


# Junior doctors and early career health professionals: the PH experience

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*Supporting the Health of Health Workers*

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 @nhs\_prachealth  @NHSPracHealth  @nhsprachealth



Confidentiality

Stigma

Practical





Date Navigator
2023 (480)
Oct (13)
6th: [JHT] accuRx Consultation
5th: [PBamber] Consultation via video conference
5th: [JAddis] Administration note
5th: [JAddis] Administration note
4th: [NR] Administration note
4th: [NR] Administration note
4th: [JHT] Administration note
3rd: [NR] Administration note
2nd: [NR] Administration note
2nd: [ALamb] Administration note
2nd: [ALamb] Administration note
2nd: [ALamb] Consultation via video conference
2nd: [NR] Administration note
Sep (109)
Aug (35)
Jul (28)
Jun (18)


Patient Warnings

MOUSE, Mickey (Mr)

Born 28-Apr-1980 (43y)

Preferred Name 'The Squeak'

EMIS No. 1

 \*\*\*\*\*!!PATIENT IS A DOCTOR!!\*\*\*\*\*

Manage

Close

05-Oct-2023 11:12	Administration note (NHS Practitioner Health)
Comment	Safeguarding vulnerability - domestic abuse
05-Oct-2023 11:10	Administration note (NHS Practitioner Health)
Comment	Safeguarding vulnerability - domestic abuse
04-Oct-2023 16:05	Administration note (NHS Practitioner Health)
Additional	Patient registration-form used • Maternity leave
04-Oct-2023 12:49	Administration note (NHS Practitioner Health)
Assessment	Multidisciplinary review • Online access to local general





