone call. All exam support and communication skills workshops were also transferred onto a virtual platform. The PSW worked closely with workshop facilitators to create a virtual structure that would work for trainees. For example, workshops were delivered in shorter sessions, rather than attendance at a full day event online.

The PSW team, trainees and stakeholders adapted quickly and positively to this change. The PSW developed communication methods to ensure we stayed connected and could support each other. We implemented daily catch ups, tea & coffee breaks and virtual offices to allow for that interaction and support.

Below is some positive feedback related to our virtual meetings and workshops. We continue to obtain feedback from all workshops and trainee experiences with the PSW and will continue to adapt our format and approach where required.

I thought these sessions worked very well remotely and takes out the time needed to travel to get to such meetings.

Involving everyone as much as possible even though it was a virtual workshop.

Allowing for breaks and understanding of peoples needs.

Very useful to have the cases interactive with participation encouraged from everyone.

Feedback and sharing of action points

Within the annual report 2019-20, we detailed that an area for development was providing feedback to referrers.

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, other than with the trainee. 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 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 7 working days of the meeting. We are asking the trainee to confirm that the referrer remains their current educational supervisor to ensure the action points are sent to the correct person.

We are continuing to ensure referrers are receiving these action points to allow for continued support from both the PSW and the TPD/Programme. The PSW have now included a cell on the database which records the date the action points were sent to the TPD/referrer and include reminders within the PSW calendar to ensure these are sent.

We will report on this data within the next annual report.

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The PSW have also introduced case conferences for any complex cases requiring input from various sources, including but not limited to the TPD, ES, Occupational Health, Medical Staffing, Medical Education Manager and the trainee. This has been a positive initiative and allowed for a collaborative and supportive approach. With the TPD and ES in attendance at these case conference, we can therefore ensure the support is in place within the workplace and allow for two-way communications with the trainee and PSW.

During the period 2020 – 2021, the PSW have held six case conferences. One of these cases conferences has resulted in getting a trainee back into the training programme. The remaining five case conferences have related to a continued support package whilst in training. We will continue to collect this data going forward.

Development and improvement of the current database

The PSW has made great improvements to the current database. During the 2020-21 period, the team worked hard to ensuring trainees on the database remain current and required a live open case with the PSW. Over time, the PSW have been able to close a total number of 665 cases which allowed the team to focus on the open cases and complete archiving of records.

The RAG (Red, Amber, Green) system was introduced in 2019 which allowed trainee cases to be actively monitored and at a glance, the team could see which trainees were due a follow up appointment. Where there has been no engagement for over 90 days, this is highlighted to the PSW team and allows us to take action. We have continued to use this system and believe it has offered higher rates of engagement with our active cases.

New columns have also been added to the database which has allowed the PSW to capture and report on data more effectively. For example, we now record the date in which the case is triaged and allocated a Case Manager along with the initial first appointment date which has been offered and the actual date of the meeting. This data has allowed us to capture exact wait times for a trainee's first appointment. We have also added in the TPD and ES contact details to the database, along with confirmation of consent the action points can be shared. This allows for a much more streamlined approach to sending out the action points to the referrer and TPD.

In our 2019-20 annual report, we reported on the development of a new database. Unfortunately, this has not progressed as we would have hoped and remains under construction.

The 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 prone to failures, but we are working to improve them. The PSW are currently working with the DITAG Team to support the development of a new database. The aim 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.

Communication Skills Workshops

During the period 2020-21, the PSW have successfully delivered 10 communication skills workshops. This can be broken down into five Interpersonal Skills Workshops and five Clinical Skills Workshops.

The aim of the Communication Skills Workshop is to improve communication skills amongst International Medical Graduates (IMGs). 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. 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.

Interpersonal Skills

This workshop focusses on body language, non-verbal cues, tone of voice, open questions. The workshop is interactive with games and lots of opportunity to practice the skills learnt throughout the day.

Clinical Skills

This workshop provides feedback in how to put communication skills into practice. Course objectives will cover impact of structure, effective history taking, explanation planning and shared decision making.

The PSW have linked in with the School of Primary Care to deliver GP specific workshops and will continue to liaise with all specialties to understand the need for these workshops. All of our communication skills workshops are very popular and reach maximum capacity within a few hours of the booking system opening. 156 trainees have successfully completed a workshop with excellent feedback.

Excellent delivery of different aspects of the consultation and practical applications with role plays.

Simply brilliant; highly professional and can easily identify the trainee weakest point and take the action immediately from there. Very helpful tips.

A very engaging facilitator and kept to timings well. She clearly understood what our role is as doctors and what we might struggle with and is obviously experienced in working with doctors.

