

East of England Professional Support and Well-being Service



PSW Development Day

Thursday 30th March 2023

Delegate Pack

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Information for Delegates

Welcome and thank you for attending the Heath Education England, east of England's (HEE EoE) Professional Support and Well-being (PSW) Development Day 2023.

Information for each workshop and its facilitator can be found in this pack. Following each workshop synopsis is a notes section. This is for you to use as you see fit for your personal reflections, comments, or questions you may have about the sessions' content.

To help us with the planning of our next event, please ensure you provide us with feedback. QR codes will be present throughout the day in various locations that will allow you to provide immediate feedback. You will also be sent the feedback link over email following the conclusion of today's event, along with a certificate of attendance.

If you have any questions over the course of the day, please find one of the PSW team who will be present throughout the space and will be more than happy to help. Alternatively, please keep note of any content-based questions for the concluding Q&A session at the end of the day.

We hope that you find the day both enjoyable and edifying in equal measure, following which you will feel more confident in supporting your doctors, dentists, and pharmacists in training.

About the Day

The Day will be themed around "Moral Injury: Cause, Effect, and Prevention."

We recognise that training to become a consultant, dentist or GP takes considerable time, determination, effort, and skill. During this time trainees will inevitably 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 professional support and well-being service 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 which the clinical and educational supervisor can provide. The Professional Support and Well-being service is able to provide this support for both trainees and their educators.

This development day will give the delegates an opportunity to meet with some of the PSW providers and case managers and look at ways to support trainees throughout their training programme, particularly in this period following the height of the COVID-19 pandemic where instances and impacts of moral injury appear to have become more prevalent.

Moral injury refers to the psychological phenomenon that can occur when an individual engages with, fails to prevent, or witnesses acts that conflict with their moral values or beliefs. If unaddressed in a timely and effective way, potentially morally injurious experiences (PMIEs) can induce or exacerbate mental health problems such as PTSD and anxiety.

According to research into moral injury felt by trainee medical practitioners, the most common outcomes include:

- Weakened senses of empathy or compassion.
- Lack of ability to cope with occupational stressors.
- Diminished confidence in and a sense of betrayal from authority and leadership.
- Low morale.
- Desires to leave practice.
- General withdrawal from others.
- Exacerbated feelings of shame and self-flagellation in response to negative professional outcomes.

Adverse response to moral injury is not an inevitability by any means, and the presence of effective and supportive leadership can make all the difference. The workshops provided today all avail insight and positive applications associated with preventative measures against moral injury, as well as general insight into how to better support doctors, dentists, and pharmacists in training with their mental health and overall well-being.

Studies referenced:

Greenberg N, Docherty M, Gnanapragasam S, Wessely S. Managing mental health challenges faced by healthcare workers during covid-19 pandemic *BMJ* 2020; 368: m1211.

Williamson V, Stevelink SAM, Greenberg N. Occupational moral injury and mental health: systematic review and meta-analysis. *Br J Psychiatry*. 2018 Jun;212(6):339-346.

Meet the PSW Team

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



Dr Ian Barton
 Deputy Dean / Complex Cases Clinical Lead



Dr Francesca Crawley
 Associate Dean for PSW & SuppoRTT / 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 Katie Bullen
 PSW Manager



Mrs Michaela Wee
 PSW Manager



Mr Richard Ellis
 Non-Clinical Case 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.



Ms Sasha Pereira
 SuppoRTT Project Officer



Mr Shea Davis
 Non-Clinical Case Manager



Ms Katy Hunt
 PSW Administrator



Ms Lily Jackson
 PSW Admin Assistant

Clinical Case Managers
 Manager referrals with immediate 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 Chris O'Loughlin



