

# Professional Support and Well-being Annual Report 21-22



Produced by the East of England PSW Team

## About the Professional Support and Well-being Service

The Professional Support and Well-being (PSW) service, formerly known as the Professional Support Unit (PSU), recognises that training to become a consultant, general practitioner (GP), dentist or pharmacist, takes considerable time, determination, effort and skill. During this time, individuals may 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 PSW aim to support educators to identify early warning signs amongst their doctors and dentists in training, develop understanding of resilience and well-being amongst both learners and educators, increase educator awareness of concerns amongst individuals and improve understanding of when and where to escalate these concerns.

It is recognised that there are times when postgraduate doctors, dentists and pharmacists in training would benefit from increased and specialist support, beyond that which their clinical and educational supervisor can provide. The PSW can provide this support for both postgraduate doctors, dentists and pharmacists in training, and their educators.

Since the PSW started in 2011, it has grown from 1 referral to nearly 2,000 postgraduate doctors and dentists referring into the PSW by the end March 2022. The number of workshops being delivered has significantly increased to support demand. The service has also grown in the number of case managers, and administration to support this growth in numbers. Our current team structure can be found on page 24.

### Aims of the PSW

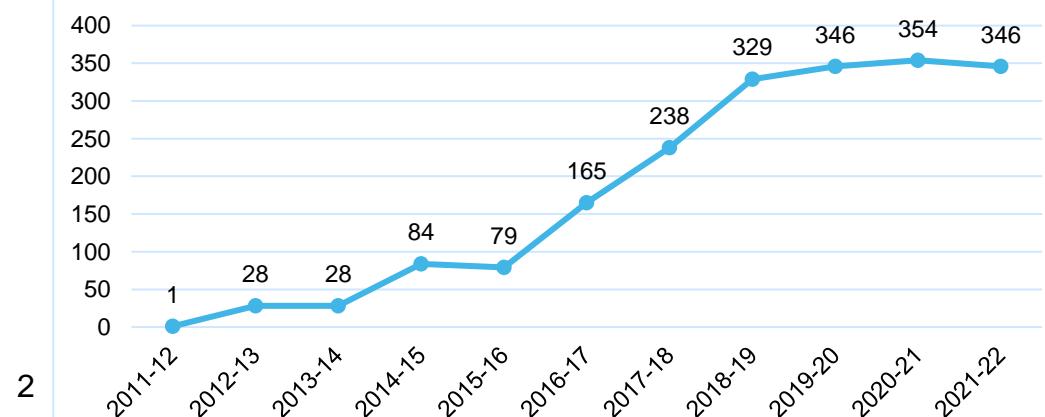
#### Professional Support

To provide fast access to specialist support and on-going case management.

#### Well-being

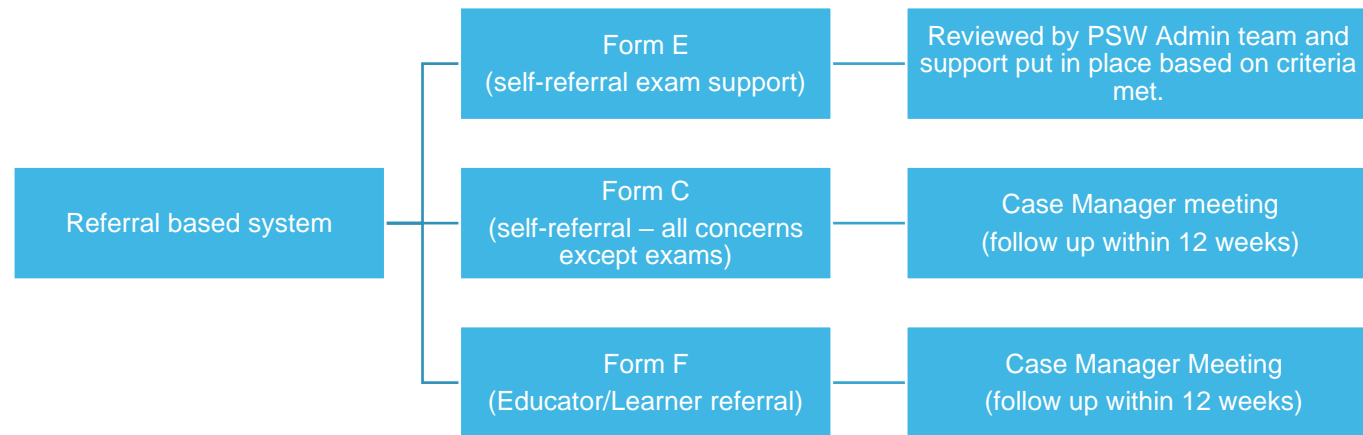
To support Educators and Trainees to be as effective as possible in their roles.

Number of new referrals into the PSW  
2011/12 - 2021/22



## Access to the Professional Support and Well-being Service

There are three referral pathways into the PSW Service.