Really interactive!

It has been really nice to get continuous support from PSW, which has helped me a lot in building confidence and dealing with native speakers.

I have learnt things I never thought about before, even though clinical communication is part of my life every day.

Good tips for improving communication.

The facilitators were really mindful and helpful.

I would recommend this wonderful course!

All the areas covered were excellent. It really helps to build up confidence and improve clinical management in the community level.

The PSW intend to continue to develop the current communication skills workshops and extend the offering of workshops to include topics such as empathy, dealing with conflict and open and coaching questions.

Areas for Development

Links with Teams within the Directorate of Education & Quality (DEQ)

Over the next year, the PSW would like to continue to improve on the working relationships and joint approach to working with trainees and educators. This will include supporting the Assessment and Revalidation team, Primary Care team and Supported Return to Training (SuppoRTT) team.

The PSW understand that concerns relating to a trainee may be divulged at an ARCP or within a Form R. We would like to work with the Assessment and Revalidation team to create a process for when the PSW are asked to reach out to a trainee to offer support. Our plan would be to record this interaction with a trainee on our database and to report on the number of interactions which result in a PSW referral being received.

The PSW will continue to attend the GP Lead Employer calls monthly. This will ensure the PSW is aware of any GP trainees who may require some support who are not currently registered with the service and allow the PSW to highlight a trainee who the Lead Employer may need to be aware of.

The PSW recognise that many trainees who access support services with us, also access the Supported Return to Training (SuppoRTT) programme. This highlights the importance of working together to provide a joint approach to the support we offer to any individual. The PSW hope to work more closely over the 21-22 period which includes an offering of joint workshops and signposting.

Continued promotion of the PSW

It is recognised within our feedback that the PSW still remains unknown or unclear to some trainees and educators and we must ensure that we continue to promote the service at any given opportunity.

The PSW will continue to attend any training events and national meetings which includes continuing to run our own PSW development day, training workshops for educators, delivery of PSW sessions for trainees and any other specific request with is received by the PSW. Attendance at these events will ensure we continue to raise the profile of the PSW and the services which are available to all trainees. Feedback from these events will allow us to improve on the content and ensure those the PSW hope to support will reach out to us.

The PSW would like to work more closely with the HEE Fellows and the trainee forum to better understand how the PSW can reach out to a wider audience and, understand what and how is the best communication method for trainees which will allow us to reach a higher number of trainees.

The PSW would like to continue to develop and improve the website ensuring that content remains relevant and up to day and can provide helpful resources to trainees and educators. We hope to be able to work more closely with our providers to create materials that can be accessed by all via the website.

The PSW hope to develop further animations with NHS Creative, create soundbites and testimonials from trainees which can be shared on our website and through social media.

Bespoke Database and Referral Forms

Unfortunately, the development of the PSW bespoke database has been slow and we have continued to face delays in securing a database that will be fit for purpose. The current database remains fit for purpose; however it is quickly becoming increasingly cumbersome and extremely frustrating for the team due to the system crashing/freezing/losing data, and then at times reappearing. We are a team of four and with all four team members entering information into the spreadsheet it is inevitable there will be errors. There also continues to be a lot of duplication across the PSW main database and our support services database.

Through feedback, it has become clear that our referral forms are also becoming increasingly difficult to use. Both educators and trainees have reported being unable to access the document, not being able to input information or digitally sign the document. This is obviously very frustrating for the individual who is trying to access support, our concern is that individuals may not reach out to the PSW due to the difficulties with access.

During the 21-22 period we plan to continue to move forward with the development of this database request, hopefully resulting in a bespoke database which can provide a trainee record which links to all aspects of the PSW journey, including a record of support services, attendance at PSW meetings and any other onward actions. The PSW are keen to understand how we can link this to a text messaging service which will allow us to send reminders to trainees about meetings and workshops. We will also be investigating how we can make our referral form more user friendly. We will need to liaise with other teams within HEE to understand what software is available to us. We would have a strong preference to have our referral form linked to the database, therefore reducing the manual input of data.

We will report on any developments and progress in our next annual report.

