



## Annual Report 1 April 2017 – 31 March 2018

### Background Information on the Professional Support Unit

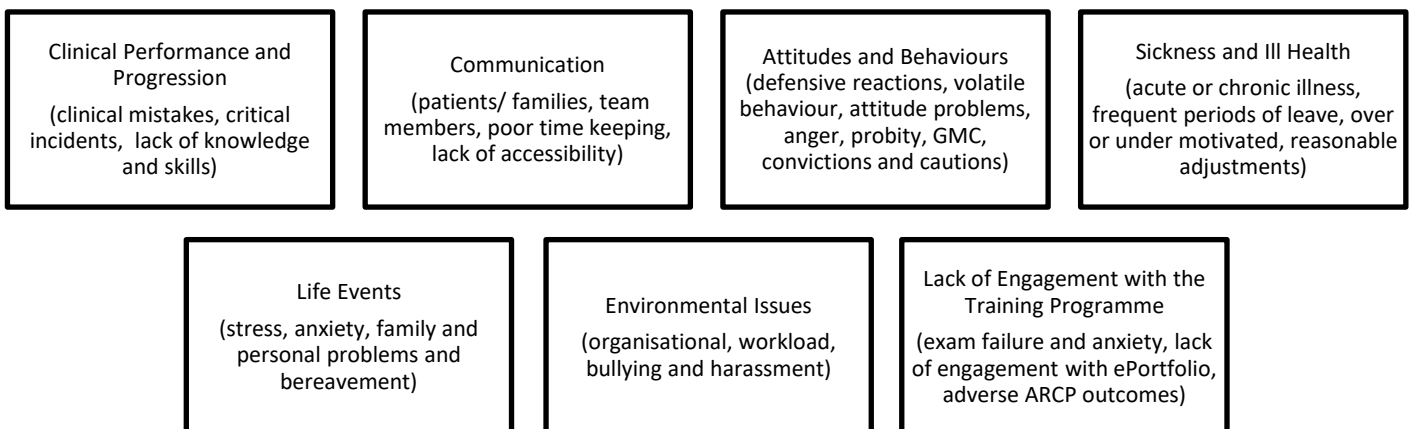
The Professional Support Unit (PSU) supports all doctors in training whose performance has been affected by issues that may arise and prevent progression throughout the training process. We offer a confidential, trainee centred service.

We believe that early intervention is essential. The aim of the support is to ensure that East of England trainee doctors and dentists have access to a professional and confidential occupational health & medical education service.

The PSU provides a confidential, consistent, single point of access to expert advice, guidance and trainee centred service to those involved in the management of medical trainees.

Aims of the PSU	Objectives of the PSU
To offer advice guidance and support to trainees in their professional context	Managing risk, including early identification and timely intervention
To promote early identification of issues which may lead to referral to the Professional Support Unit	Clear standards and a code of practice, with accountability
To provide clinical and educational supervisors with a clear structure for identifying and addressing the issues	Supporting infrastructure
To establish clear lines of responsibility for all trainers involved in managing trainees	Continuity and communication
To provide access to experts who can deal with specific areas	Identifiable success criteria, including robust audit and evaluation and Quality assurance (internal and external)

Trainees are referred to the PSU for a variety of reasons and will primarily fall into one of the categories below:



The PSU team consists of a team of Clinical Case Managers and Non-Clinical Case Managers and supported by the PSU administrative team.

**Clinical Case Managers**

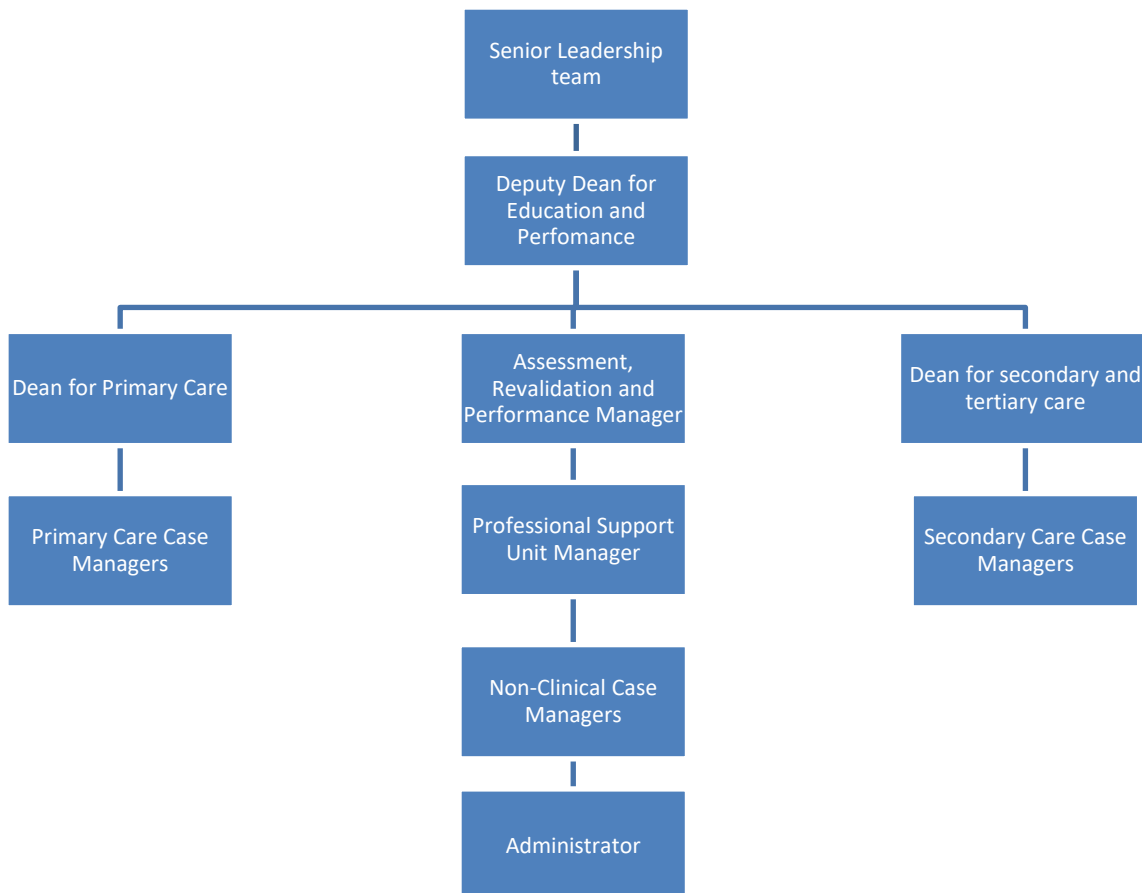
We have 5 Clinical Case Managers who will manage referrals with intermediate to high level concerns and in some cases will be supported by a Non-Clinical Case Manager in a meeting.

**Non-Clinical Case Managers**

We have 2 Non-Clinical Case Managers who will 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 their trainee meetings.