# THE SYSTEM

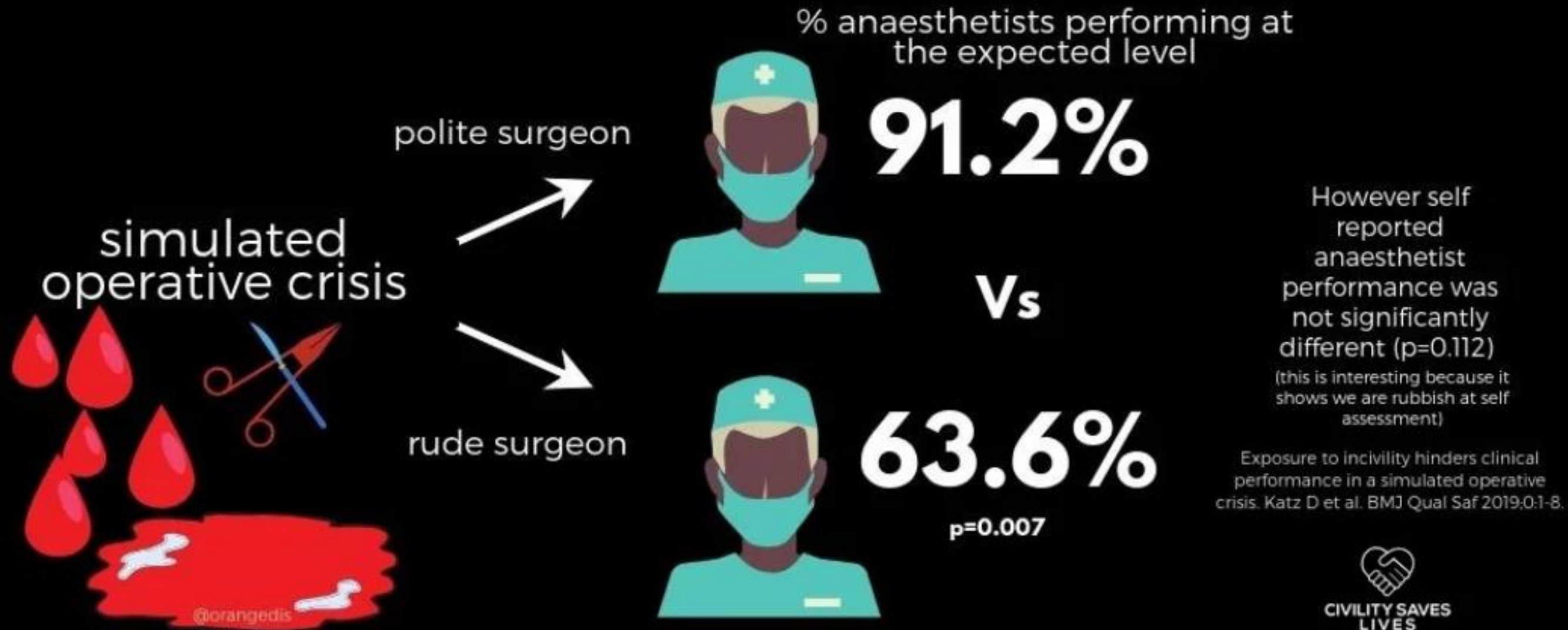




# THE TEAM



# Rude surgeons impair anaesthetist performance



Rude surgeons impair anaesthetists

The evidence shows that rudeness impairs performance, and we're not good at recognising it at the time!  
This applies across healthcare, not just to surgeons.



# VICTIMS OF INCIVILITY



1) the recipient

average 61% reduction in  
cognitive ability

2) bystanders

average 20% reduction in cognitive  
ability and 50% less likely to help others

3) patients and relatives

75% reduction in net  
promoters of your organisation

4) the team

Overall reduction in cognitive capacity and creativity. On average,  
worse outcomes across all clinically significant measures

**Incivility is a crime against good healthcare. civility saves lives.**

incivility

WHO BENEFITS FROM KINDNESS  
Victims of incivility

the recipient  
IT AFFECTS EVERYONE



# Third of medical students plan to quit NHS within two years of graduating

**Research will prompt further alarm among medical leaders trying to tackle the spiralling workforce crisis**



📷 Poor pay, work-life balance and working conditions of doctors in the UK were the main factors cited by those intending to emigrate to continue their medical career. Photograph: sturti/Getty Images

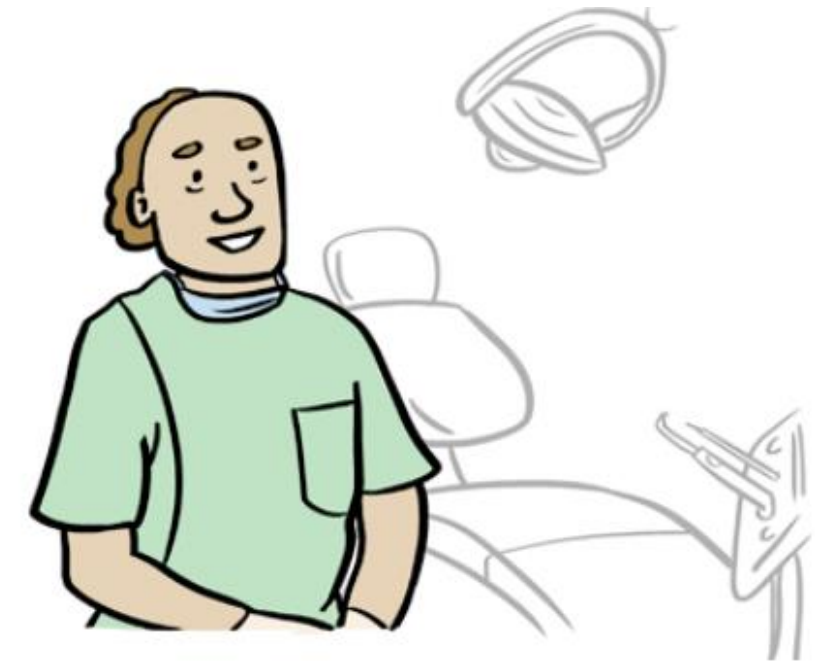
One in three medical students plan to quit the **NHS** within two years of graduating, either to practise abroad or abandon medicine altogether, according to the largest survey of its kind.

Poor pay, work-life balance and working conditions of doctors in the UK were the main factors cited by those intending to emigrate to continue their medical career.



# Dentists

- Higher rate of substance misuse than most specialties – access to drugs
- More likely to suffer with stress related problems
- Higher suicide rate than the general population (2x)
- Anxiety & depression are the third most frequent health problem (tenth most frequent in the general population)



# International Medical Graduates

- Often more isolated and less integrated with peers, both personally and professionally
- Often working in areas where home grown peers will not take posts
- May come from cultures where mental illness is very stigmatised or simply not recognised at all
- Visa issues
- More complained about than doctors trained in the UK or EEA



# Signs at work

- Misconduct: particularly if new or out of character/change in behaviour
- Poor concentration, errors
- Poor record keeping
- Boundary violations
- Unreliable attendance
- Intoxification
- Irritability and anger
- Complaints
- Sleeping at work
- Self-prescribing
- Lack of interest and/or empathy