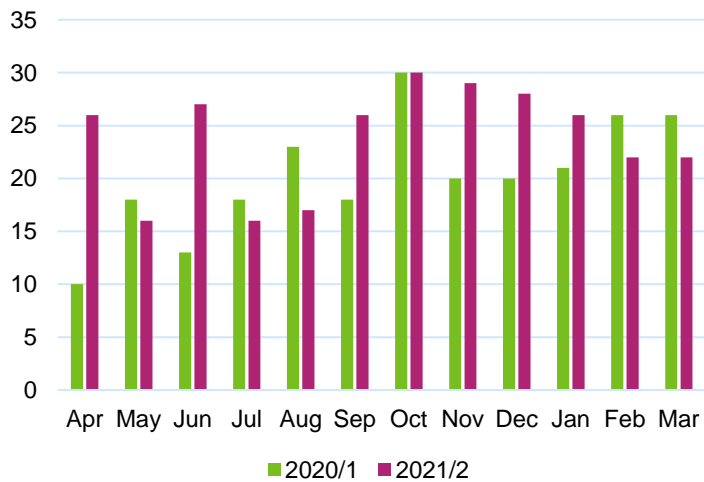


### Case Manager meetings

These are conducted by clinical and non-clinical case managers. Since the Covid-19 pandemic, all meetings are held on a virtual platform. Meetings can typically last between 30-60 minutes.

Exam support referrals are managed by the PSW administrator.

**PSW EoE New referrals: Form F/C Referrals**  
2021-22 comparison to 2020-21

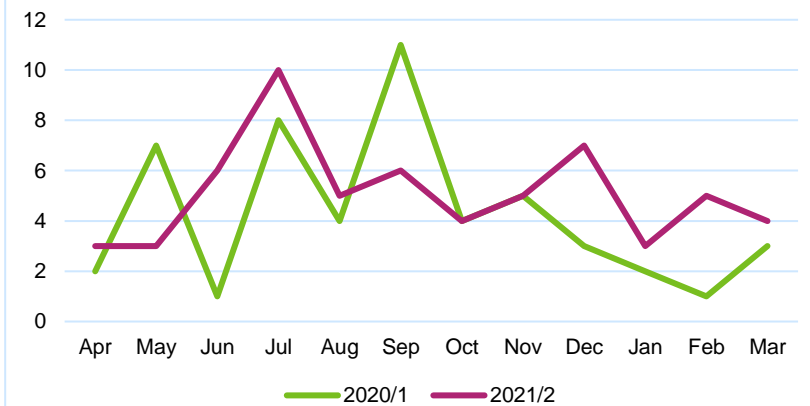


The number of form C and form F referrals increased in 2021-22, with an overall increase of 17% on the previous year.

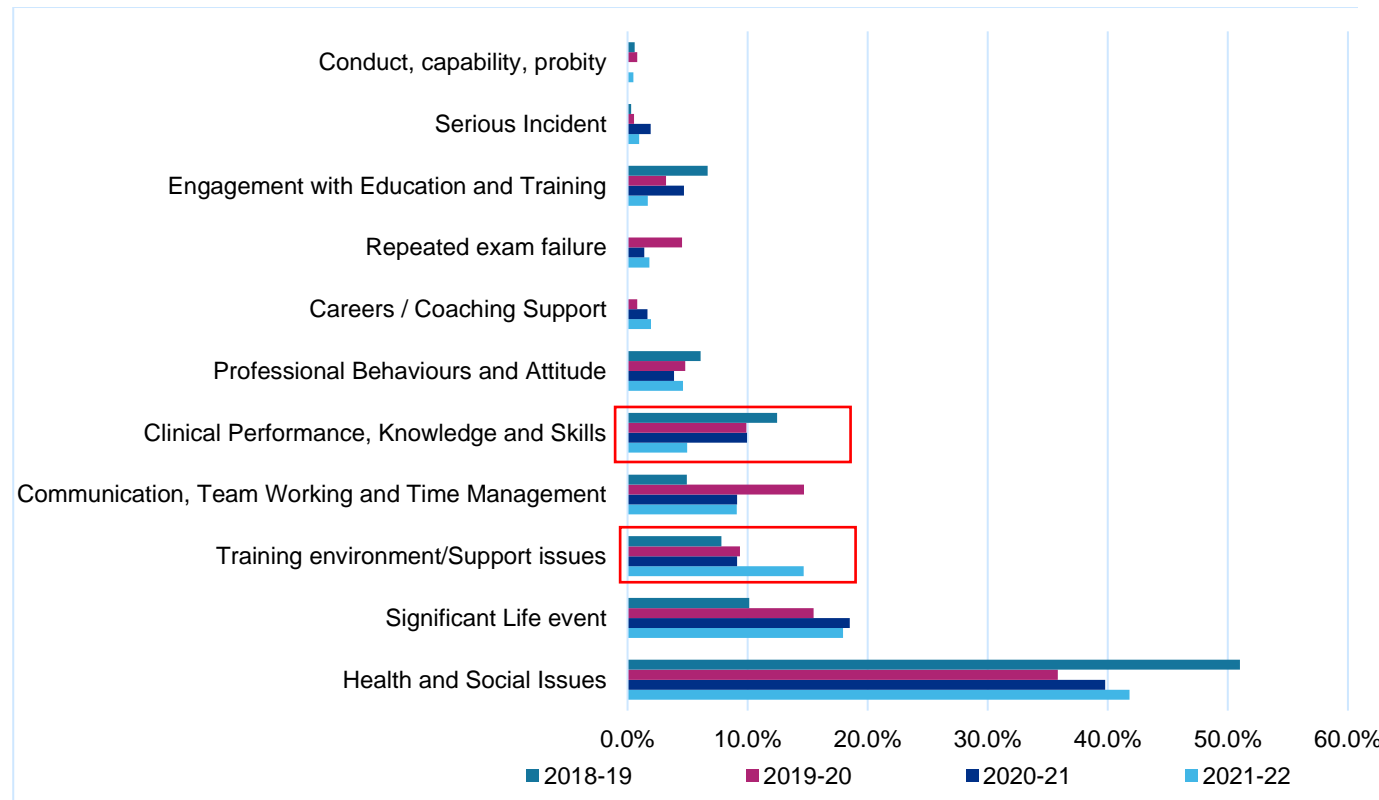
There was particular growth in numbers in Quarter 3 but in the last Quarter the numbers decreased against the previous year.