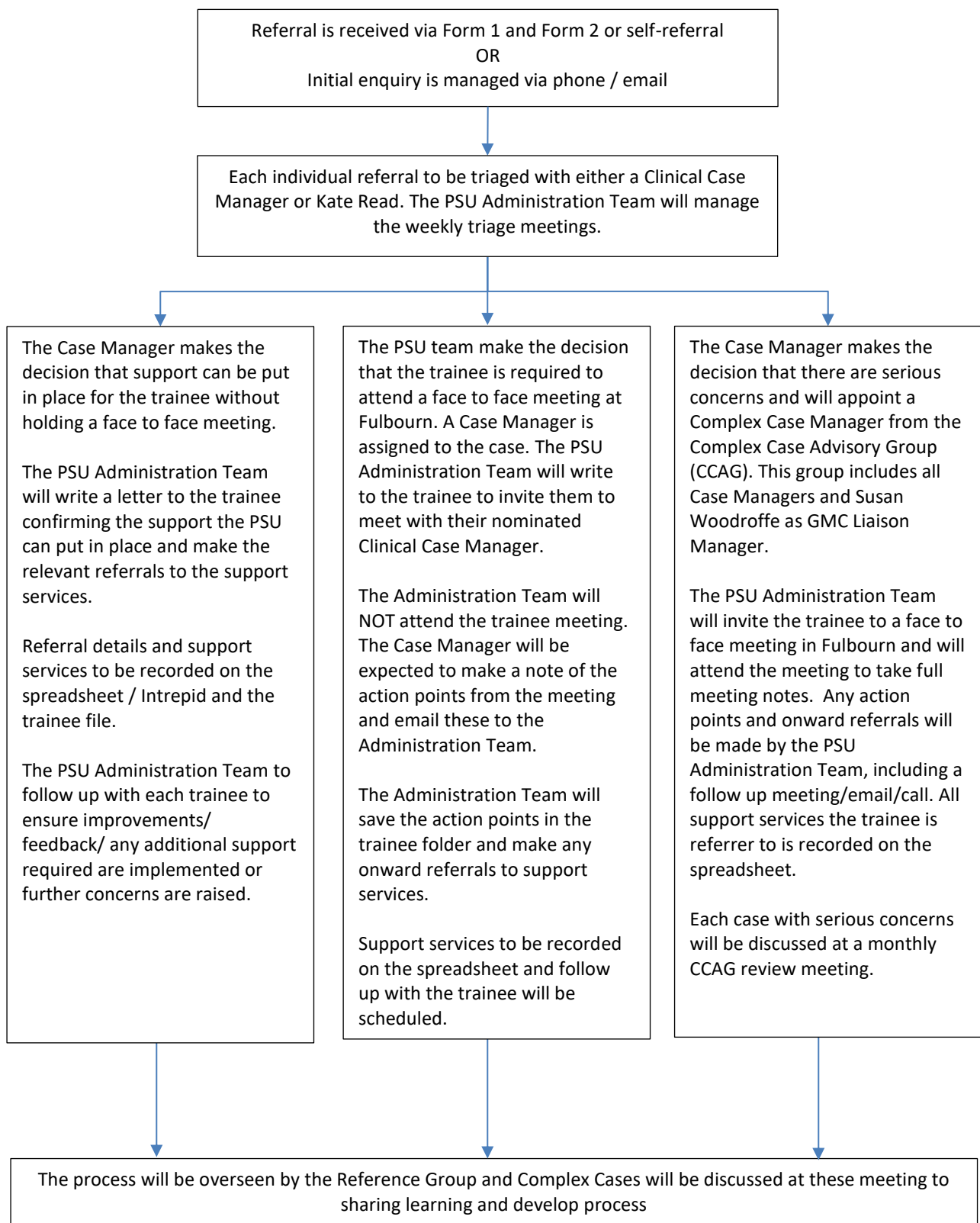
**High level / Complex Cases**

When a complex case has been referred to the PSU, we follow the necessary accountability structure to ensure the referral is managed appropriately. Therefore, consultation with the Deputy Dean for Education and Performance and/or Dean for Primary, or Secondary and Tertiary Care will be necessary.



## The PSU referral process

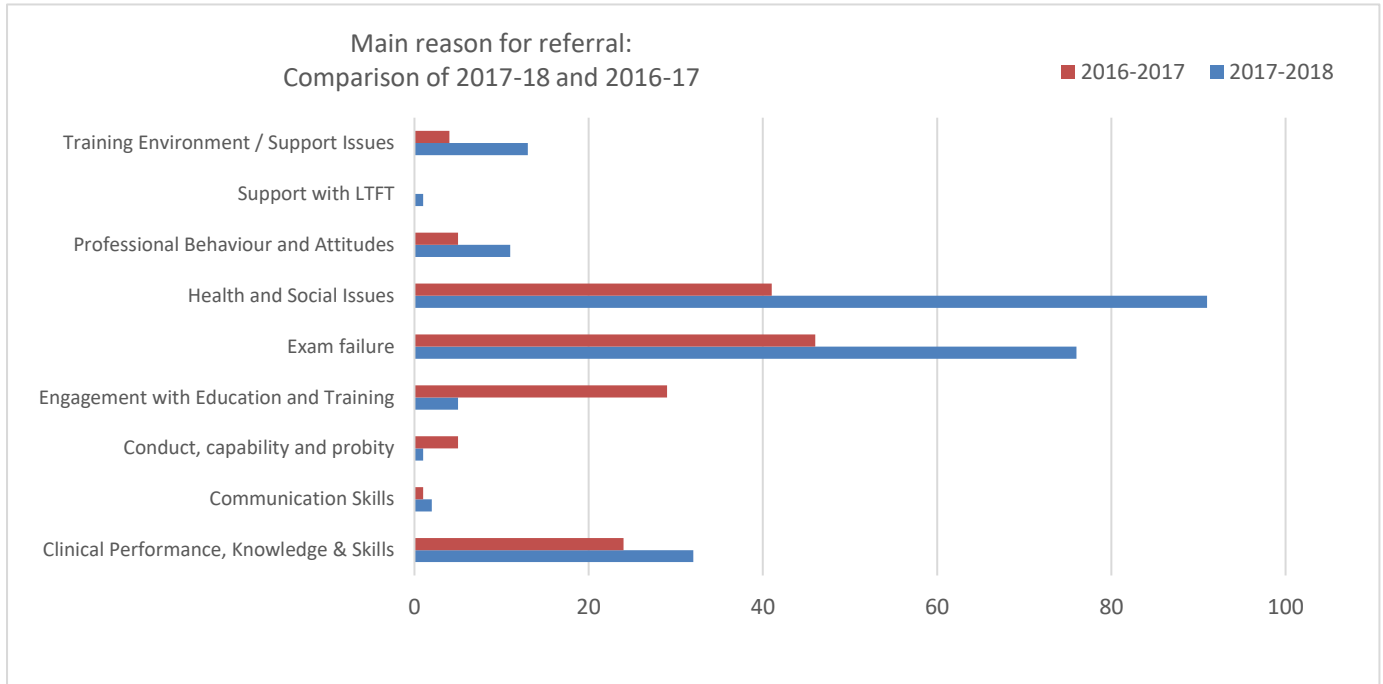
The PSU has a triage process to ensure effective and efficient management of trainee referrals. The diagram below details the process where the PSU receives a referral from an educator:



Where it is a self-referral, the referral will be managed by the PSU admin team without the need to be triaged.

## Number of Trainees Referred

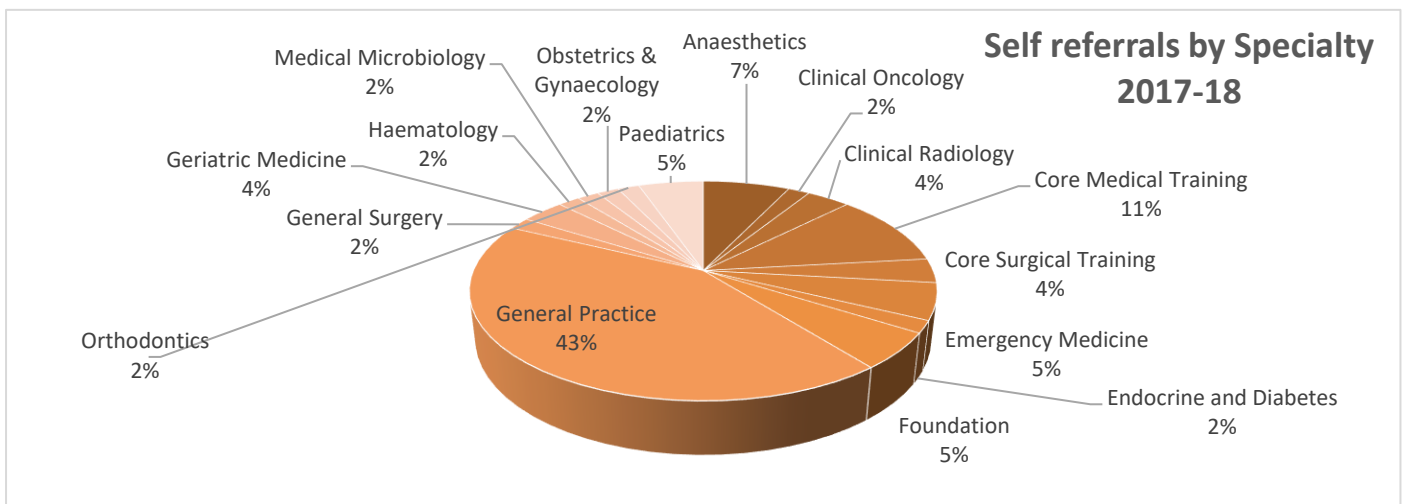
During the period from 1<sup>st</sup> April 2017 – 31<sup>st</sup> March 2018 the Professional Support Unit has received **232** referrals. This has been an increase of 49.7% on 2016-17. The graph below details the main reason for the referral to the PSU.



