



PSU Aims and Objectives

Aims

- To offer guidance and support to trainees in their professional context
- To promote early identification of issues
- To provide educators with a clear structure for identifying and addressing the issues
- To establish clear lines of responsibility for all educators involved in managing trainees
- To provide access to experts who can deal with specific areas

Objectives

- Managing risk
- Clear standards and a code of practice, with accountability
- Supporting infrastructure
- Continuity and communication
- Identifiable success criteria
- Robust audit and evaluation
- Quality assurance (internal and external)



Health Education East of England

Developing people
for health and
healthcare



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Almost all medical and dental trainees will complete their training years meeting educational standards, and performing their role without concerns being expressed about their professional performance. However there may be situations where a

trainee's progress gives cause for concern, and referral to the PSU for further support and guidance may be useful.

The aim of the PSU is to support trainees, educators and other colleagues, working collaboratively to maintain patient safety whilst ensuring that doctors receive the support they need to overcome any issues, and achieve successful completion of training. The PSU can commission individually targeted support in a variety of different areas, as well as supernumerary training in exceptional circumstances.

What problems may trainee doctors experience?

The reason for poor performance varies widely, but primarily falls into one or more of the following categories:

- Clinical performance and progression
- Communication
- Attitude and behavioural issues
- Sickness/ill health
- Life events
- Environmental issues
- Lack of engagement

What type of support is available?

An individual support plan will be agreed between the trainee and case manager. Not everyone seen requires additional support but possible options include:

- Occupational Health advice
- Psychological assessment
- Dyslexia assessment
- Career support
- Communication skills support
- Exam preparation

Next steps

Referrals to the PSU will be triaged and advice may be given. For all referrals, the PSU will request that a Performance Support Framework (Form 2) is completed. Following triage and where appropriate, the PSU will undertake a further process of review and development of an action plan. The trainee will be assigned a clinical case manager, and will be invited to a meeting to discuss the concerns raised. The meeting will be documented in the Case Manager Assessment form (Form 3).

All forms can be found on the PSU web pages at https://heeoee.hee.nhs.uk/psu_documents

An example of items discussed in the review meetings can be seen in Appendix 2 of the **Professional Support for Doctors in Training Guidance and Support for trainees and trainers.**