The exam support referrals can be seen in the chart to show a decline over the year, with 10 less new referrals than the previous year. This could be a result of more in-house support particularly in GP training and exam format changes.

**PSW EoE New Referrals: Form E Referrals**  
2021-22 comparison to 2020-21



## Reasons for a PSW referral



The referrer is asked to identify the level of concern on the following criteria:

<p><b>Clinical Performance and Progression</b> (clinical mistakes, critical incidents, lack of knowledge and skills)</p>	<p><b>Communication skills</b> (patients/ families, team members, poor time keeping, lack of accessibility)</p>
<p><b>Attitudes and Behaviours</b> (defensive reactions, volatile behaviour, attitude problems, anger, probity, GMC, convictions and cautions)</p>	<p><b>Sickness and Ill Health</b> (acute or chronic illness, frequent periods of leave, over or under motivated, reasonable adjustments)</p>
<p><b>Life Events</b> (stress, anxiety, family and personal problems and bereavement)</p>	<p><b>Environmental Issues</b> (organisational, workload, bullying and harassment)</p>
<p><b>Lack of Engagement with the Training Programme</b> (exam failure and anxiety, lack of engagement with ePortfolio, adverse ARCP outcomes)</p>	

Similar to previous reporting years, the most cited reason for referral is 'health and social issues'. However, it is worth highlighting that in most cases on the referral form, the reason for referral is multi-factorial and can include at least 2 to 3 reasons. Health and social issues often correlates highly with 'significant life event' and particularly this year, 'training environment/support issues'. Repeated exam failure is not typically highlighted as a main reason when using form F/C as there is a separate form for exam support.

Since January 2021, the PSW has been able to offer coaching sessions alongside a 1:1 one-off career support session. This has increased the offer where there is either consideration around leaving the profession or where there is a question they are on the right path. Going forward, it is likely to see an increase in mentions of this as a referral alone. In contrast, 'clinical performance, knowledge and skills' is not being highlighted considerably less in 2021-22 on the referral form.

'Serious Incident' currently does not have its own box so is often written as free text. Therefore, a serious incident may come under other categories. Moving into 2022-23, we plan to ensure this can be highlighted on the referral as support can be put in place ahead of the meeting if there is a feeling support is required.

## Managing the PSW Caseload

Current caseload: 2021-2022

Type of referral	Open Cases	Closed Cases
Educator Referrals	128	45
Self-Referrals	59	29
Exam Support	57	37

**Total open cases**  
**244**

**Total closed cases**  
**111**

### Response rate to educator referrers

Number of days from referral received to appointment with Case Manager

Average time from referral to initial appointment	Shortest time from referral to initial appointment	Longest time from referral to initial appointment
20 days	2 days	54 days

The PSW strive to continually improve the number of days from referral to an appointment. There are two triage meetings in a week, therefore a referral will be seen by the team within at least 2 working days. However, certain times of the year may result in a slightly longer waiting time for an appointment. The team will assess in triage whether direct access to the support may be required ahead of the meeting due to the delay in an appointment time. With the increase in clinical case managers, the waiting times for an appointment are typically between 3 – 4 weeks, dependent on referral and need.

### Educator/Form C referrals

Average time for a follow up	Shortest time for a follow up appointment / communication	Longest time for a follow up appointment / communication
134 days	100 days	170 days

Due to administration changes in the team, at the end of March 2022, there were a lot of follow ups required. This is an area for development for the team for 2022-23.

## Managing the Caseload

Over the last year the PSW have worked considerably hard at understanding the actual number of open cases are active. In order to do this, there is a system within the database that highlights to the admin team when there has not been a contact for 90 days or more from the postgraduate doctor or dentist in training.

Where it has been identified that a contact is required, a follow up email is sent to them to see if they still would like to access support or not. Where there is not a response within a one-month window, we close the case and notify the referrer if it is an educator referral. The doctor or dentist in training is always welcome back and there is flexibility if they respond after the date, it is managed on a case-by-case basis.