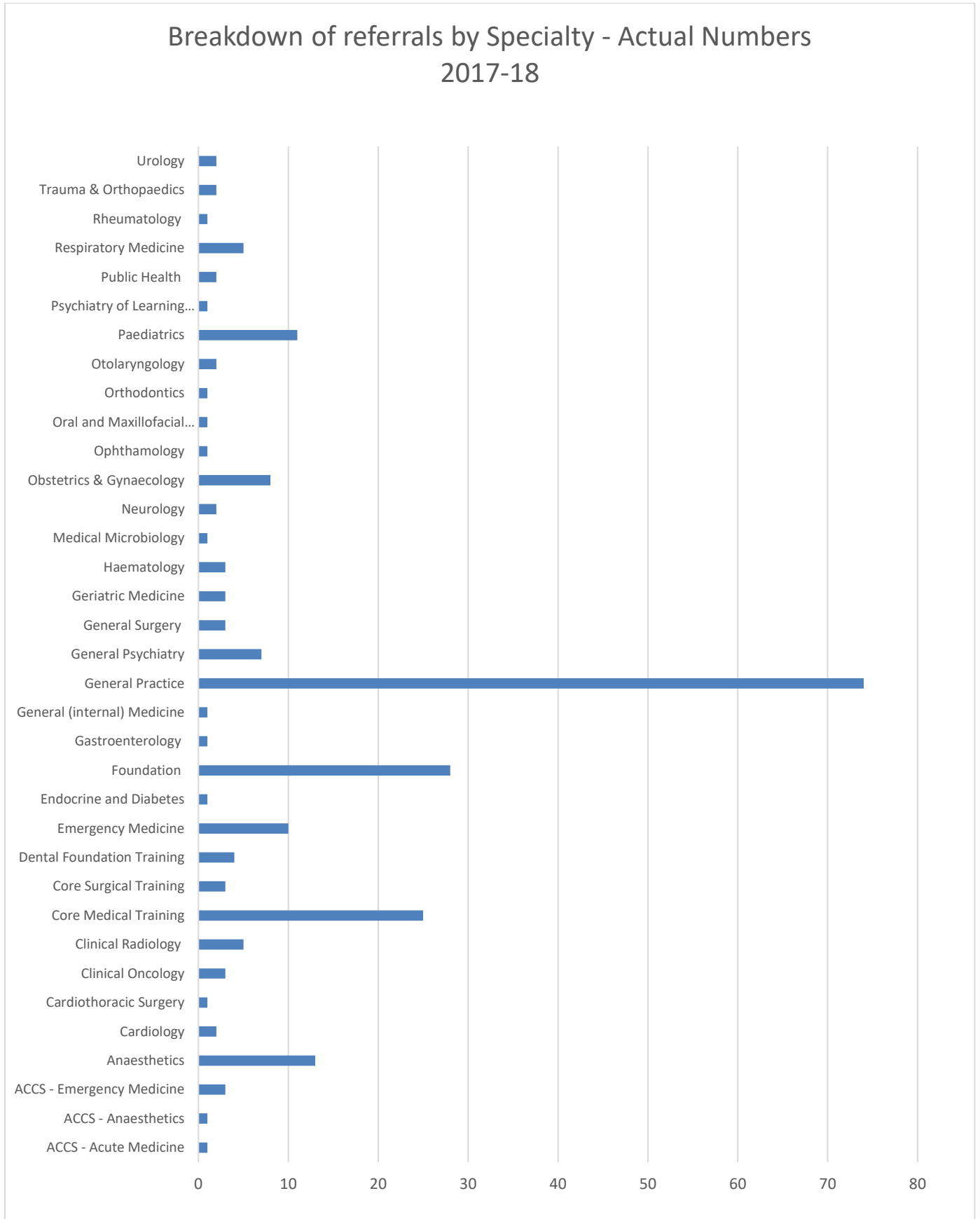
It is also important to note that whilst these are the main reasons for referrals, trainees often present with more than one reason for referral.

Following a referral to the PSU, each trainee will be allocated a Clinical or Non-Clinical Case Manager. An appointment for a confidential discussion will be offered, usually face to face at our office in Fulbourn, but may be over the phone. We inform the trainee at the meeting that we will share the action points from the meeting with their referrer to ensure support in the workplace can be provided. Where the referrer is not the Training Programme Director, the notes will be shared with them in addition. If the trainee objects to the action points being shared, an appropriate plan will be considered and communicated with their Training Programme Director at the very least.

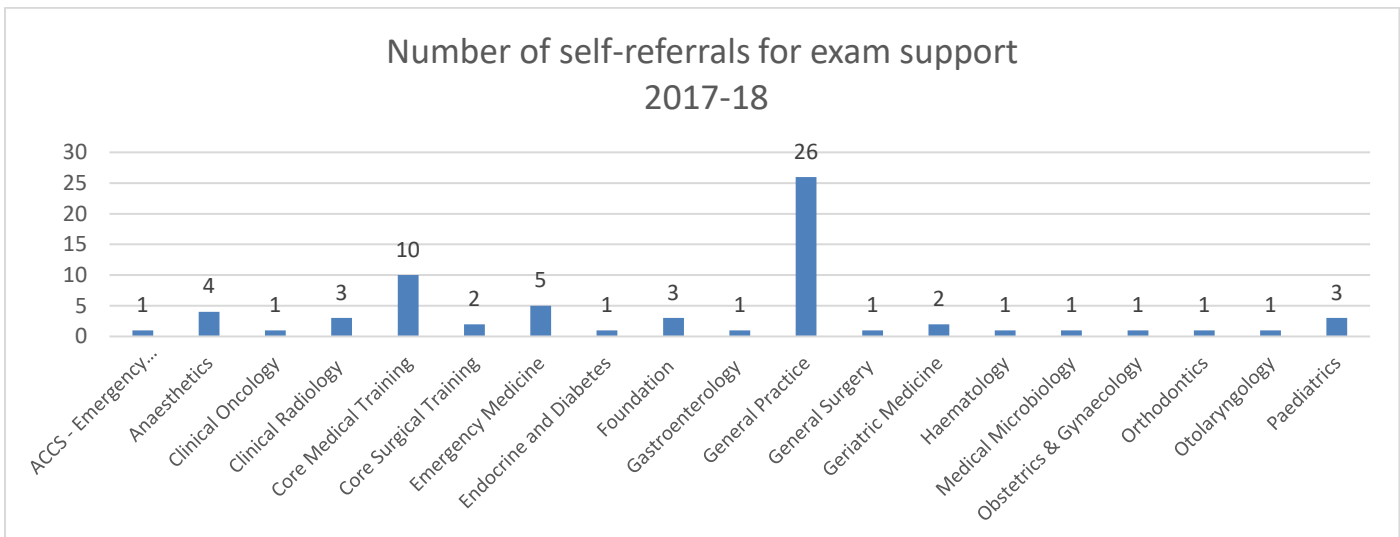
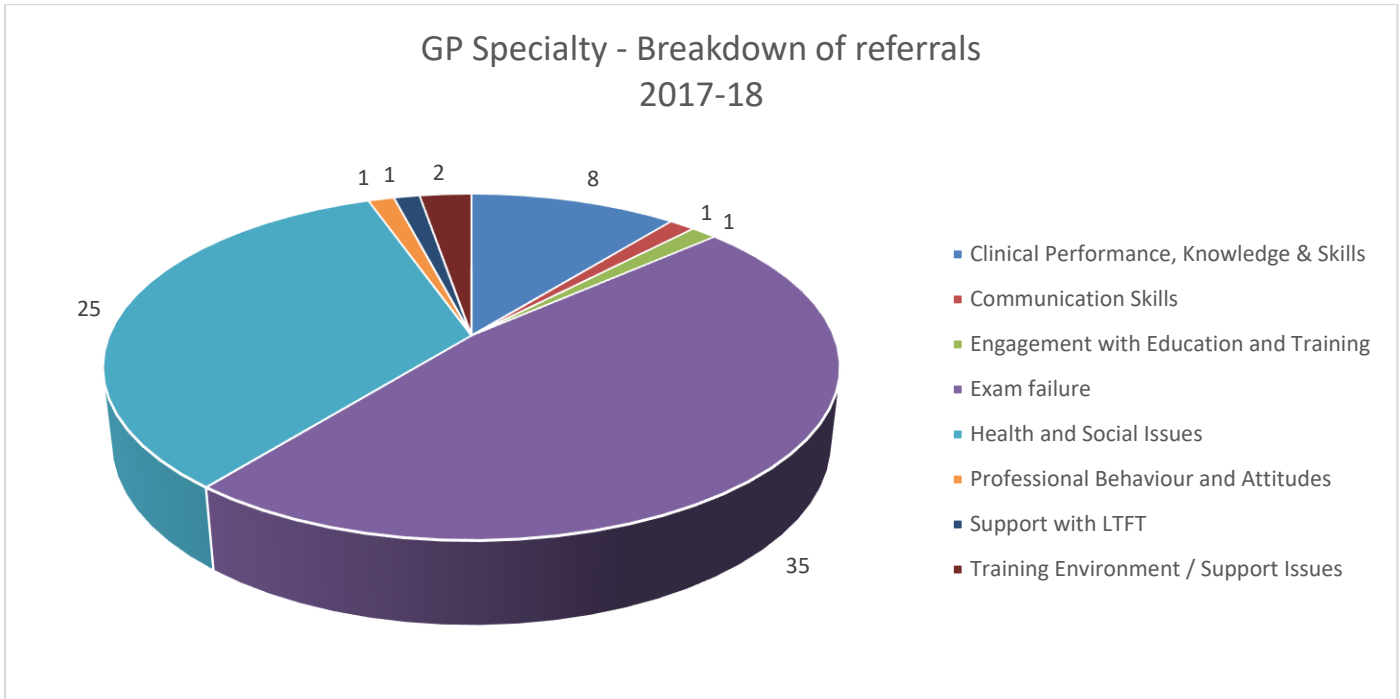
The introduction of the self-referral policy for exam support in January 2017 could be a contributing factor to the large increase in referrals. Out of the above 76 referrals for exam failure, 55 relate to self-referrals.