## NHS Complaints Advocacy

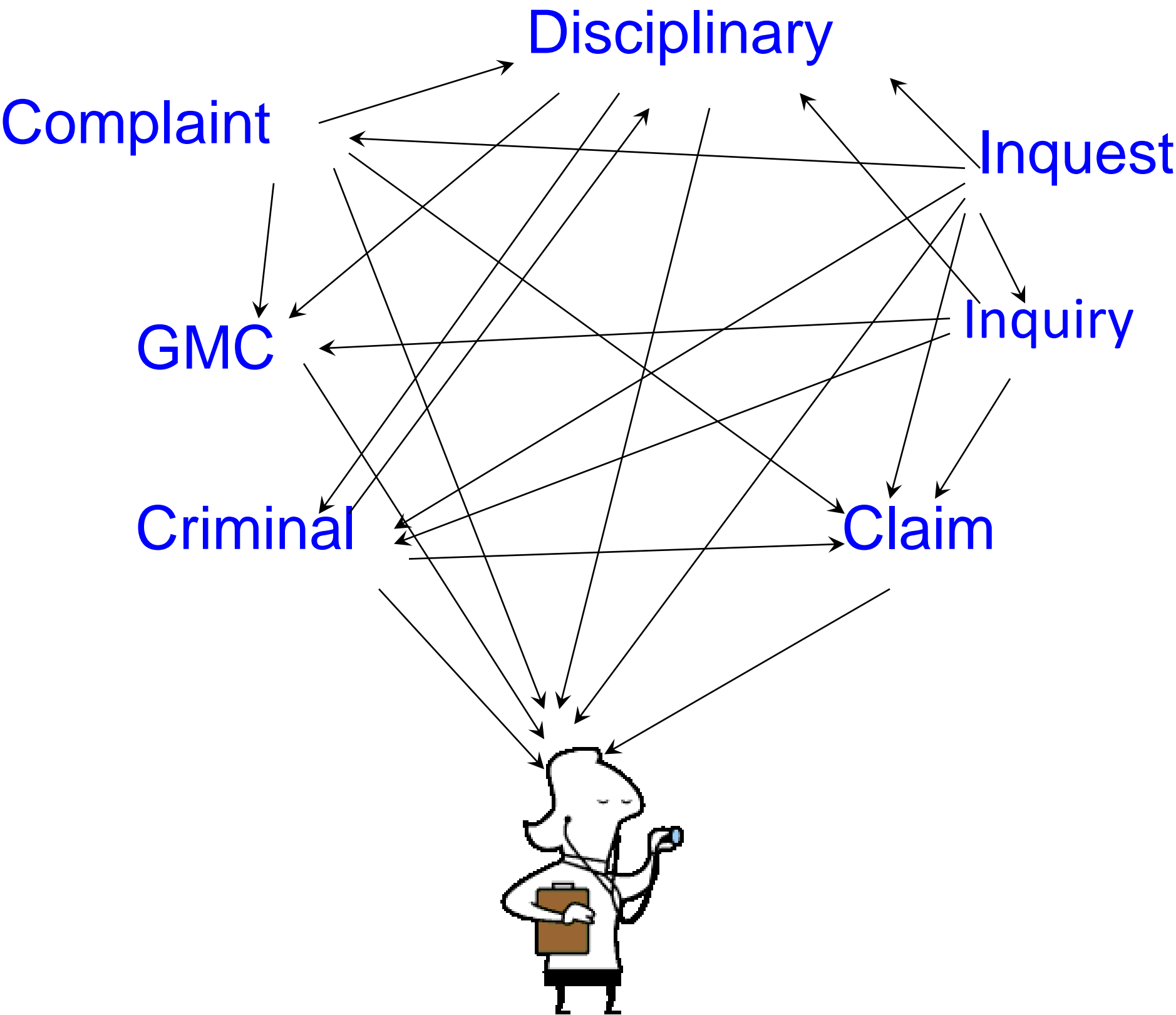


How we can help you complain if you are not happy with a health service.