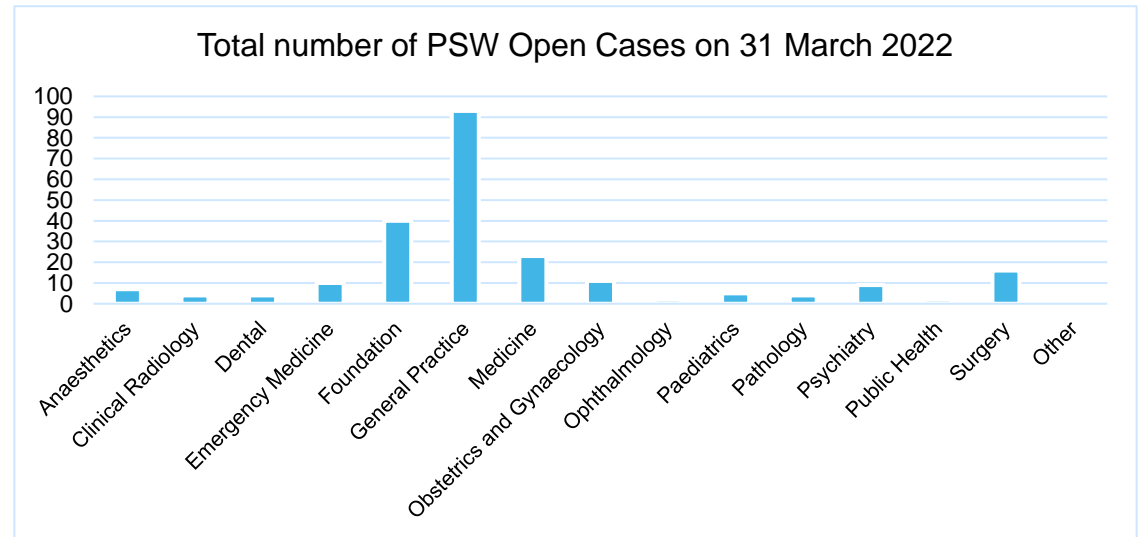
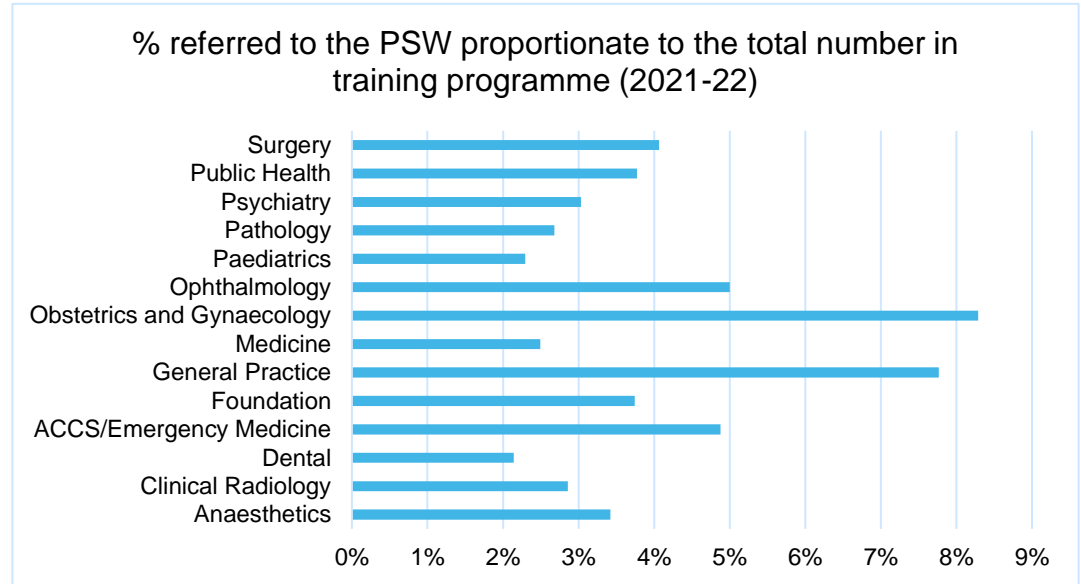
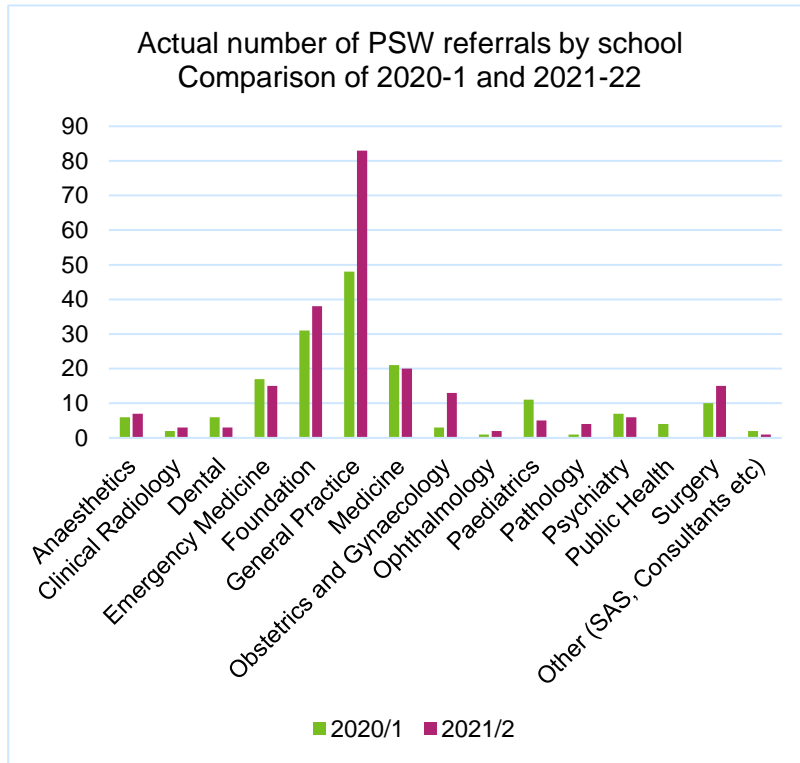
This process has enabled the team to have a much better understanding on where there is need of support and being more responsive to their needs.