Breakdown of Referrals by Speciality – Actual Numbers



The chart above shows that GPs have a high proportion of referrals although of the 74 referrals, 35 referrals are for exam failure and of this, 26 are self-referrals.



### A comparison of trainee referrals by speciality

The table below highlights change in trainee referrals to the PSU.

There has been no change in the number of referrals received for Acute Care Common Stem, Gastroenterology, General (Internal) Medicine, ENT, Public Health and, Trauma and Orthopaedic surgery with referrals relatively low for each of these specialities.

There are specialities where we received referrals in 2016-17 but no new referrals from that speciality in 2017-18. These include Plastic Surgery and Renal Medicine.

There are some specialities that did not feature in the 2016-17 report but subsequently received new referrals for in 2017-18. These include Cardiology, Cardiothoracic Surgery, Core Surgical Medicine, Dental Foundation Training,

Geriatric Medicine, Haematology, Orthodontics, Psychiatry of Learning Disability, Rheumatology and Urology. This may be due to increased promotion of the PSU to these specialities.

The area where there has been a marked increase, is in General Practice where the trainees referred has increased from 37 to 74. However, as mentioned previously, since 2016-17 report, there has been the introduction of self-referral for exam support which has been well accessed by GPs.

There has been a decline in referrals in 2017-18 from the previous year in the following specialties; Diabetes and Endocrinology, Forensic Psychiatry, General Surgery, Medical Microbiology, Renal Medicine, Neurology, Obstetrics & Gynaecology, Ophthalmology, Oral and Maxillofacial Surgery, Orthodontics, Paediatrics and Plastic Surgery.

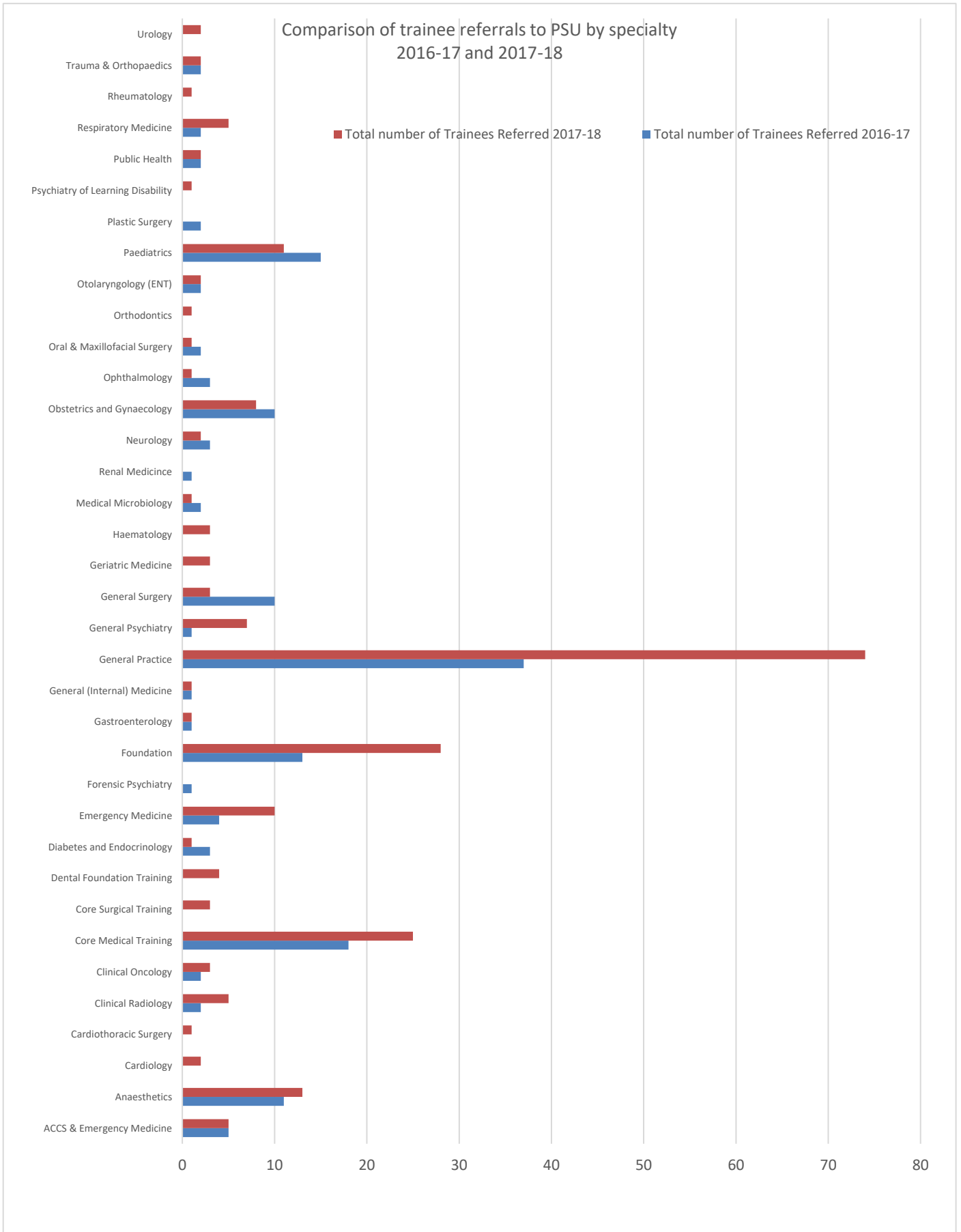
It is possible there has been a decrease in referrals to the PSU in Paediatrics due to a parallel service being offered by Claire Illingworth, Paediatric Clinical Psychologist, based at Addenbrookes.

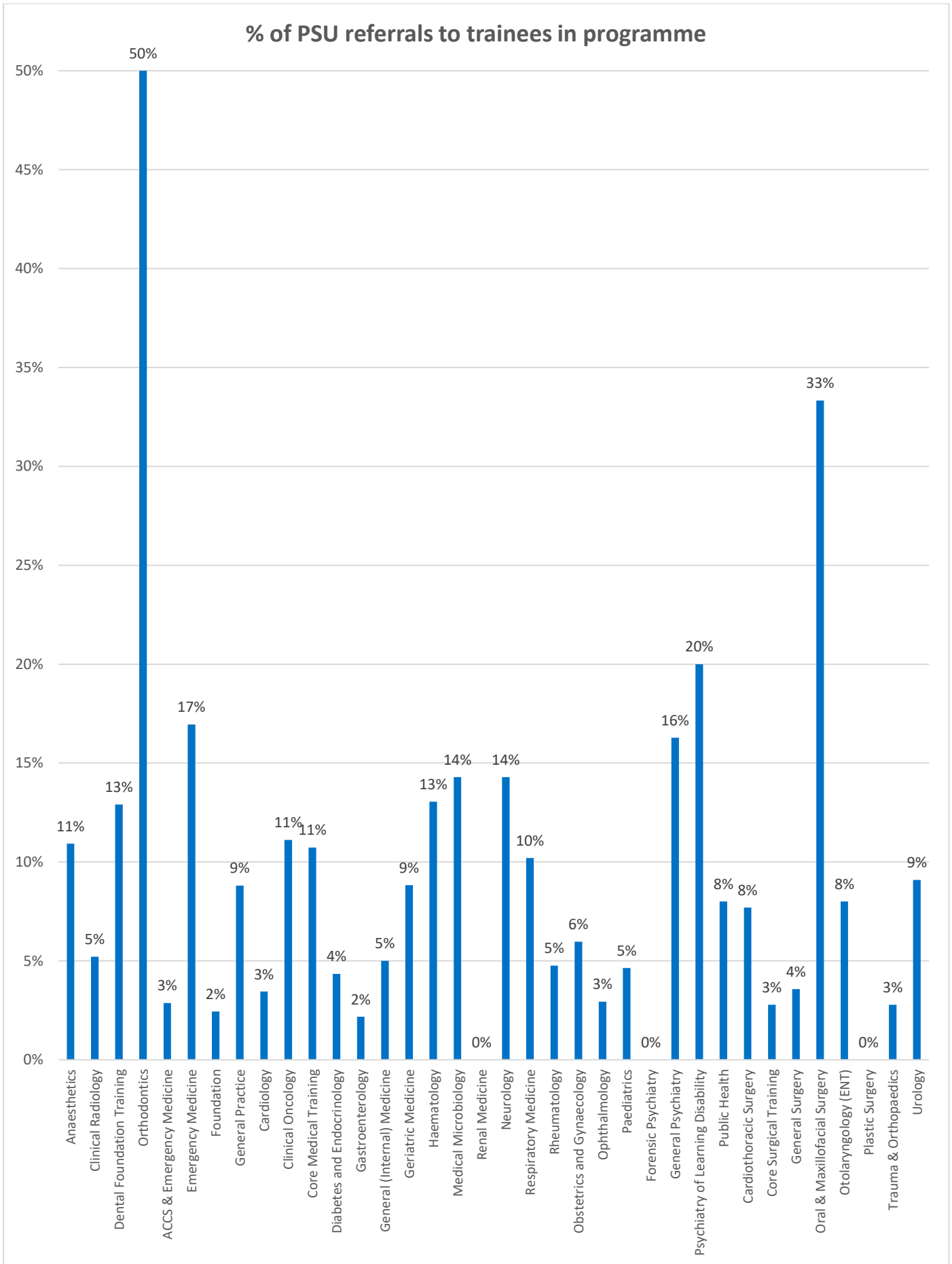
There has been an increase of Foundation trainees from 13 referred in the previous year to 28 trainees in 2017-18 and there is an assumption that this will keep increasing.