Dr Denise Braganza



Dr Subir Ghosh



Dr Nithya Viswanath



Dr Abigail Taylor






Ms Farzana Mohammed

Dr Peter Russell
 Starting on 3 April 2023

Programme for the Day

09:00 – 16:00, Thursday 30th March 2023

Imperial War Museum, Duxford CB22 4QR

Time	Agenda	Room	Facilitator
09:00 – 09:30	Registration and welcome refreshments in the Concorde Room		
09:30 – 09:45 	Introduction to the day	Marshall Auditorium	Dr Francesca Crawley, PSW Clinical Lead / Associate Dean, HEE EoE
09:45 – 10:30 	Keynote: Trainers of Trainees in Difficulty	Marshall Auditorium	Dr Ian Barton, HEE EoE, Postgraduate Deputy Dean, HEE EoE
10:35 – 11:35 Workshop 1	1A: Microaggressions	Inman Room	Ms Cherina Darrell-Hibbert, EDI Consultant
	1B: How to support trainees struggling with their mental health	Comet Room	Dr Emma Lishman, Hammet Street Consultants Ltd.
	1C: Supporting trainees through career conversations	Meteor Room	Ms Katie Dallison, Careers Consultant
	1D: Supporting trainers of trainees in difficulty	Airside Room	Dr Chris O'Loughlin / Dr Denise Braganza, PSW Case Managers
11:35 – 11:45	Refreshment Break – Concorde Room		
11:45 – 12:45 Workshop 2	2A: Microaggressions	Inman Room	Ms Cherina Darrell-Hibbert, EDI Consultant
	2B: How to support trainees struggling with their mental health	Comet Room	Dr Emma Lishman, Hammet Street Consultants
	2C: Dealing with conflict amongst peers due to high stress situations	Meteor Room	Ms Charlotte Grundy, Point taken
	2D: Safeguarding – Role of an educator	Airside Room	Dr Nithya Viswanath and Dr Abigail Taylor, PSW Case Managers, HEE EoE
12:45 – 13:30	LUNCH – Concorde Room		
13:35 – 14:15 	Keynote: Supporting the trainee with Performance Concerns	Marshall Auditorium	Mr Michael Wright, Hill Dickinson LLP
14:20 – 15:20 Workshop 3	3A: Supporting trainees through career conversations	Inman Room	Ms Katie Dallison, Careers Consultant
	3B: Supporting trainers of trainees in difficulty	Comet Room	Mr Michael Wright, Hill Dickinson / Dr Ian Barton, Deputy Dean, HEE EoE
	3C: Dealing with conflict amongst peers due to high stress situations	Meteor Room	Ms Charlotte Grundy, Point taken
	3D: Safeguarding – Role of an educator	Airside Room	Dr Nithya Viswanath and Dr Abigail Taylor, PSW Case Managers, HEE EoE
15:25 – 15:35	Refreshment Break – Concorde Room		
15:35 – 16:00	Discussions arising from the day – Q&A with PSW Case Managers and Admin team.	Marshall Auditorium	Dr Francesca Crawley, PSW Clinical Lead / Associate Dean, HEE EoE
16:15	Close		
Opportunity to explore the museum at no cost for 1 hour. Closes at 18:00			

Keynote and Workshop Information

Keynote Synopses

Trainers of Trainees in Difficulty

Dr Ian Barton (chased 16/03/2023)

Keynote 1	Trainers of Trainees in Difficulty	Room	Marshall Auditorium
Speaker	Dr Ian Barton		

Drawing from the experience that he has gained from working in the PSW since its original inception as the PSU, in this keynote, the speaker will share some of the many lessons that he has learnt about how to best manage trainees who require additional support. The focus will be on the roles of those directly involved in supervising the trainee as well as the roles of Training Programme Directors and other more senior educators. Throughout the session there will be an emphasis on managing risk and ensuring that trainers seek support, both on a practical level and, where appropriate, on a psychological level.

By the end of this session, you will have an improved understanding of:

- how to manage the different types of challenges faced when supporting trainees in difficulty.
- the support available and how to access it.
- how to minimise the associated risks.

Notes

Keynote 2	Supporting the trainee with Performance Concerns	Room	Marshall Auditorium
Speaker	Mr Michael Wright		

Having spent over 20 years providing advice, training and legal support to Deaneries, HEE and other training bodies, Michael Wright of Hill Dickinson solicitors provides an overview of the legal risks involved in managing trainees with performance concerns.

This keynote will discuss why such legal risks arise and the factors that increase the legal risks involved in training. The keynote will hopefully provide attendees with an understanding of the legal risks and the practical steps that trainers can take to reduce such risks while supporting trainees in difficulty.

There will be an opportunity for questions at the end of the session.

At the end of the session, attendees will be able to:

- Identify key areas of legal risk.
- Understand the consequences of getting it wrong.