Exam support referrals saw a decline since Covid-19 and a lot of cases were closed. Despite the slight increase in February and March, it does not parallel to the levels of pre-covid. The team anticipate this caseload to increase to more like pre-covid numbers in 2022-23.

### Case Manager meetings

Total no. of appts seen by Case Manager (1 <sup>st</sup> meetings and follow ups)	667
Total no. did not attend (DNA) / Cannot attend (CNA)	54
Annual DNA rate	7%

## Referrals and Support within HEE EoE Training Programmes



### High Risk Level Cases

Every two weeks the PSW holds a meeting with the PSW Non-Clinical Case Managers, PSW Manager, PSW Clinical Lead and the Deputy Dean to discuss complex cases, known as the Complex Case Advisory Group (CCAG). There are usually 8-10 cases to discuss and then a further 2-3 cases to review and assess whether they need more input from the team.

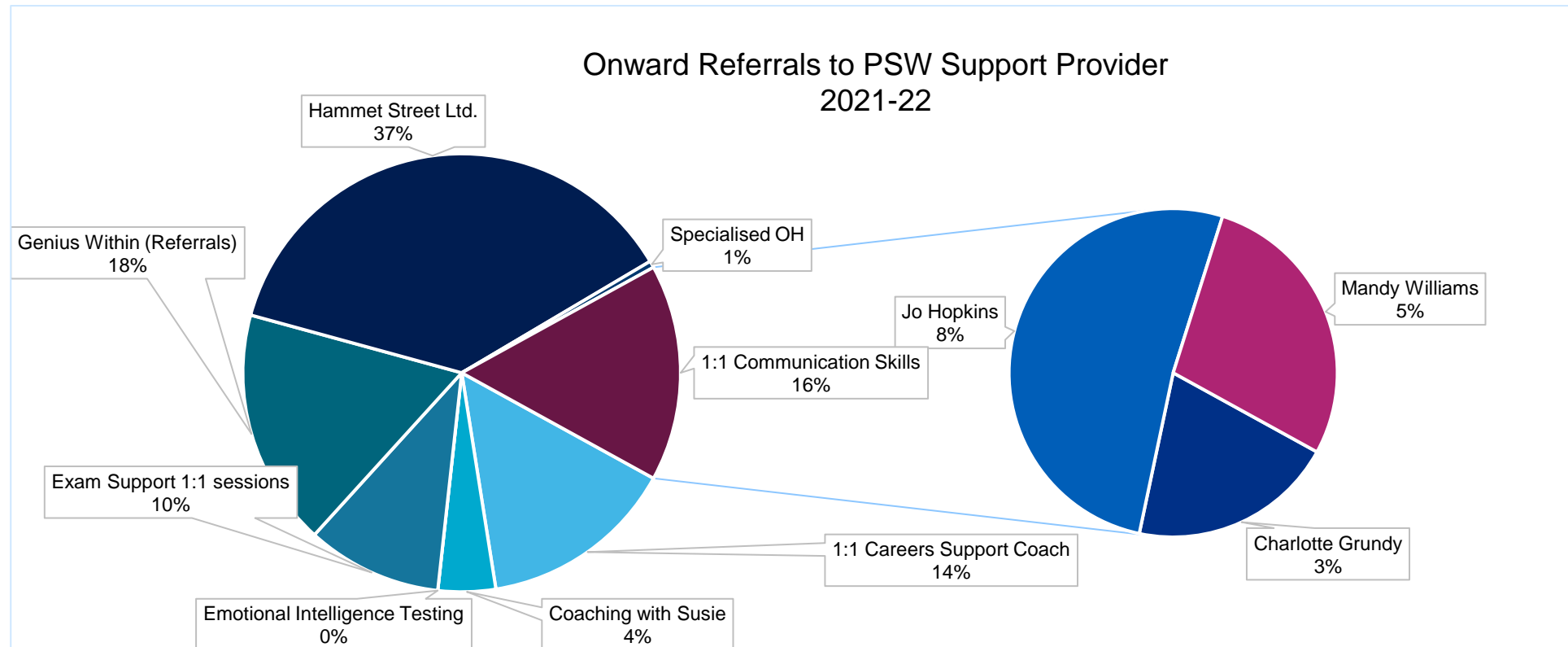


## Onward referrals to PSW providers (external and in-house)

The chart below shows a breakdown of onward referrals to PSW internal and external providers. In January 2022, the PSW team started training in Emotional Intelligence and Resilient Leadership. This will feature more in the next annual report. On the whole, there has been an increase in communication skills 1:1 support and workshops. There has been a decline in Genius Within referrals, which is most likely due to the GP school offering neurodiverse screenings as part of the transition project.

Type of support	Provider	2021-22	2020-21	Difference in level of support input from 2020/21 – 2021/22
Communication Skills	Elocution and Accent Reduction (Charlotte Grundy)	13	5	89% increase
	General Communication Skills (Jo Hopkins)	33	16	69% increase
	Advanced Communication Skills (Mandy Williams)	18	12	40% increase
	Comms Skills Workshops	189	156	19% increase
Exam Support	Exam Support Workshops	85	85	0%
	Exam Support 1:1 sessions	40	46	14% decrease
Coaching – up to 3 sessions	Susie Edwards	17	0	100%

Type of support	Provider Support	2021-22	2020-21	Difference in level of support input from 2020/21 – 2021/22
Neurodiverse conditions	Referrals	70	86	21% decrease
	Neurodiverse Conditions Screening	67	62	8% increase
	Cognitive assessment	50	35	35% increase
	Strategy Coaching	42	41	2% increase
Careers Support	1:1 Careers Support Coach	58	43	30% increase
Emotional Intelligence Screening	Emotional Intelligence Testing	0	11	0%
Occupational Health (OH)	Specialised OH	2	5	86% increase
Psychological Support	Hammet Street Ltd.	149	127	16% increase



The pie chart highlights that a large number of ongoing referrals are for psychological support, which correlates with the main reason for accessing the PSW (health and social issues), and similarly the increase of communication skills support and that within the 3 months coaching was being offered, there were 14 onward referrals, can highlight the increase in citing the reason for ‘training environment/support issues’.

Occupational Health is very rarely required, and the two referrals made in this reporting year, related to follow ups and not new appointments.