Training Programme	Total number of trainees referred 2016-17	Total number of trainees referred 2017-18	increase / decrease	Total number of trainees in programme 2017-18 (excl. vacant posts)	Total number referred to the PSU 2017-18
ACCS & Emergency Medicine	5	5	0% ↔	174	3%
Anaesthetics	11	13	18% ↑	119	11%
Cardiology	0	2	☆ NEW ☆	58	3%
Cardiothoracic Surgery	0	1	☆ NEW ☆	13	8%
Clinical Radiology	2	5	150% ↑	96	5%
Clinical Oncology	2	3	50% ↑	27	11%
Core Medical Training	18	25	39% ↑	233	11%
Core Surgical Training	0	3	☆ NEW ☆	108	3%
Dental Foundation Training	0	4	☆ NEW ☆	31	13%
Diabetes and Endocrinology	3	1	-67% ↓	23	4%
Emergency Medicine	4	10	150% ↑	59	17%
Forensic Psychiatry	1	0	-100% ↓	2	0%
Foundation	13	28	115% ↑	1149	2%
Gastroenterology	1	1	0% ↔	46	2%
General (Internal) Medicine	1	1	0% ↔	20	5%
General Practice	37	74	100% ↑	840	9%
General Psychiatry	1	7	600% ↑	43	16%
General Surgery	10	3	-70% ↓	84	4%

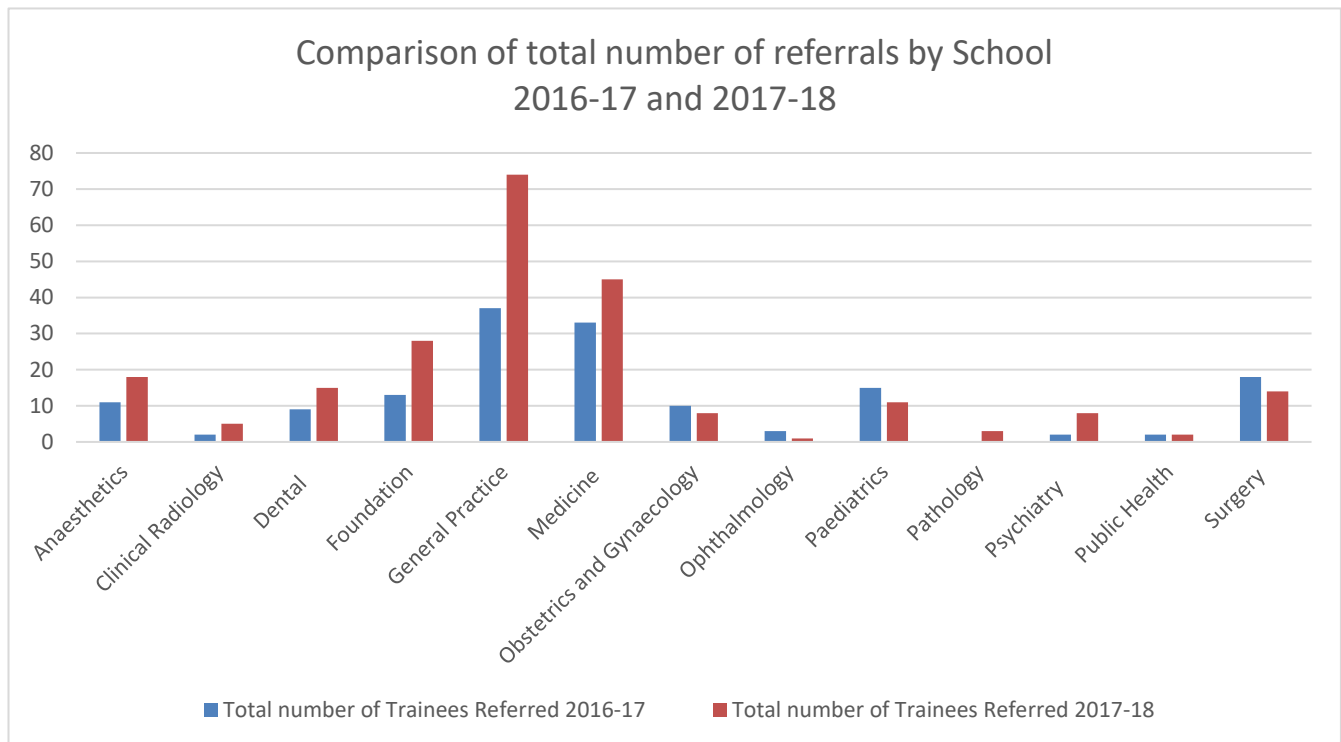
Training Programme	Total number of trainees referred 2016-17	Total number of trainees referred 2017-18	increase / decrease	Total number of trainees in programme 2017-18 (excl. vacant posts)	Total number referred to the PSU 2017-18
Geriatric Medicine	0	3	☆ NEW ☆	34	9%
Haematology	0	3	☆ NEW ☆	23	13%
Medical Microbiology	2	1	-50% ↓	7	14%
Renal Medicine	1	0	-100% ↓	24	0%
Neurology	3	2	-33% ↓	14	14%
Obstetrics and Gynaecology	10	8	-20% ↓	134	6%
Ophthalmology	3	1	-67% ↓	34	3%
Oral & Maxillofacial Surgery	2	1	-50% ↓	3	33%
Orthodontics	0	1	☆ NEW ☆	2	50%
Otolaryngology (ENT)	2	2	0% ↔	25	8%
Paediatrics	15	11	-27% ↓	237	5%
Plastic Surgery	2	0	-100% ↓	30	0%
Psychiatry of Learning Disability	0	1	☆ NEW ☆	5	20%
Public Health	2	2	0% ↔	25	8%
Respiratory Medicine	2	5	150% ↑	49	10%
Rheumatology	0	1	☆ NEW ☆	21	5%
Trauma & Orthopaedics	2	2	0% ↔	72	3%
Urology	0	2	☆ NEW ☆	22	9%