Notes

Workshop Synopses

Workshop	Microaggressions	Workshop session / room	1A – Inman Room 2A – Inman Room
Facilitator	Ms Cherina Darrell-Hibbert		

This session will focus on the concept of microaggressions, implicit bias and stereotypes that are experienced by trainees and other members of the medical workforce.

During the workshop, participants will explore concept of microaggressions, implicit bias and stereotypes and how they impact trainees and the broader medical workforce. Microaggressions are the everyday slights, done intentionally and unintentionally, that assail the self-esteem of an individual. Overtime, these interactions can lead to poor mental health, moving or leaving jobs and depending on the severity, discrimination cases. Trainees and other members of the medical workforce can experience microaggressions two-fold, from patients but also from other staff and their superiors.

By the end of this workshop participants will have:

- A detailed understanding of microaggressions through the use of real-life case studies and,
- The tools to address microaggressions and support people who've experienced them.

Notes

Workshop	How to support trainees struggling with their mental health	Workshop session / room	1B – Comet Room 2B – Comet Room
Facilitator	Dr Emma Lishman		

In this workshop we will explore the multiple factors and contexts that increase doctors' vulnerability to mental health difficulties. We will think about the range of mental health experiences and how support will need to be varied according to the need and context of the individual trainee. This will include supporting with risk and suicidality. We will also look at the boundaries of support and signposting.

At the end of the session the participants will:

- Have explored the current context and the impact this is having on the trainee's mental health.
- Considered the range of mental health difficulties and the appropriate support for varying needs.
- Talked about how to manage risk and suicidality.
- Share experiences and suggestions for supporting trainees.

Notes

Workshop	Supporting trainees through career conversations	Workshop session / room	1C – Meteor Room 3A – Inman Room
Facilitator	Ms Katie Dallison		

Have you ever been asked a careers related question then thought “I have no idea where to begin with that”?

There are so many options for trainees today to diversify their portfolio within their medical career and while there’s no formula to having a careers conversation, there are some practical tools out there to help. This session will give you an insight into those tools plus a chance to share your experiences with others who are also involved in supporting medical careers.

At the end of this workshop, participants will:

- Be aware of current trends and key issues affecting medical careers today.
- Discussed a range of career challenges you and others have encountered.
- Have a greater understand of models and resources that can help you support your trainees with career discussions.

Notes

Workshop	Supporting trainers of trainees in difficulty	Workshop session / room	1D – Meteor Room 3B – Comet Room
Facilitators	Dr Chris O’Loughlin and Dr Denise Braganza (workshop 1D) Mr Michael Wright and Dr Ian Barton (workshop 3B)		

This workshop will develop the themes of Dr Barton’s keynote lecture to consider the impact trainees in difficulty can have on trainers, how to avoid common and potential pitfalls, and how to support both trainees and educators in challenging situations. Through the use of scenarios and discussion, the workshop may explore responses in trainers, burnout, educator communications, responding to difficult challenges and confidentiality, as guided by the needs and experience of participants.

At the end of the workshop, participants will:

- Be able to recognise the needs of educators who are supporting trainees with difficulties.
- Have increased confidence in managing challenging situations affecting trainers and trainees.
- Be aware of some of the pitfalls and hazards that educators may struggle with.

Notes

Workshop	Safeguarding – Role of an educator	Workshop session / room	2D – Airside Room 3D – Airside Room
Facilitators	Dr Nithya Viswanath & Dr Abigail Taylor		

This session will highlight common challenges trainers may face when supporting trainees who they have identified to be struggling with difficulties at home or in their personal life.

In this workshop participants will engage in discourse around case studies which include trainees who have suffered domestic violence, safeguarding concerns, legal challenges, and their own health impacting their ability to function well. Additionally, the session will cover the roles of the educator in safeguarding trainees, and how they are best able to guide and signpost them to the appropriate support available in the community.

At the end of this workshop, participants will:

- Be more aware of what constitutes a safeguarding concern.
- Be equipped to recognise safeguarding concerns when they arise.
- Have greater understanding of how they can support with safeguarding trainees, including how to access the resources available to them.

Notes

Workshop	Dealing with conflict amongst peers due to high stress situations	Workshop session / room	2D – Airside Room 3D – Airside Room
Facilitator	Ms Charlotte Grundy		

In large organisations, conflict is unfortunately inevitable. This can be down to mismatched personalities, differences in opinion, work/life stress and miscommunication. If not resolved conflict can cause a breakdown in relationships, stress, and a loss of confidence.