Onward exam support referrals will depend on the type of exam, where they are written exams, they may be referred to Genius Within for neurodiverse screening and/or 1:1 exam support, and where the exam is practical/oral, there will be a referral for communication skills coach and/or 1:1 exam support.



## East of England PSW Support Services Overview

Type of Support	Session Details	Areas covered	
Careers Coach	<ul style="list-style-type: none"> <li>• 1:1 Careers Support</li> <li>• 1 hour session</li> </ul>	Advice, guidance and signposting Professional development	Unsure of career choice Unwell during career
General Coaching	<ul style="list-style-type: none"> <li>• 1hour coaching sessions</li> <li>• Usually 1-3 sessions within 12 weeks</li> </ul>	Career coaching Self-doubt Barriers/blockages Management of time Leadership / Management	Communication in workplace How to help people excel in their role Transition in career Entrepreneurship Fellowship Sabbatical leave
Communication Skills	<ul style="list-style-type: none"> <li>• 1:1 sessions</li> <li>• Up to 10 sessions</li> <li>• Workshop facilitator</li> </ul>	Accents/communication Confidence with public speaking/how can we build better relationships.	General communications skills, accent softening, conflict, empathy, how to break bad news. Recognising emotions – controlling and managing reactions.
	<ul style="list-style-type: none"> <li>• 1:1 sessions</li> <li>• 8 sessions within 12 weeks</li> <li>• Sessions will include roleplays from 3<sup>rd</sup> session</li> </ul>	Assertiveness and confidence building. Positive responses to negative situations Racism/discrimination Awkward conversations	Management skills Time management 'Trainees being heard'
	<ul style="list-style-type: none"> <li>• 1:1 sessions</li> <li>• Up to 8 sessions</li> <li>• Workshop facilitator</li> </ul>	Interpersonal Skills Clinical Consultations (UK Format for IMG's) Conflict Work/Life balance	Stress Confidence Emotion Presenting information/ incomplete answers in exams
Neurodiverse Screening, Assessment and Coaching	<ul style="list-style-type: none"> <li>• Neurodiverse screening</li> <li>• Cognitive Assessment</li> <li>• Coaching</li> </ul>	1 x screening assessment (unless already a neurodiverse diagnosis) Telephone consultation	Cognitive assessment Coaching sessions (4 sessions)
Exam Support	<ul style="list-style-type: none"> <li>• 1:1 exam support</li> <li>• 5 sessions</li> <li>• Exam Support workshops</li> </ul>	Exam support – specialist group of psychologists. Supporting exam technique and strategies Neuro psychologist for specific exam support Ideally a 12 week leading window from referral to exam date	2 x2 hour exam workshops (½ day)

Type of Support	Session Details	Areas covered	
Psychological Support	<ul style="list-style-type: none"> <li>• 1:1 sessions for psychology</li> <li>• 6 sessions, with possible extension to 12</li> </ul>	Counselling and full psychological treatment.	83 consultants – remote working, can see face to face too.
Specialised Occupational Health	<ul style="list-style-type: none"> <li>• 1 appointment</li> <li>• 1 review and assessment</li> </ul>	High level occupational health assessment for complex cases.	Working with host trust occupational health to ensure joint approach.