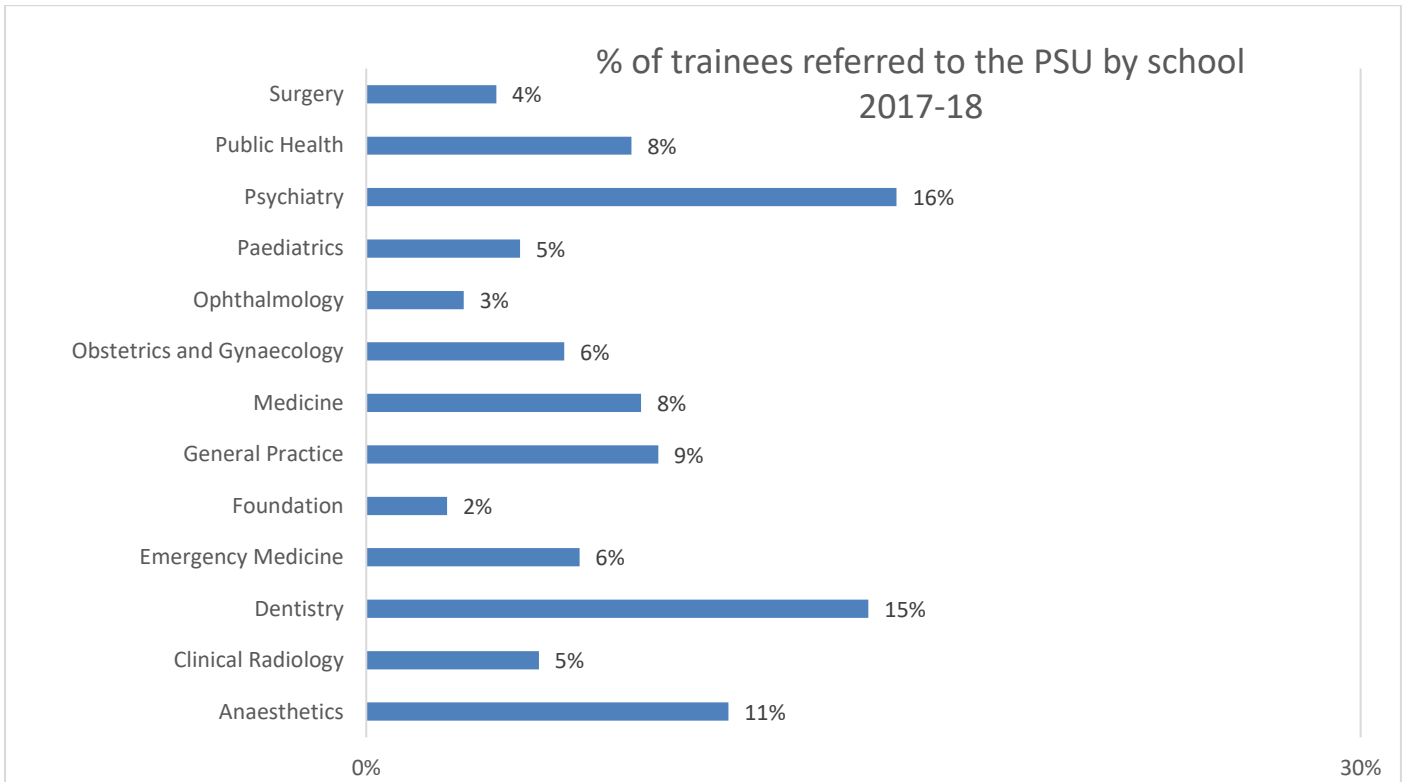




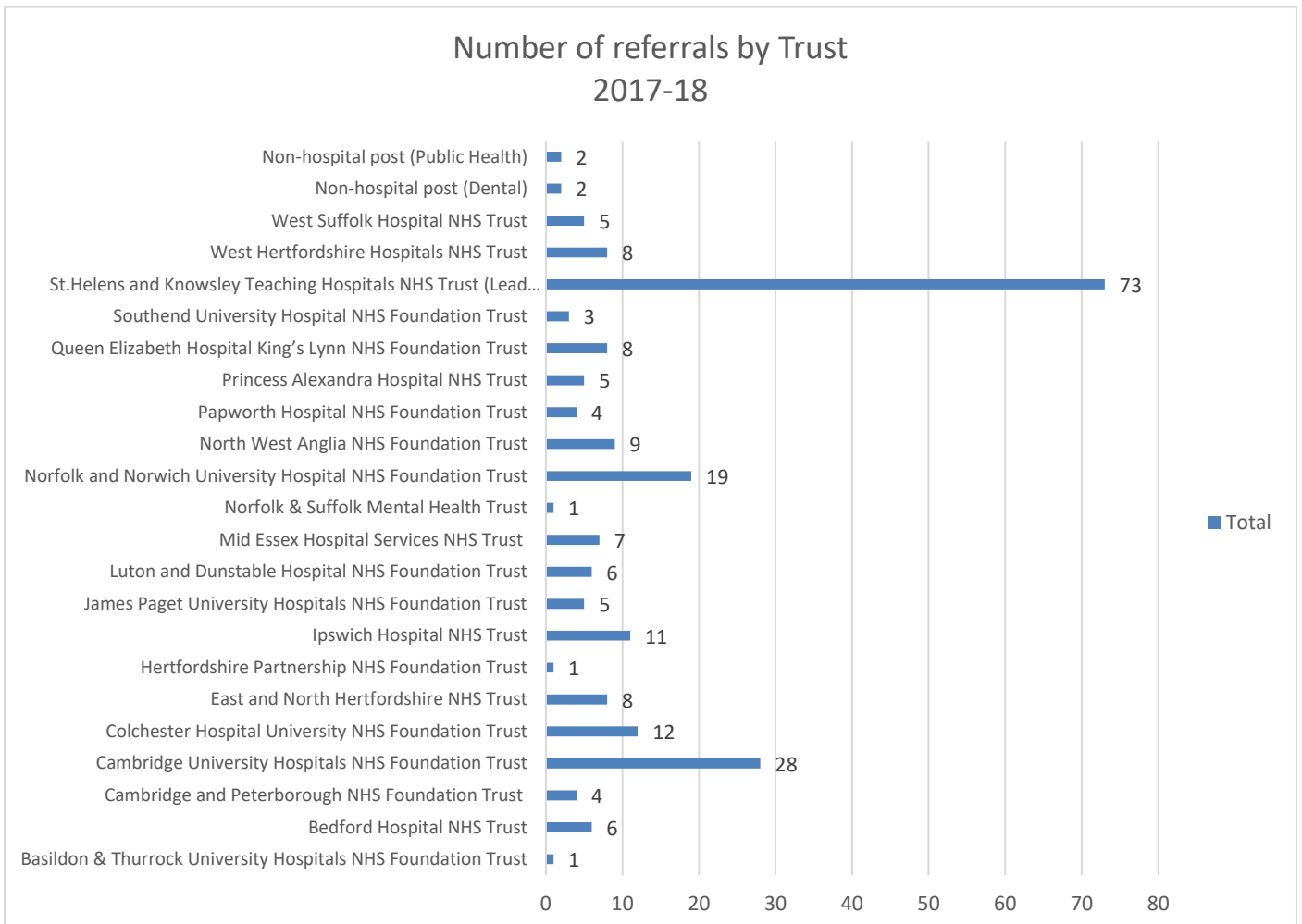
## Breakdown of referrals by School



School	Sum of Total number of Trainees Referred 2017-18	Sum of Total number of trainees in post 2017-18 (excl. vacant posts)	% of trainees referred to the PSU by school 2017-18
Anaesthetics	13	119	11%
Clinical Radiology	5	96	5%
Dentistry	5	33	15%
Emergency Medicine	15	233	6%
Foundation	28	1149	2%
General Practice	74	840	9%
Medicine	48	579	8%
Obstetrics and Gynaecology	8	134	6%
Ophthalmology	1	34	3%
Paediatrics	11	237	5%
Psychiatry	8	50	16%
Public Health	2	25	8%
Surgery	14	357	4%



### Breakdown of referrals by Trust



There were 6 referrals that were not included due to them being outside the scope of the PSU EoE region.

St.Helen's and Knowsley are the Lead Employer for General Practice and reflects the number of GP trainee referrals. Other Trust's worth acknowledging are Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH) and Cambridge University Hospitals NHS Foundation Trust (CUH), that have had more than double the referrals than the other Trusts (excluding the Lead Employer).

Referrals from Norfolk and Suffolk Mental Health Trust are expected to be lower due to the number of trainees in this Trust. However, where there are bigger Trusts such as Basildon and Thurrock University NHS Foundation Trust (BTUH), Southend University Hospital NHS Foundation Trust (SUH) there would be an expectation that there may be additional referrals and this could be due to lack of awareness of the PSU.

### Number of Trainee Meetings

During the period of 1<sup>st</sup> April 2017 – 31<sup>st</sup> March 2018 the Professional Support Unit held 141 trainee meetings. Each trainee met with a Clinical Case Manager and an administrative member of the Professional Support Unit to offer additional support and record the minutes of the meeting.

A face to face meeting isn't always necessary and a formal telephone call can take place instead. The Professional Support Unit undertook 9 formal telephone calls.

For some trainees, typically exam support referrals, communication via e-mail is sufficient and support can be put in place via this method.

The above numbers exclude the continued support which is in place for trainees who have previously been referred to the Professional Support Unit. We continue to follow up with all trainees who are referred to the Professional Support Unit, usually until the end of their training programme. These follow up appointments take place face to face, via telephone or e-mail.

