



Professional Support & Wellbeing (PSW)

Deanery Update Day

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Professional Support and Wellbeing (PSW)



Our vision

- To guide doctors, dentists and pharmacists in training through supportive interventions that make a positive difference to their training and wellbeing in the East of England.

Our aims

- To support educators and doctors, dentists and pharmacists in training to be as effective as possible in their roles.
- To provide fast access to specialist support and on-going case management.

When to refer to the PSW?

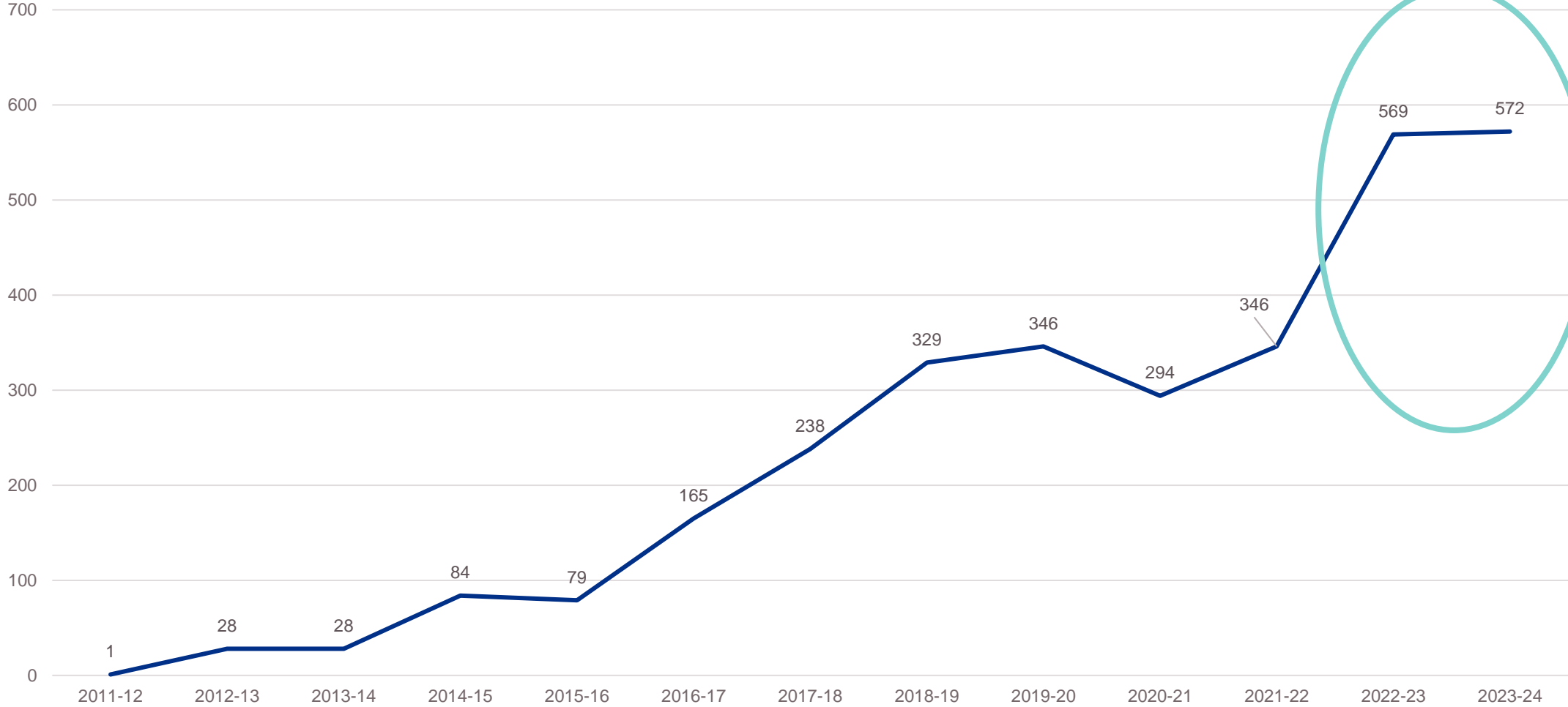
- Anytime during an individual's training
- Self-referral vs educator referral
- Examples:
 - Health and social
 - Repeated exam failure
 - Clinical performance, knowledge and skills
 - Communication, team working and time management
 - Professional behaviour and attitude
 - Significant Life events
 - Environmental issues
 - Engagement with Training
 - Considering a career change
 - Involved in a serious incident
 - There is a free text box on the referral form for other issues