Future Developments and Workstreams

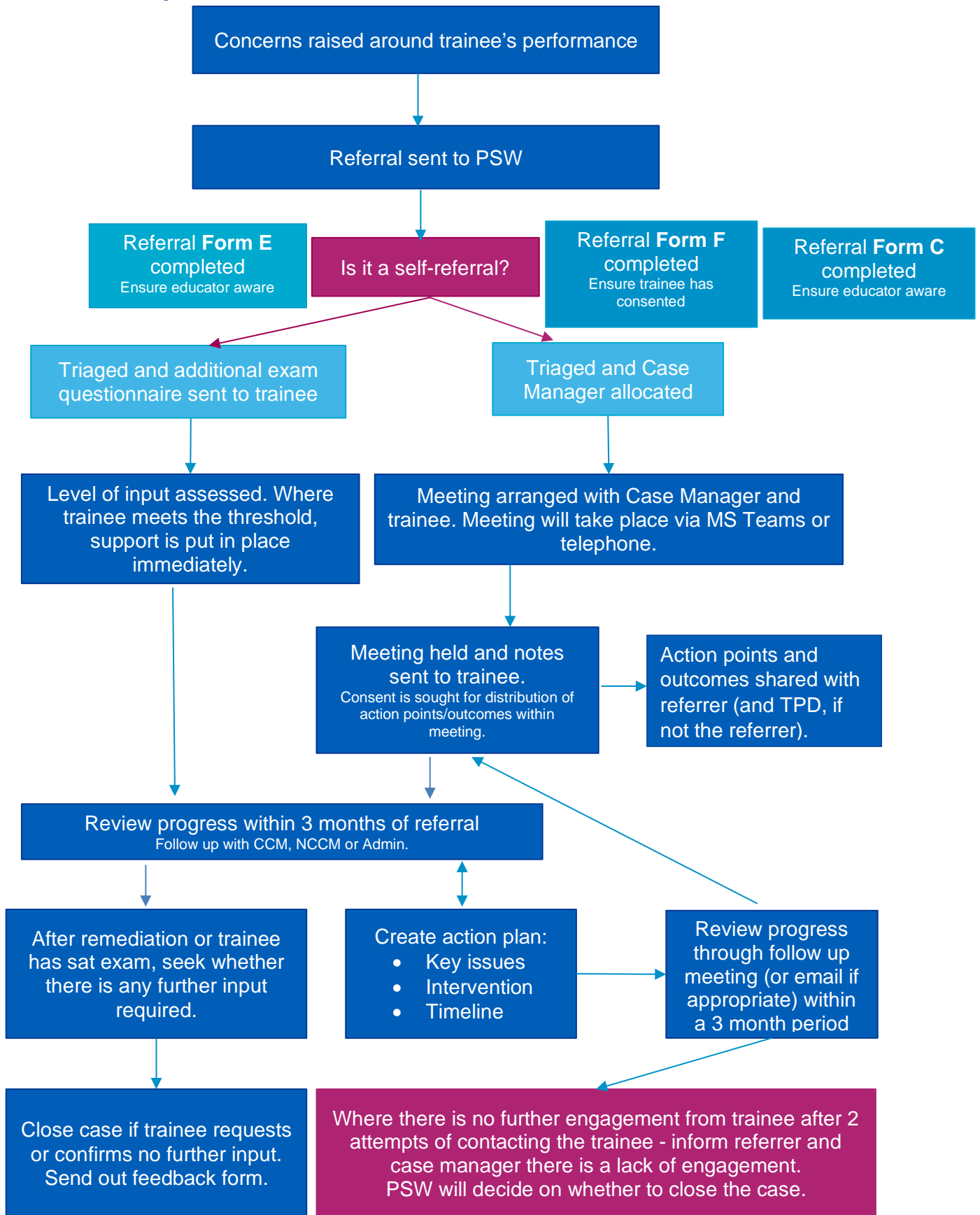
Future Workstreams	What does it include?	Benefits	Timeframe
Mentoring Programmes	<p>The current Mentoring Programme will be managed under the PSW.</p> <p>The PSW will work closely with the Mentoring Fellow to ensure promotion and engagement of the Programme with TPD's, HoS's and trainees, allowing for training and new Programmes to be developed.</p> <p>The PSW will capture information on all Mentoring Programmes within the east of England to ensure correct signposting and support for trainees.</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. 	March 22
Coaching Programme within the PSW	<p>The PSW intend to set up our own coaching network which will allow the service to manage its own coaches and coachees.</p> <p>The PSW will pull together relevant HEE staff and Educators with a coaching qualification and request sign up to the PSW coaching network. A contract will be drawn up between the coach and coachee and a number of coaching sessions will be provided.</p>	<ul style="list-style-type: none"> • To allow trainees to access a coaching service which suits their needs and development plans. • The PSW will be able to monitor access to the service and allow this to develop and expand. • The trained coaches will be able to provide informal coaching training to PSW and or HEE staff. 	March 22
Developing a resilience package for trainees	<p>Resilience is the ability to withstand adversity and bounce back from difficult life events. Being resilient does not mean that people don't experience stress, emotional upheaval, and suffering. Some people equate resilience with mental toughness, but demonstrating resilience includes working through emotional pain and suffering.</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. Upon completion of the questionnaire, feedback and an action plan will be provided to each trainee.</p> <p>The PSW believe, due to the COVID pandemic, that this will be an extremely beneficial tool and offering of support for our trainee doctors and dentists.</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 PSW will be able to offer group workshops to trainees and or specific Programmes. • The PSW will be able to share content on the website relating to webinars and other useful information on resilience. • The Programme will allow trainees to build support networks. 	Training and programme in place by March 22.