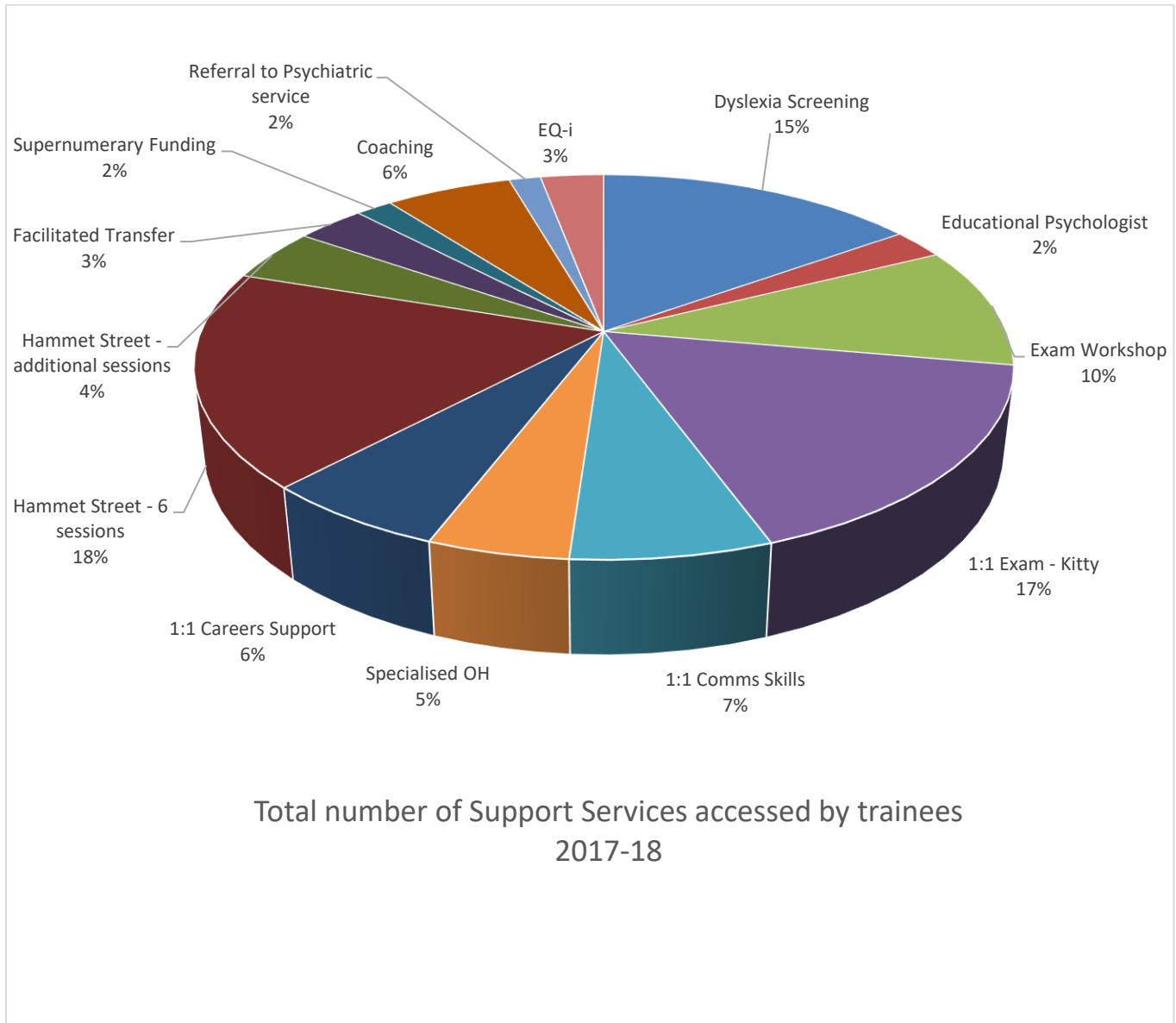
Further to the 232 referrals made to the Professional Support Unit, 24 trainees did not engage with the Professional Support Unit.

## Support Available to Trainees in the East of England

<p style="text-align: center;"><b>Neuro-diverse conditions</b></p> <p>Following a self-referral for exam failure you may be offered the opportunity to explore neuro-diverse conditions such as dyslexia, dyspraxia, dyscalculia, dysgraphia, and ADHD.</p> <p>Steps within this include screening, full cognitive assessment and strategy coaching.</p>	<p style="text-align: center;"><b>1:1 Exam Support</b></p> <p>Our provider is able to offer a bespoke package of exam support for each individual trainee. We offer eight sessions which are delivered via skype. The aim of the sessions is to improve self-confidence, manage anxiety, practice exam techniques and to generally improve performance overall.</p>
<p style="text-align: center;"><b>Exam Workshop</b></p> <p>The PSU run an exam workshop in conjunction with a Psychologist from Hammet Street Consultants four times per year. This workshop is specifically for trainees who have had multiple exam failures. The programme covers support for anxiety and stress, self and time management and provides an opportunity for peer support and networking.</p>	<p style="text-align: center;"><b>1:1 Communication Skills Support</b></p> <p>This may include a referral to:</p> <ul style="list-style-type: none"> <li>• 1:1 accent reduction coach</li> <li>• 1:1 skype coaching</li> <li>• 1:1 workplace observer</li> </ul> <p>These services are available to trainees who may need support with their communication skills including CSA practice, confidence building, conflict management and team working.</p>
<p style="text-align: center;"><b>1:1 Careers Support</b></p> <p>The PSU have access to high level 1:1 careers advice. Trainees are allocated a time slot to meet with our Advisor (1 ½ hours) whereby this discussion remains confidential. The advice given supports the trainee in making their next career decisions.</p>	<p style="text-align: center;"><b>Psychological Support</b></p> <p>The PSU can make referrals for psychological support to Hammet Street Consultants. We offer 6 sessions, although we can support additional sessions if required. Our provider can offer services which include CBT and counselling. This service can be accessed within 24 hours of the PSU meeting with a trainee.</p>
<p style="text-align: center;"><b>Specialised Occupational Health</b></p> <p>Trainees who require high level occupational health reviews, the PSU will refer to OH. An in-depth referral is made with specific questions asked relating to the trainee's training programme and or health concerns. The report will provide specific recommendations to support the trainee.</p>	<p style="text-align: center;"><b>Emotional Intelligence Testing</b></p> <p>The PSU are able to offer emotional intelligence testing for trainees to gain insight into their personality and behaviour in the workplace. We can review the outcomes and look at development areas. This is still very much in the development stages.</p>

## Support Accessed by Trainees

The graph below details the support trainees have received during the period 1<sup>st</sup> April 2017 – 31<sup>st</sup> March 2018.



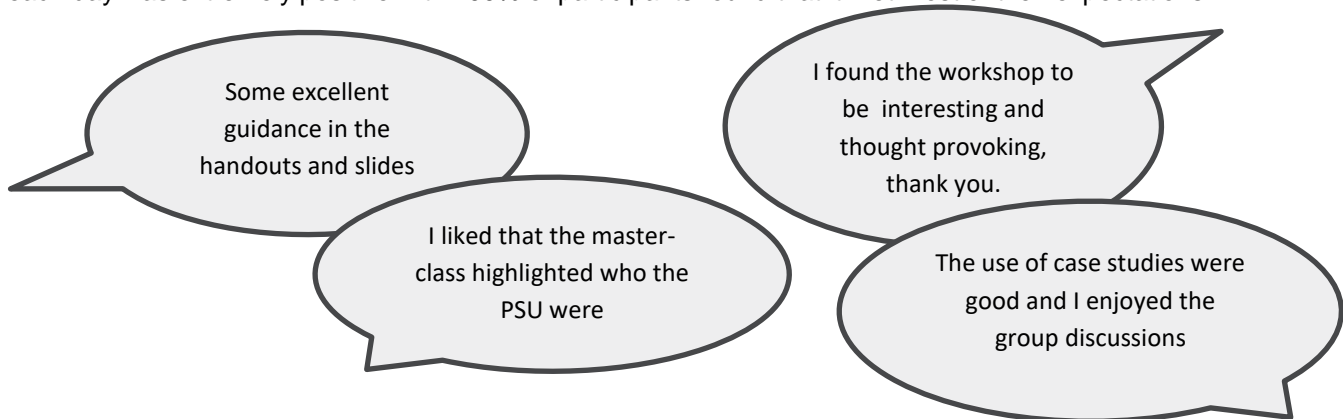
In total 403 onward referrals or support services were put in place for trainees.

## Feedback on workshops held in 2017-18

### Feedback from trainers

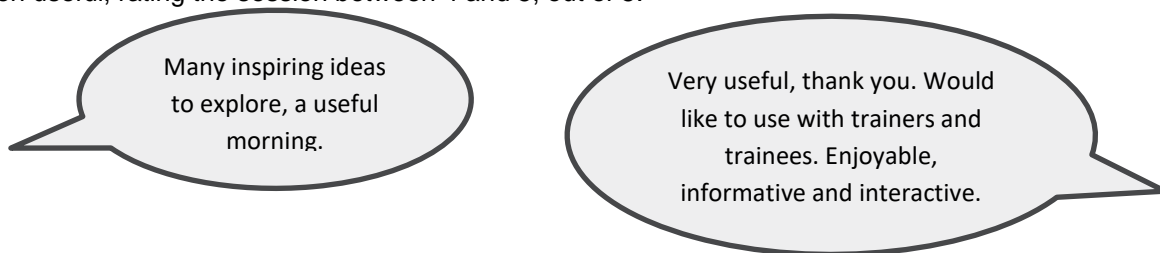
#### Careers Support Masterclasses

We held 4 Careers Support Masterclasses this year with an average attendance of 20 participants. The feedback from each day was extremely positive with 100% of participants found that it met most of their expectations.



#### Emotional Intelligence workshop

We held one Emotional Intelligence morning session where 25 participants attended. All the attendees found the session useful, rating the session between 4 and 5, out of 5.