The PSW will report on new support services in the 2022-2023 annual report.

## PSW Workshops

When registering for workshops, they are intentionally oversubscribed to ensure there are around 12-15 in attendance.

**Communication Skills workshops**  
 The number of workshops increased this year on the following topics

- Interpersonal Skills workshops: 6 ran
- Clinical Communication skills workshops: 5 ran
- Open and coaching questions workshops: 2 ran
- Empathy workshops: 2 ran
- Dealing with conflict: 2 ran

Total workshops: 17  
 Total number attended: 189  
 Total spaces offered to each workshop: 20  
 Total fill rate: 55% **Average number in a class: 11**

**Emotional Intelligence Workshops**  
 With the PSW’s provider, Psysoft Ltd. ran a workshop aimed at 20 doctors and dentists in training, in order to raise awareness to the new support being offered by the service.  
 Total number signed up: 23 **Total number attended the workshops: 15**  
 Total fill rate: 65%

**Balancing Health and Well-being Workshops**  
 After discussions with the PSW provider, Hammet Street Consultants Ltd., it was agreed to see if workshops on well-being may be something that would be of interest. Each workshop was full in a day. Being offered in the evening and within the working day.  
 Total number attended the two workshops: 24  
 Total number signed up: 39 **Average number in a workshop: 12**  
 Total fill rate: 62%

**Exam Support Workshops focusing on exam stress and anxiety**  
 The workshops are run by the PSW provider for exam support, Hammet Street Consultants Ltd. There were 5 exam workshops running between 2021-22 – with lower attendance in September and October sessions, it was decided to change the workshop format from 3 sessions over 2 hours, to 2 sessions in 3 hours. Since the change the workshop attendance has improved. Workshops are intentionally oversubscribed. The ideal number in session is 15.  
 Total number attended: 85  
 Total number signed up: 120  
 Total fill rate: 70% **Average number in a class: 17**

## Overall Feedback

### What has gone well...

<p>I felt the Case manager really listened to me.</p>	<p>My initial assessment with my case manager was incredibly helpful. They grasped the difficulties I was having very well and responded appropriately.</p>	<p>Sessions were tailored as per my needs.</p>	<p>Concerns were well addressed and lots of support was offered.</p>	<p>Got in touch with me very quickly after I was referred.</p>
<p>Superb case manager with multiple options of support offered.</p>	<p>I can now examine how I deal with stress and being able to action changes in myself has been incredibly important for my wellbeing.</p>	<p>The careers advice I received helped me approaching the future in a more positive way.</p>	<p>I was offered counselling quickly which was the first time to try it &amp; was a positive experience.</p>	

### What needs improvement...

<p>Allow doctors to self-refer outside of the pandemic.</p>	<p>It was quite a long time after my initial assessment that I had any contact from the PSW.</p>	<p>Keeping trainees updated with communications between PSW and deanery/TPD.</p>	<p>Make seniors in departments more aware of this service and to encourage them to refer trainees who may be struggling to them.</p>
<p>Consider offering more webinars/help for all trainees as the open webinar I went to was very useful.</p>	<p>In my case I felt that a face-to-face meeting would have been more helpful but this is limited by the pandemic understandably.</p>		



## Engagement with Educators

### Supporting Trainees involved in Serious Incidents (SI) workshop

“A topic I have not heard much on previously so thank you for addressing the gap.”

This is comprised of a selection of talks which uncover the process both a trainee and educator go through following such an incident.

The workshop looks at the role of the local team in supporting doctors following an incident. We shine a light on what is being done by the Patient Safety Team within Trusts to ensure incidents are approached in the right way for both patients and postgraduate doctors in training. We look at how a doctor in training is affected and the role of the educator on the day of the incident, the who, what, when and how of Coroners Court including a practical guide on attending. Finally, we hear from doctors in training from our region who have been involved in serious incidents, how they were supported and how it could have been improved.

In November 2022, we will be holding our fourth SI Day. The first event was open only to educators, but since then we have opened it up to postgraduate doctors in training too. We have reached 159 educators and 34 trainees in the EoE so far.

“Excellent coverage of the inquest process and how to help trainees cope with it. The advice on writing statements was also excellent.”

Feedback has been overwhelmingly positive on the content of the day. There were requests for more interaction which we have since included. Increasingly we are receiving feedback encouraging face to face. There have been suggestions for a more trainee focused SI event too.