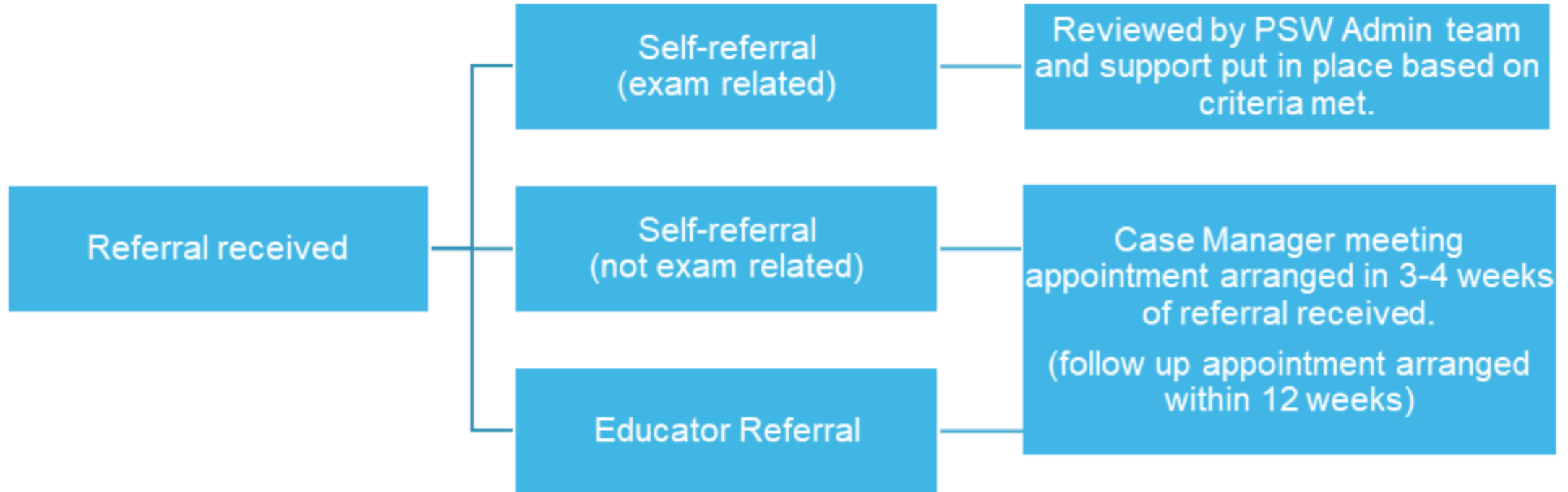
Number of new referrals into the PSW



Number of new referrals



What to Expect



What can the PSW offer?



Exam support



Psychological support



Careers advice



Advice about working less than fulltime, sick leave, returning to training after an absence



Neurodiversity screening and assessment



Peer mentoring



Personal development and coaching



And more!