Other workshops for trainers in 2017-18 have included:

- Mental Health and Wellbeing workshop – 20 attendees
- Coaching Techniques – 21 attendees
- Resilience/Emotional Workshop – 31 attendees
- Supporting Trainers of Trainees in Difficulty workshop – 12 attendees

Looking at the feedback the PSU had received over this period, there was a lot of enthusiasm for more workshops aimed at trainers on how to work and support trainees in difficulty.

### Feedback from trainees

#### Exam Support Workshops

Over the period 2017-18, we have held four Exam Support Workshops for trainees that have been referred to the PSU. They have been fairly well attended with an average of 10 participants, with the capacity of 16. The workshops are non-specialty specific and focussed on supporting trainees in finding coping strategies to work through anxiety and stress due to repeated exam failure. The trainees found the positive affirmations and breathing exercises to be invaluable and “could not be better”.





### International Medical Graduate (IMG) Day

We held the first IMG day in March 2018 which was run in collaboration with the General Medical Council (GMC). The morning session provided information to IMG trainees on working in the UK, followed by role play and breakout sessions in the afternoon. The breakout sessions were resilience, mindfulness, empathy and human factors.

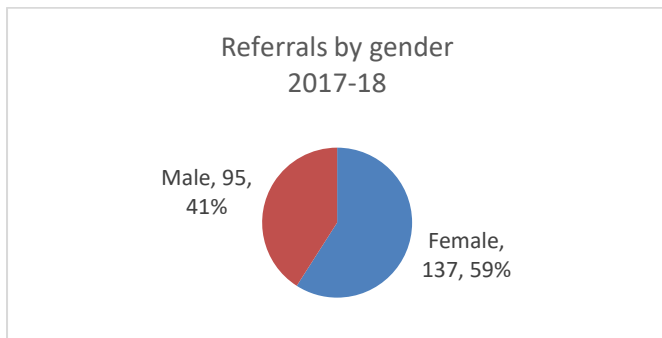
The day was not as well attended as the PSU had hoped it would be, 30 people had registered to attend but only 10 trainees attended. Feedback from the day showed that most trainees found the sessions interesting and useful.

Trainees who had attended found that they would like to attend future sessions with a focus on:

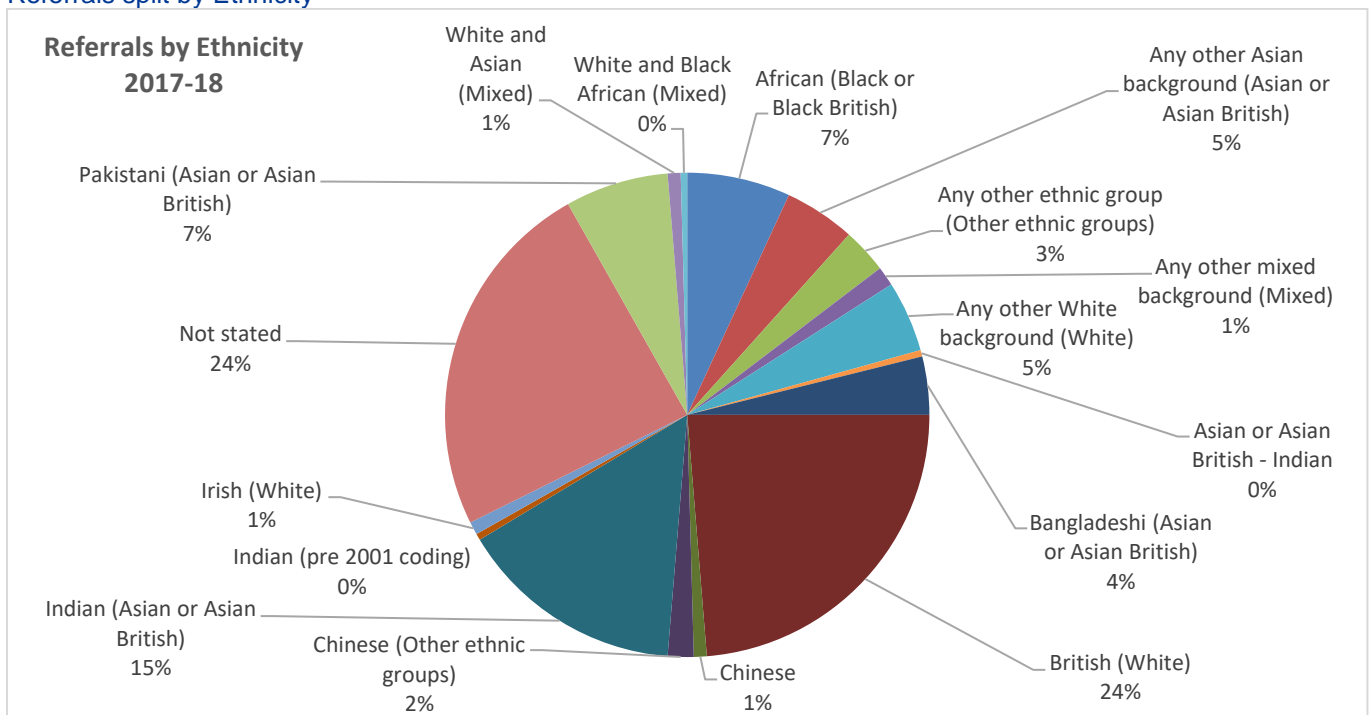
- appraisals and revalidation process
- how to obtain a training post
- short courses to improve clinical skills courses
- how to communicate better
- careers advice
- guidance on how to arrange accommodation

### Equality & Diversity Information

#### Referrals split by Gender



#### Referrals split by Ethnicity



## Recommendations for 2018 – 2019

The Professional Support Unit recommends the need for a new database.

We currently use an Excel spreadsheet to record all information regarding trainee referrals which is password protected. With the implementation of TIS in June 2018, a case management platform should help enable the administration team to automatically report on data more efficiently. This will allow the PSU to have more control over the quality of the information and data stored. Rebecca Winchester will be working as the regional lead on this project.

## Plans and Vision for 2018 – 2019

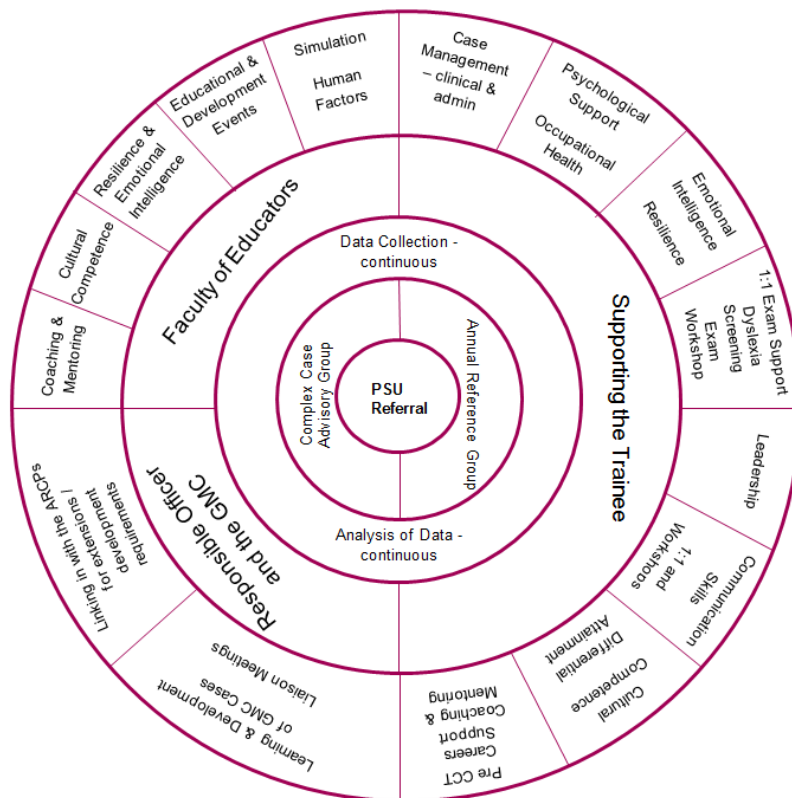
Our vision for 2018 – 2019 remains trainee and educator focussed. We plan to continue to offer specialised support to trainees and develop the support services available. We plan to develop our emotional intelligence and resilience service, increase the support available for communication skills by developing workshops and linking this to cultural competence and differential attainment.

We plan to develop the careers support available to trainees to ensure all trainees receive guidance and advice prior to gaining their CCT or moving into higher speciality training (either via the Trust, Faculty of Educators or the PSU). This will also link in to coaching and mentoring and peer support amongst the trainees within the Programmes.

The PSU, with the support of Health Education England need to ensure there are enough Case Manager sessions in place to support the number of trainee referrals.

We are looking to plan a PSU Development Day in early 2019.

### The PSU Vision Diagram



Questions to continue to think about .....

How do we support trainers in difficulty?

How do we support trainers supporting trainees in difficulty?