It is important to be able to manage emotions and communication effectively in these situations to ensure constructive dialogue and maintain a productive relationship.

This workshop will focus on conflict and explore what conflict is, why we often avoid conflict and how we can use effective communication to navigate our way through conflict positively and confidently.

This session will address skills on how to deal with conflict, recognising your own emotional state and how to manage it, and how to develop empathy and understanding for other people's positions.

At the end of this workshop, participants will:

- Be able to understand difficult situations through a higher level of emotional intelligence.
- Feel more confident dealing with conflict head on.
- Have a range of tips and exercises that will make you feel more confident when having difficult conversations.

Notes

Biographies of Facilitators

Dr Ian Barton

Ian completed his postgraduate medical training in London in blissful ignorance of the much better training opportunities that would have been available to him if he had moved to the East of England (or East Anglia as it then was)! Having started his consultant career as an intensivist in Whipps Cross Hospital, he first came to the Region in 1997 as a consultant nephrologist and general physician in Basildon Hospital. His educational roles there included Unit Training Director for Medicine, RCP District College Tutor, Clinical Tutor, Modernising Medical Careers Lead and Foundation Programme Director. He became the East of England's Regional Clinical Tutor Lead in 2008 and moved on to become the Head of School of Medicine in 2010. He subsequently became the Deputy Chair of the National Heads of School of Medicine Group and was a member of the JRCPTB's Management and Policy Board. He gave up all these roles in 2017 to become one of the Deputy Postgraduate Deans in HEE, EoE, initially with responsibility for Secondary and Tertiary Care and subsequently for Strategy and Risk.

As part of his Deputy Postgraduate Dean role, he works closely with the PSW and is clinical lead for the management of trainees in difficulty. Ian is a Visiting Associate Professor at Anglia Ruskin University.

Dr Denise Braganza

Denise is a Consultant Cardiologist working at Royal Papworth Hospital and Northwest Anglia Foundation Trust. She is one of two Cardiology TPD for East of England and in addition has been a Clinical Case Manager for the PSW for just over a year.

Dr Francesca Crawley

Francesca is an Associate Post Graduate Dean and the Clinical lead for the PSW. She is a Consultant Neurologist at West Suffolk Hospital.

Ms Katie Dallison

Katie is a qualified careers consultant who has been working with doctors and medical professionals for over 17 years.

Katie is currently supporting doctors at Health Education England (HEE), East of England and medical students at Imperial College London. In the past, Katie has worked with the British Medical Association (BMA), HEE more broadly, University College London (UCL) and St Georges.

Katie is more interested in practical tools and results that help people take control of their own direction which has led her to get involved in developing models that can be used within current practices.

Ms Cherina Darrell-Hibbert

Cherina is a Diversity and Inclusion (D&I) Specialist and Strategist based in Birmingham.

After moving to the United Kingdom from Bermuda in 2011, her passion for justice and equality naturally led her into the field of diversity and inclusion. She has spent the past 7 years developing strategic approaches and interventions to making D&I a reality and working with leaders, academics, researchers, and university students to bring inclusion to the forefront of their organisational mission. Having worked across multiple sectors and countries including the NHS, the charity sector, higher education, recruitment and financial services, Cherina brings a unique perspective and approach to education and learning around diversity and inclusion by creating brave spaces for people to safely discuss sensitive topics.

Ms Charlotte Grundy

Charlotte Grundy is a communications skills coach and confidence mentor with a firm belief in helping individuals achieve successful and fulfilling lives both professionally and personally through effective and emotionally intelligent communication.

Over the last 8 years, Charlotte has worked with clients who struggle with expressing their ideas, concerns, and expectations to others through their verbal and non-verbal communication. Clients include doctors wanting to improve their Interpersonal Skills to better the patient doctor relationship and business professionals who want to take on management and leadership roles.

Dr Emma Lishman

Emma is a Senior Clinical Psychologist and the Clinical Lead at Hammet Street Consultants. Emma has a background in providing psychological support to doctors both via the Health Education England (PSW's/PSU's) and at trust level.

Emma has been working with trainee doctors for over 11 years. Emma has become increasingly focused on ways to support Educational and Clinical Supervisors in their roles. Emma has a particular interest in understanding the importance of our connections and interactions and strongly believes that resilience and wellbeing should be seen as processes that raises from between us rather than within us.