## Bourne et al BMJ Open-2016

- ▶ Increased risk of depression, anxiety
- ▶ Increased risk of suicidal thoughts
- ▶ Increased risk of completed suicide
- ▶ Change of behaviour
- ▶ Contagion effect





- I'm not good enough
- This is all my fault – I have caused harm
- What will others think?
- I'm going to be struck off
- I don't want to do this anymore





- Fear
- Shame
- Guilt
- Self doubt
- Inadequacy





- Avoidance
- Appeasement
- Distancing
- Disengagement
- Defensiveness – behaviour and practice
- Anger and irritability





# Suicide

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- Approximately 1/3<sup>rd</sup> patients registering reported suicidal thoughts in the last year
- Of these, 1/3<sup>rd</sup> had made plans to end their life in the previous two weeks





## PRIMARY REASON FOR ACCESSING THE SERVICE





# Trainees

- Low mood
- Anxiety
- Adjustment to grief or relationship breakdown
- Work related stress
- Reaction to complaints
- Deaths or adverse incidents at work
- Dealing with bullying and team issues
- Stress caused by childcare or rotas
- Drug or alcohol issues



- ‘Extremely low **self-confidence**/belief’
- ‘Anxiety about **clinical decision making**’
- ‘Recurring negative thoughts about my **ability to do my job**’
- ‘Anxiety in the workplace disproportionate to the situation and lack of confidence in my **clinical ability**’
- ‘**Not trusting any decisions** I make and second guessing everything (personal and professional)’
- ‘**Low self- confidence regarding knowledge** resulting in ongoing cycle where people feel less confident in my abilities as a result’
- ‘Anxiety about **making a mistake**, or being overwhelmed with quantity of work, or not being able to access supervision’

# Clinical uncertainty





## Workplace uncertainty, stress and lack of support

- ‘Inability to pass clinical exam and **cop**ing with failure and stress’
- ‘Anxiety/panic attacks in relation to **work stress and acute on-calls**’
- ‘Troubled by the nature of my job- in particular the **intrinsic expectation to work extra hours/stay late**
- ‘ ‘**Dealing with difficult people at work-** highly strung seniors. Taking their words/professional criticism sometimes personally.
- ‘**Feeling lack of support** or not understanding what is expected of me’

# Uncertainty/lack of support in NHS

- ‘Ongoing job insecurity/periods of unemployment/**movement around the country** to areas where I don’t know anyone/have any support’
- ‘**No support**, chronically understaffed, poor morale’
- ‘Difficult relationship with **educational supervisor**’
- ‘Being in **SHO rota with no experience of specialty I’m working in**
- ‘My recent placement was very **isolating** with little support from seniors. I had never done this before and did not know what I was doing’

# Impact of work on life outside work

- ‘Dealing with **stress** and emotions related to witnessing deaths in the work environment.’
- ‘Episodes of **low mood**, and sometimes anxiety, which are heightened due to increased pressures of working in a busy Accident and Emergency department environment’
- ‘My main problem is anxiety and exam stress. **This impacts on my sleep**’
- ‘I feel **depressed and traumatised** by an inquest I had’
- ‘I have put **my whole life** aside for work’
- ‘This should be the happiest period of my life but I feel like I have fallen into a pit of doubt. Between working, exam revision and constant travel to see each other I feel I do little else and **I have barely seen my family**
- ‘I have experienced a lot of child death this year, both unexpected and as a decision-making clinician. This has affected my **mood and confidence**’



- ‘Reconciling my **faith/culture** and **sexuality** and establishing my own identity’
- ‘**Home problems** supporting my unwell sister and struggling mum’
- ‘**Mother has terminal cancer**. Frequent emergencies requiring hospitalization and frequent bad news.
- ‘I am having **fertility issues** and this is upsetting me and making me feel down’
- ‘**Aunt recently died** and I don’t feel I have been allowed enough time to grieve’
- ‘**My son is mentally disabled** and this is taking a toll on me’
- ‘Trying to balance **home life, kids, work**. Difficulty coping.

## Outside issues and uncertainties affecting work

# Career uncertainty

- ‘Frustrations that I’m not learning as much as I’d like to. **Still unsure if I am suited to a career in medicine**’
- ‘**Failing exams**, not being able to continue with my training and I feel lost with my career and what to do next
- ‘Not sure whether to continue the current specialty, **change specialty**, or quit medicine’.
- ‘Indecisive and confused about **next steps in career**’
- ‘Worrying about the **future and career**- whether it would be better to complete foundation or look for work elsewhere.
- ‘Involved in an SI in which my **prescription error** resulted in serious harm to a patient. Struggling with the guilt and shame associated with this. Not sure what I want to do anymore’