Workshops

EoE PSW and SupportTT: Workshops

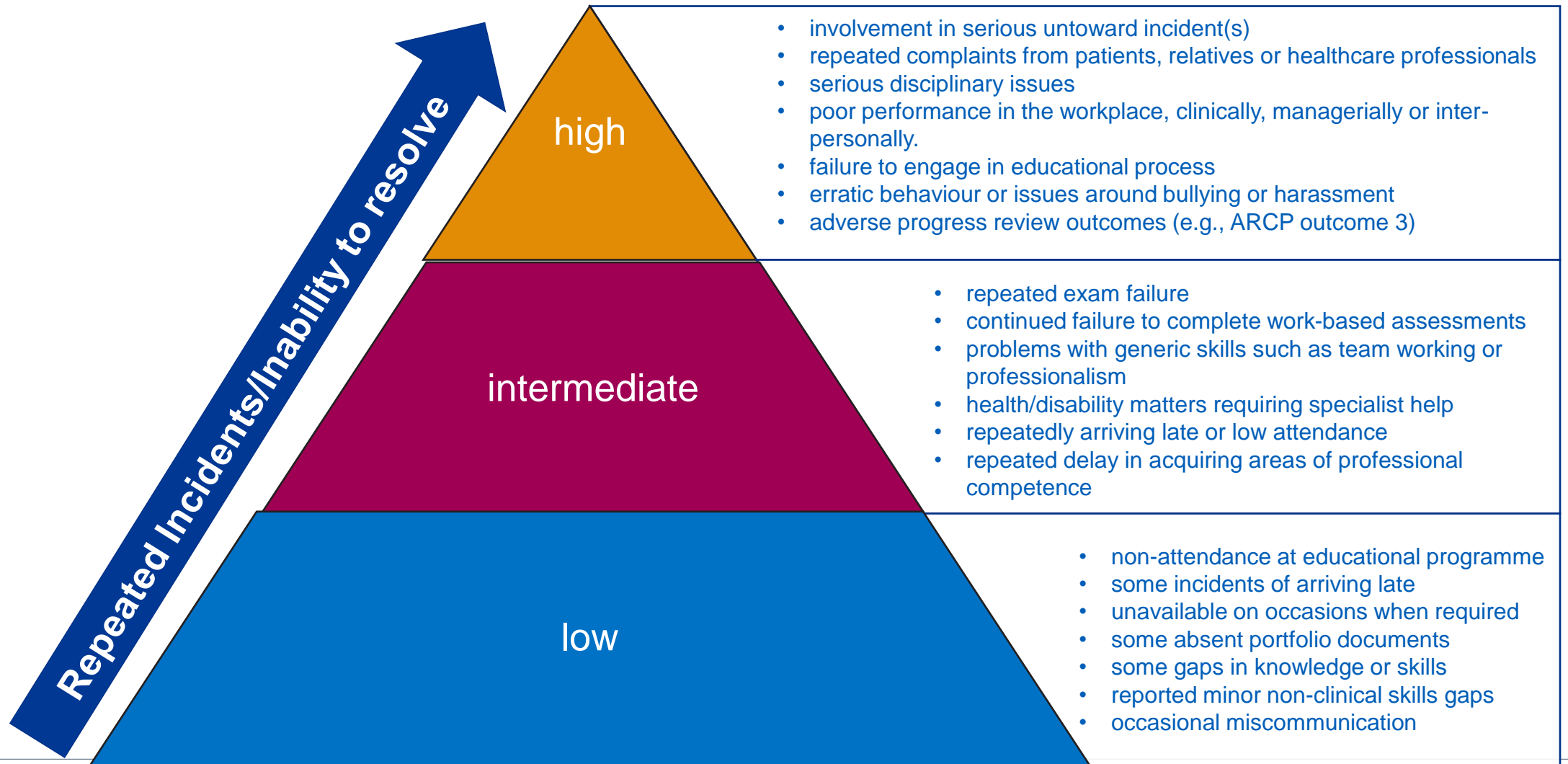
The Professional Support & Wellbeing Team have a wealth of workshops that are free to attend to all postgraduate doctors, dentists and pharmacists in training. They are also available to SAS and LED doctors in the east of England region.

You can see below in the blue boxes the workshops that we are currently running. Please click the box to view full details of the workshop and to find information on how you can register for your place.

If you have any questions, please don't hesitate to contact england.eventspsw.eoe@nhs.net or the workshop provider.

Consultation Skills	Conversations with patients and families at the end of life	Breaking Bad News
Shared Decision Making	Empowering Health Behaviour Change	Interpersonal Skills
How different cultures affect communication	Effective Questioning	Managing conflict more effectively
Emotional Intelligence (EQ-i)	Balancing Training & Wellbeing	Exam Support
Imposter Syndrome		

Scale of concern





Difficult trainee can be a trainee in difficulty too...

The 'Disappearing Act'	Not answering bleeps, disappearing between clinic and ward, lateness, frequent sick leave
Low work rate	Slowness in doing procedures, clerking patients, dictating letters, making decisions, arriving early, leaving late and still not achieving a reasonable workload
'Ward Rage'	Bursts of temper, shouting matches, real or imagine slights
Rigidity	Poor tolerance of ambiguity, inability to compromise, difficulty prioritising, inappropriate 'whistle blowing'
'Bypass Syndrome'	Junior colleagues or nurses find ways to avoid seeking the doctor's opinion or help
Career Problems	Difficulty with exams, uncertainty about career choices, disillusionment with medicine
Insight failure	Rejection of constructive criticism, defensiveness, counter-challenge

(Paice 2006)

What does a referral mean for a trainee?

Confidential with an aim to support their **training**.

Non-punitive and **does not impact** on training progress.

Their ES and TPD will only be notified about engagement but won't receive case notes

What about Educators?

It is a hard job to do

Time constraints

Unsure of process

Concerns of blame



Recognising your limitations

You are not:

- An expert in all areas of support
- The trainee's doctor
- A counsellor
- A psychologist
- An expert in HR issues
- The owner of the trainee's problems
- ALONE! → Seek advice and support early

Best practice

Document everything

Respect Confidentiality:
Be careful who the email
is copied to but make
sure you include relevant
people

Agree next steps with
trainee and include them
wherever possible in
discussions

Seek advice and help –
you are not alone

Professional / supportive
tone

Educator Testimonials

Click the image to watch the educator animation



PSW & SuppoRTT animations and impact

PSW animation



SuppoRTT animation



PSW Infographic



PSW trainee testimonials



Monthly podcast



PSW contact details



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<https://heeo.ee.nhs.uk/psw/east-england-professional-support-and-well-being-service>



Questions?





Thank You



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