Dr Chris O'Loughlin

Chris is a Deputy Dean with Health Education England, having previously been Head of School for Psychiatry in the region. He is the medical lead for the Assessment and Revalidation team and oversees Out of Programme applications. Chris continues to work in community psychiatry in Cambridge, and in addition he is a clinical case manager with the PSW.

Dr Abigail Taylor

Abi is a GP in Bedford and a GP educator who also works as a clinical case manager with the PSW, with a focus on international medical graduates. Within her PSW role, Abi is also an accredited Resilient Leaders Consultant Coach.

Abi also holds regional roles in Health Education England, East of England Primary Care School. As an Associate GP Dean, she leads on strategy for digital and virtual learning and GP recruitment. She also supports the delivery of the “Transition into the Workforce” project for international medical graduates and “Targeted Early Intervention” process for GP postgraduate doctors in training.

Dr Nithya Viswanath

Nithya is a GP serving a sub-urban and deprived populace in Southend-on-Sea for the past ten years. Having transitioned from secondary care as a gynaecologist, Nithya can understand both specialities' unique challenges.

Nithya has a special interest in safeguarding and medical education. Nithya works as training programme director for Southend GP training programme and a coach for Mod and South Essex region.

Mr Michael Wright

Michael is a partner in the “Employment, Education and Pension’s” team at Hill Dickinson LLP, specialising in work for healthcare and public sector organisations. An expert in all areas of employment law and has particular experience in advising on disciplinary issues involving senior medical staff and Maintaining High Professional Standards (MHPS), procurement, reorganisation and mergers and acquisitions within the health sector.

Michael also has significant experience in advising on the legal issues arising from doctors, dentists, and other health professionals in training. Amongst other NHS bodies, he provides advice and representation to Health Education England. He has developed an excellent reputation for proactively contributing to the development of clients through analysis of learning points and the provision of bespoke training packages. Michael has a master’s degree in employment law and industrial relations.

Thank you all very much for attending the East of England's Professional Support & Well-being Service Development Day 2023

We hope that it has been a useful day and helped give some further guidance in supporting you and your trainees better.

We will be posting the presentations from the day on our website:

<https://heeoe.hee.nhs.uk/psw/support-services-available/professional-support-and-well-being-development-days>



Feedback

We really value your feedback on each workshop you attended (QR codes will also be available in the rooms)

Workshop 1	Workshop 2	Workshop 3
		

Overall feedback on the day will be welcomed

Certificates of attendance

Certificate of attendance will be sent out on week commencing 3rd April 2023.

All queries, email eventspsw.eoe@hee.nhs.uk or call 01223 596857

Overall Feedback form



Please complete.

<https://healtheducationyh.onlinesurvey.ac.uk/psw-dev-day23-overallfb>

The Professional Support and Wellbeing Service (PSW) in the east of England

The Professional Support and Wellbeing Service (PSW) provides additional support to postgraduate doctors, dentists and pharmacists in training and their educators.

The referral based service offers increased and specialist help, beyond which the clinical and educational supervisor can provide.

Supporting postgraduate doctors, dentists, and pharmacists

PSW users can be referred by an educator or self-refer. Depending on the type of support needed, the individual will meet a case manager to discuss their referral and plan the next steps.

Specialised support can include:



Support can also be signposting to our online resources or workshops.

16 different PSW and SuppoRTT workshops are open to all doctors, dentists and pharmacists in training; a referral is not required:



Impact

Since 2011:

2,000 postgraduate doctors and dentists supported

3,000 referrals to specialised support

In 2022:



Feedback

From postgraduate doctors, dentists, and pharmacists

“The PSW supported me in balancing between health, family and service needs.”

“Excellent experience, my case manager listened to any of my concerns and worries and helped me with them.”

From educators

“I feel much better equipped to support the trainees.”

“How brilliant the resource of PSW is - we are so lucky to have your services. Thank you!”

“Thank you so much for all the help and support you and your team have given me, it has meant a lot and I am sure I would not be here now without your support!!”

“Because of the support that I received from PSW I managed to pass both sets of my postgraduate exams.”



Contact:
 Web: www.heeo.ee.hee.nhs.uk/psw
 Email: psw.eoe@hee.nhs.uk