<p>Developing Emotional Intelligence (EQi) package for trainees</p>	<p>The PSW were offering emotional intelligence testing for trainees, however due to staffing changes this support service has been put on hold.</p> <p>The PSW recognise that emotional intelligence tests can provide trainees with important information that can assist with their own self-management and self-development. Knowing one's level of emotional intelligence at work can give you valuable information to direct and advance your career.</p> <p>The questionnaire deals directly with challenging situations and where there may be a lack of insight. Upon completion of the questionnaire, feedback and an action plan will be provided to each trainee with a more effective way of approaching certain situations.</p>	<ul style="list-style-type: none"> • The PSW will be able to offer an additional service in supporting trainees to develop their own emotional intelligence. • The PSW will be able to offer group workshops to trainees and or specific Programmes. • The PSW will be able to share content on the website relating to webinars and other useful information on emotional intelligence. • The Programme will allow trainees to build support networks. 	<p>Training and programme in place by March 22.</p>
<p>Collaborative approach to support with Trusts</p>	<p>During the pandemic, everyone was aware of the increased pressure on doctors working in the NHS with increased anxiety and the risk of burnout.</p> <p>Several trainees advised the PSW of support they were accessing within their trust which highlighted to us that support was available within the region which we were not aware of.</p> <p>Trusts increased the level of support services to all doctors during the pandemic which allowed quick access to psychological support and similar support services.</p> <p>The PSW intend to hold a central record on the support available within trusts which will allow appropriate signposting. The PSW will obtain information from Medical Staffing and link with regular DEQ medical staffing meetings to continue to develop relationships and communications.</p>	<ul style="list-style-type: none"> • The PSW will have appropriate knowledge on support services available. • The PSW can share this information with our Clinical Case Managers to ensure everyone is aware of support to allow for appropriate actions. • The PSW will be able to signpost trainees to support services within their own trusts. • The collaborative approach will allow for shared learning and improved relationships. 	<p>March 22</p>