# UNHELPFUL COPING BEHAVIOURS













## Fear of regulatory intervention

- *“If with the right support, you are able to manage a health problem so that the care that you give your patients is not affected, then your fitness to practise is unlikely to be affected. There will usually be no need for the regulator to be involved or even know about it.”*
- Memorandums of Understanding



# OUR OBJECTIVES

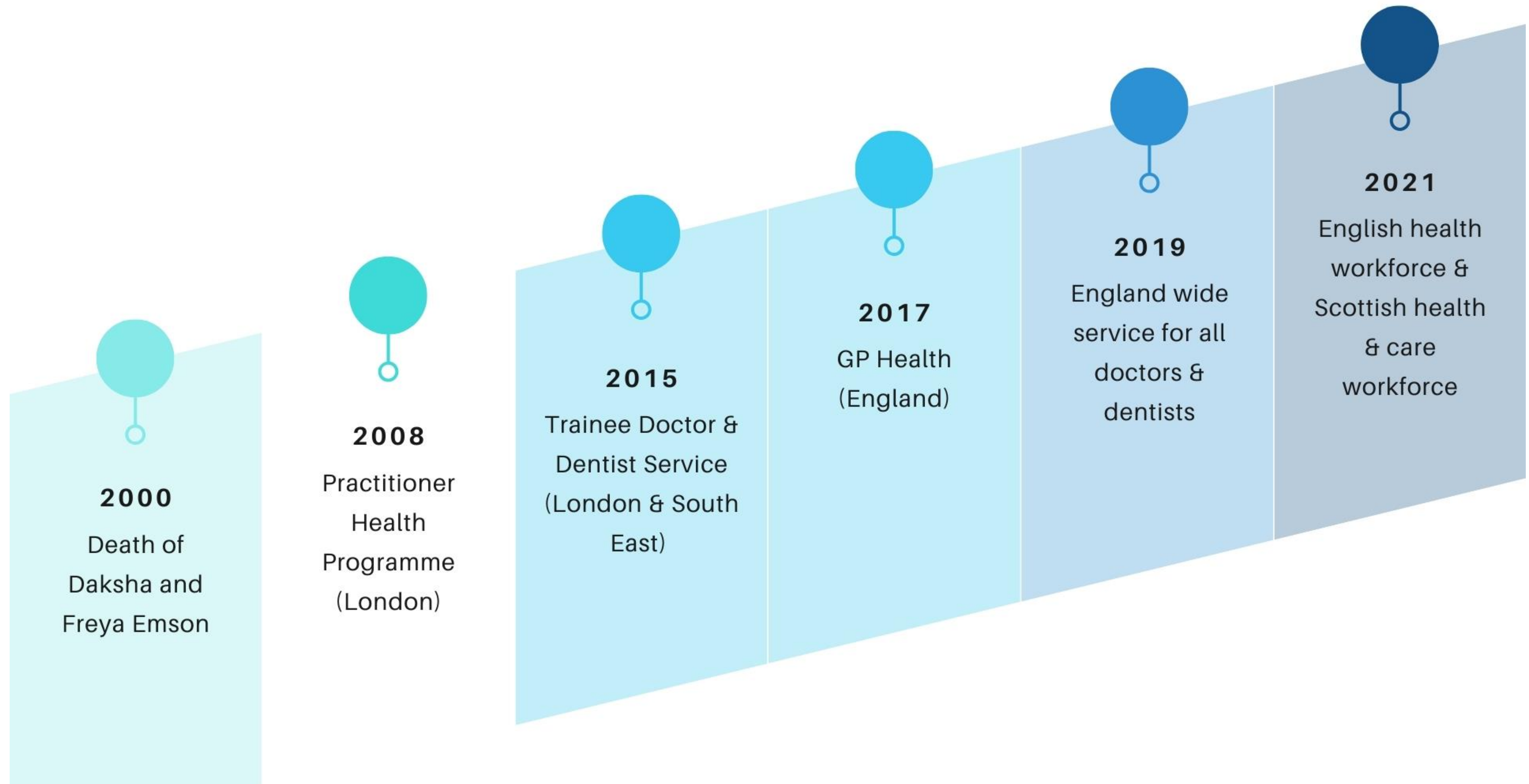
Improve mental health

Reduce stigma

Retain and return to work



# A BRIEF HISTORY OF PRACTITIONER HEALTH





# Who can use our service?

## Doctors and Dentists

All Doctors and Dentists in England and Guernsey, and doctors in Isle of Man can self-refer to NHS Practitioner Health. This includes all trainee doctors and dentists.

## Health and Social Care Workforce Scotland

All professional regulated health and social care workers can access the Workforce Specialist Service via self-referral.

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## Trainee Doctors and Dentists

All Trainee doctors and dentists in London, Kent, Surrey & Sussex can self-refer to the Trainee Doctors and Dentists Support Service run by Practitioner Health

## NHS workforce

Other staff (particularly those in senior roles or in primary care who may face the most barriers) who have tried but have been unable to access confidential care through local mental health services or wellbeing hubs can also self-refer and the service will assess if they are able to offer a route to treatment, or if signposting to an alternate confidential support offer would be beneficial.



# What is NHS Practitioner Health?

Free confidential service for health and care professionals suffering with mental health and addiction issues



Practitioner Health

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Common and more complex mental health conditions

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Mental health conditions relating to a physical health issue

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Substance misuse

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Rehabilitation and support to return to work after a period of mental ill-health.





We **LISTEN**

- Full assessment covering a full range of mental wellbeing and related issues
- Support with managing impact of incidents and complaints
- Psychotherapy or CBT with a trained therapist
- Access to psychotherapeutic and support groups
- Prescribing/sick notes where needed
- A range of psychoeducational webinars and podcasts (see PH website programme)
- Signposting to other services and resources as appropriate
- Our tailored wellbeing app

# Crisis text service



Practitioner Health



**24/7 Crisis Text Service for NHS Practitioner Health**  
**TEXT NHSPH to 85258**



We do not  
offer

- Formal careers counselling
- Formal medical defence support
- Formal interventions regarding non-compliant rotas etc
- Life coaching
- Occupational health interventions
- Emergency treatment for mental health crisis
- Second opinions
- Long term psychotherapy- but can signpost
- A replacement for secondary care or community mental health services

# PH Headlines

Self-referral service with a focus on **confidentiality**

2008

Established in 2008 –  
now in the 15<sup>th</sup> year  
of operation.

27,000

More than 27,000  
patients seen,  
predominantly  
doctors.

6,500

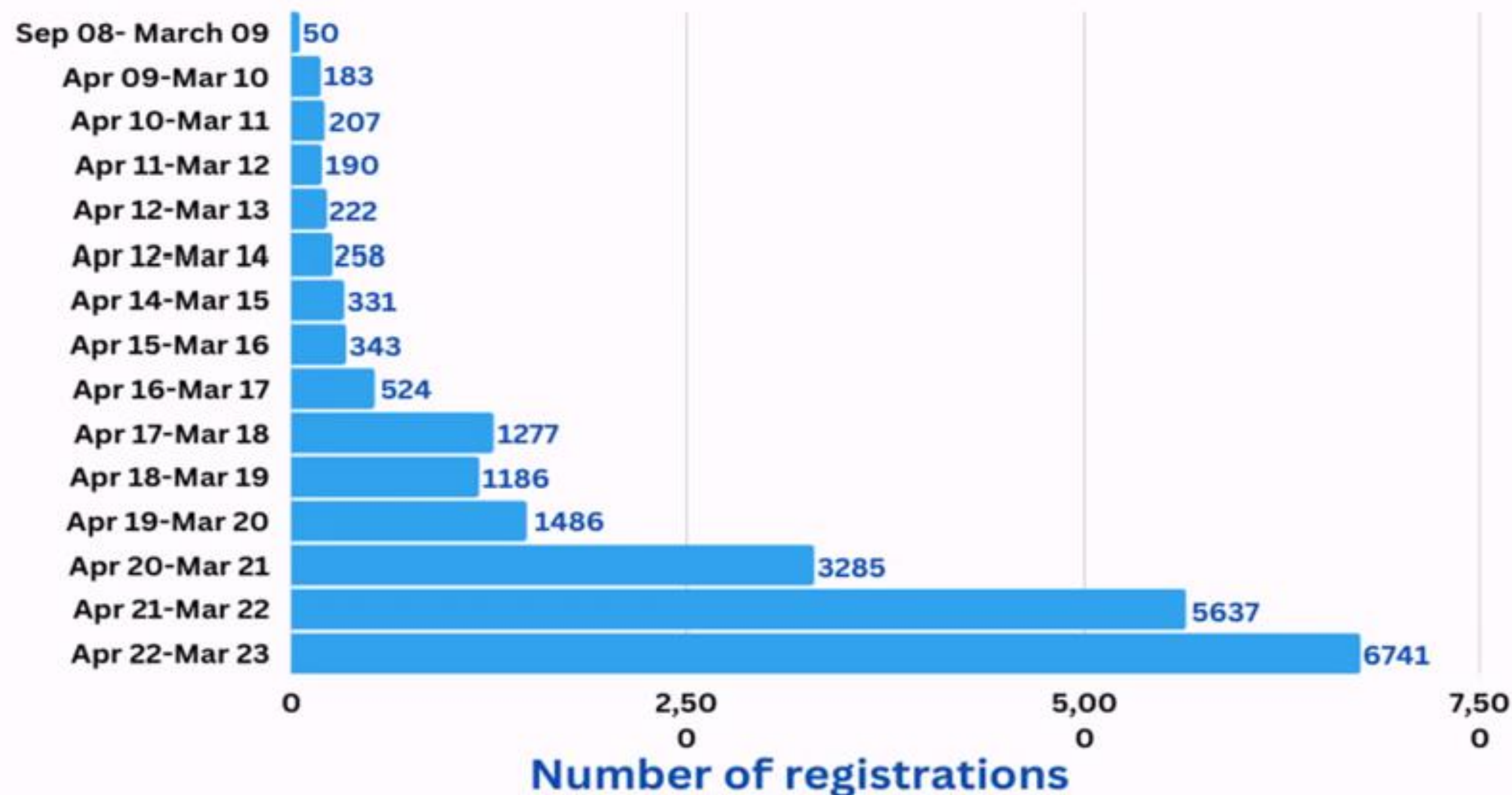
Current caseload of  
over 6,500 (around 5%  
of medical  
workforce).