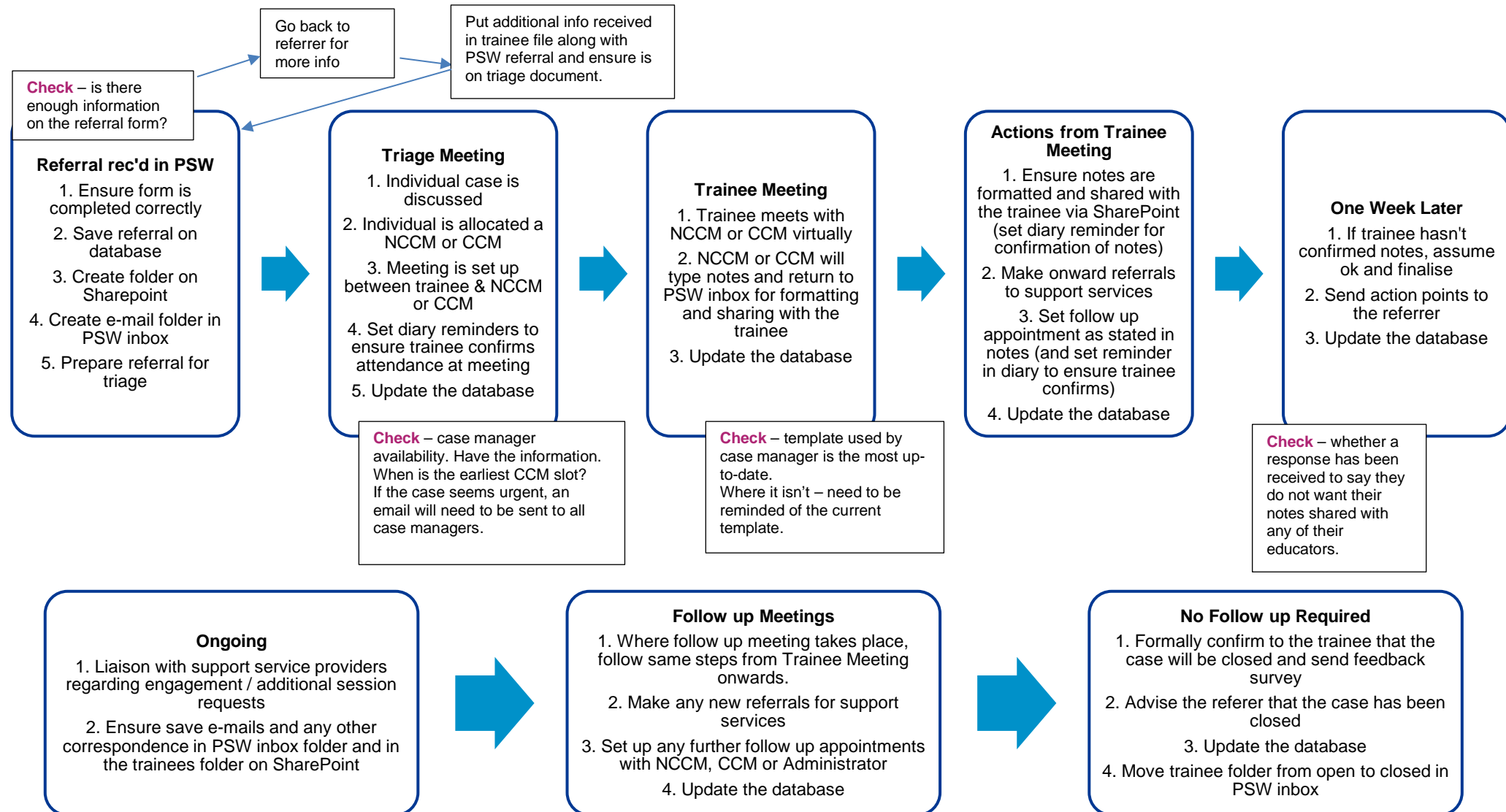
<p>Early Intervention</p>	<p>The aim of the early intervention programme is to identify and provide effective support to trainees to prevent concerns occurring.</p> <p>We also aim to help foster a set of personal strengths and skills that help trainees prepare for their long-term career.</p> <p>For early 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 (links to educator development). • Early referral of trainees who require a PSW referral, therefore avoiding delays in accessing support. This supports with work linking with our Assessment Team and also with the Recruitment Team in picking up any concerns highlighted on application forms. • Collaborative working with Faculty to ensure educator support and development. • Development of the support services available to trainees, linking in with Trusts and Medical Education Centres. • Collaborative working with the Foundation School in ensuring the PSW receive any Transfer of Information (TOI's) notifications from the Medical School. 	<p>March 22</p>
<p>Educator Development</p>	<p>Following on from the success of the development day in May 2019, the PSW intend to run an educator development day each year. Unfortunately, the PSW were not able to run this in 2020 due to the pandemic but are keen to run this event again virtually.</p> <p>The PSW intend to extend our offering of learning opportunities for our educators which include support for trainees involved in serious incidents. The PSW plan to run regular workshops and or conferences to support this.</p> <p>The PSW will ensure there is plenty of website content and resources within the educator support tab to support the management of trainees.</p>	<ul style="list-style-type: none"> • The PSW educator events allows us to reach a high number of educators and to provide updates on HEE matters and PSW Programmes and Processes. • The conferences, workshops and website content will provide Educators with learning and professional development in supporting trainees. • The events will allow networking and sharing of best practice. • The feedback received from each event will allow the PSW to create and develop future programmes for events and workshops. • Collaborative working with the Directorate of Education and Quality (DEQ) to ensure cross working and development opportunities for staff. 	<p>March 22</p>

<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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PSW referral process



Trainee Journey through the PSW



Meet the Professional Support and Well-being Team

The below structure is relevant to the period 2020-21 only.

Clinical Leads

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



Dr Ian Barton
Complex Cases Clinical Lead



Mrs Kate Read
Deputy Dean for PSW



Dr Nisha Nathwani
PSW Clinical Lead and 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.



Mrs Susan Woodroffe
Assessment, Revalidation & Performance Manager



Miss Katie Bradshaw
PSW Manager



Miss Anna Stockburn
PSW 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 part time and their role also includes administrative duties.



Mrs Michaela Wee
Non-Clinical Case Manager



Miss Rebecca Winchester
Non-Clinical Case Manager



Miss Leanne Morgan
PSW Administrator

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.



Dr Francesca Crawley



Dr Chris O'Loughlin



Mr Michael Crabtree



Dr Subir Ghosh

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.

All cases which are deemed to be complex will be discussed at the PSW Complex Case Advisory Group (CCAG).

CCAG is a forum of expert panel members whose purpose is to ensure the complex trainee cases are being managed appropriately. It provides 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.