1 in 5

Since 2008 around  
20% (1 in 5) of the  
medical workforce will  
have accessed the  
service.

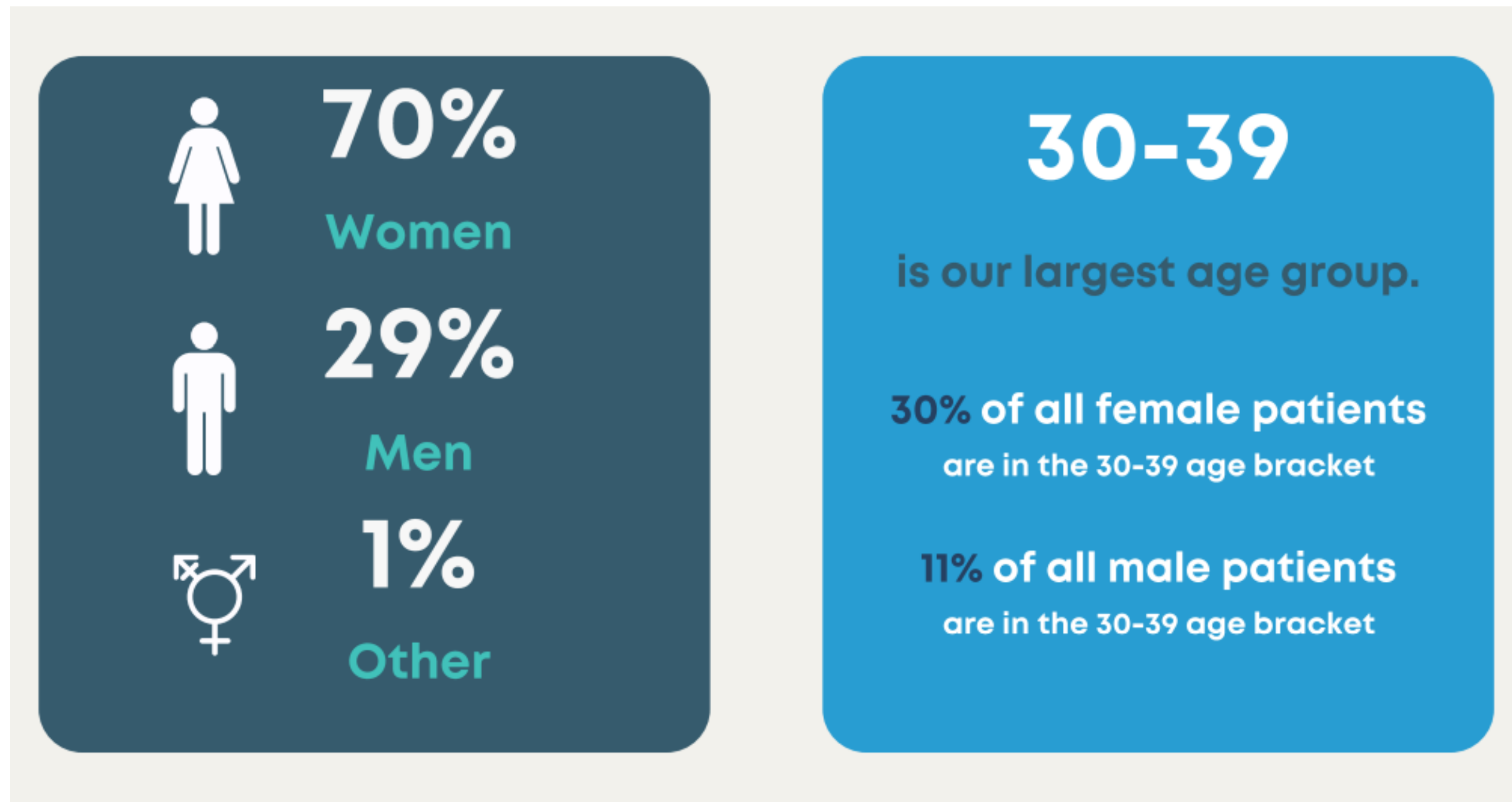


# Number of registrations over 15 years



# WHO IS ACCESSING THE SERVICE?

Gender split & age group







16 episodes

NHS Practitioner Health - Mental Health and Wellbeing podcasts from health professionals coming together to chat on a variety of topics. Podcasts focus on the wellbeing of doctors and other healthcare professionals, but is useful [a more](#)

## Practitioner Health Wellbeing Podcast

NHS Practitioner Health

Health & Fitness

★★★★★ 5.0 • 2 Ratings

[Listen on Apple Podcasts](#)



7 JUN 2023

### Doctor No - The importance of saying no



Many of us struggle with saying no in our work and personal lives, frequently leading to a myriad of negative consequences. Dr Zaid al-Najjar, Simon Lyne and Ruth Deighton help us "find our no" in this podcast about why it's difficult to say no, why we might need to, and some of the steps we ca...

[▶ PLAY](#) 30 min

17 MAY 2023

### Who am I? A Doctor's Identity with Dr Amrita Sen Mukherjee



Who am I? A Doctor's Identity Practitioner Health is extremely excited to have spoken to Dr Amrita Sen Mukherjee on her life, work and research covering the identity of a doctor, and how it impacts on our wellbeing as humans beings. Talking with Dr Andrew Tresidder, Amrita brings out "the huma...

[▶ PLAY](#) 43 min

27 MAR 2023

### Understanding your Emotions - Overwhelm



I feel overwhelmed! What's going on? In this episode of understanding emotions, we talk about that common feeling of being overwhelmed. It's a common concern and presentation that we see in healthcare professionals, so we are going to talk about what it is. Where it comes from, and how w...

[▶ PLAY](#) 36 min

20 MAR 2023

### Understanding your Emotions - Exam Stress



Why is exam stress so difficult? In this bonus episode of understanding emotions, we tackle exam stress. Many healthcare professionals have to deal with exams for training throughout their careers, bringing up unique challenges and emotions. Between them Dr Zaid al-Najjar, Ruth Deighton and...

[Home](#) > [Advice and support](#) > [Your wellbeing](#) >

## Sources of support for your wellbeing

Whether you are struggling with stress, grief, or looking for legal advice, use this resource to find support online, on the phone, and in your local area.

 Location: UK  Audience: All doctors  Updated: Wednesday 16 August 2023



### On this page

[Addiction](#)[Bereavement](#)[Counselling and support](#)[Disabilities](#)[Equal opportunities](#)

#### Wellbeing support services directory

Our UK directory of support services is specifically for doctors and medical students. Find a service local to you.

[BMA Wellbeing Support Services Directory](#)



## HOW TO SEEK HELP

8am – 8pm (Monday –Friday,  
8am-2pm Saturday)



0300 0303 300



prac.health@nhs.net



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

A graphic for the 85258 helpline. It features a large, bold, dark blue number '85258' in the center. The background is a repeating pattern of the number '85258' in a teal color, arranged in a grid-like fashion. Below the main number, there are two dark blue rectangular boxes with white text. The first box says 'Text NHSPH to 85258' and the second box says 'For 24/7 support in a crisis'.

# 85258

**Text NHSPH to 85258**

**For 24/7 support in a crisis**