For the future, we are working on developing the trainee experience section into video recordings to allow us some permanent content that we can use for discussion. We are also looking into the possibility of an SI event aimed specifically at trainees.

### PSW Development Day 2021

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

The PSW ran its third development day aimed at HEE EoE educators and health professionals involved in doctors and dentists in training. The day was run using MS Teams and was themed around ‘Life with COVID’.

The keynote was an interactive session focused on mindfulness and stretches that can be performed in any work setting, which was cited in the feedback as a ‘wonderful gift’ and a ‘pleasant surprise’.

After the keynote there were a range of workshops including communication skills, how to support trainees with health conditions, PSW case studies, career planning, which were delivered by the PSW case managers and PSW external providers, which were described as **informative** and **interactive**.

On the whole the day was well received, with 100% of respondents in the survey giving the event a 7 out of 10 or more in satisfaction. A lot of the feedback had mentioned it was a good event, although felt that there was something missed being run virtually and would welcome a face-to-face event next time.

“Although the online meeting was convenient and easy to join, reducing the need for travel, I do miss the face-to-face interaction and hope to return to it soon.”

Future workshops that have been requested are more on burnout, to have practical sessions on supporting trainers of trainees in difficulty, and to look at speakers outside of medicine for a different perspective. The plan is to have the next development day as face to face, or blended approach.

Review of last year's workstreams

Workstreams	What does it include?	Benefits	Timeframe	Update
Mentoring Programmes	<p>The current Mentoring Programme will be managed under the PSW.</p> <p>The PSW will work closely with the Mentoring Fellow to ensure promotion and engagement of the Programme with TPD's, HoS's and doctors and dentists in training, allowing for training and new Programmes to be developed.</p> <p>The PSW will capture information on all Mentoring Programmes within the east of England to ensure correct signposting and support for doctors and dentists in training.</p>	<ul style="list-style-type: none"> <li>• Ensuring a sustainable Mentoring Programme across all specialties.</li> <li>• Ensuring an information governance process and lines of accountability.</li> <li>• Collection and evaluation of feedback to ensure improvements and a positive service.</li> </ul>	March 22	<p><b>Ongoing</b></p> <ul style="list-style-type: none"> <li>• PSW &amp; Mentoring fellow appointed November 21.</li> <li>• Initial survey completed suggested 80% of doctors would be interested in being involved in mentoring programme.</li> <li>• 16 schemes were identified as wanting a programme.</li> <li>• Mentoring masterclasses were delivered and recorded and available on the website.</li> <li>• Work continues to develop on setting up new mentoring programmes within the region, mentoring drop in sessions, top tips and useful resources. The PSW will continue to report on progress.</li> </ul>
Coaching Programme within the PSW	<p>The PSW intend to set up our own coaching network which will allow the service to manage its own coaches and coachees.</p> <p>The PSW will pull together relevant HEE staff and Educators with a coaching qualification and request sign up to the PSW coaching network. A contract will be drawn up between the coach and coachee and a number of coaching sessions will be provided.</p>	<ul style="list-style-type: none"> <li>• To allow doctors and dentists in training to access a coaching service which suits their needs and development plans.</li> <li>• The PSW will be able to monitor access to the service and allow this to develop and expand.</li> </ul>	March 22	<p><b>Complete</b></p> <ul style="list-style-type: none"> <li>• The PSW have been unable to move forward with own coaching network due to time constraints on trained coaches.</li> <li>• Interim coaching arrangements with trained coach in place.</li> </ul>

Workstreams	What does it include?	Benefits	Timeframe	Update
		<ul style="list-style-type: none"> <li>The trained coaches will be able to provide informal coaching training to PSW and or HEE staff.</li> </ul>		<ul style="list-style-type: none"> <li>19 referrals made during January – March 22.</li> <li>New tender request submitted February 22. The new contract will be awarded during 22-23.</li> </ul>
<p>Developing a resilience package for doctors and dentists in training</p>	<p>Resilience is the ability to withstand adversity and bounce back from difficult life events. Being resilient does not mean that people don't experience stress, emotional upheaval, and suffering. Some people equate resilience with mental toughness, but demonstrating resilience includes working through emotional pain and suffering.</p> <p>The questionnaire deals directly with challenging situations within the work environment and how to deal with challenges and pressure in a more effective way. Upon completion of the questionnaire, feedback and an action plan will be provided to each doctor and dentist in training.</p> <p>The PSW believe, due to the COVID pandemic, that this will be an extremely beneficial tool and offering of support for our doctors and dentists in training.</p>	<ul style="list-style-type: none"> <li>The PSW will be able to offer an additional service in supporting doctors and dentists to develop their own resilience and provide advice on how to adapt in difficult or traumatic situations.</li> <li>Allowing individuals to look after their own well-being, deal with pressure and reduce of stress.</li> <li>The PSW will be able to offer group workshops to doctors and dentists in training and or specific Programmes.</li> <li>The PSW will be able to share content on the website relating to webinars and other useful information on resilience.</li> <li>The Programme will allow doctors and dentists in training to build support networks.</li> </ul>	<p>Training and programme in place by March 22.</p>	<p><b>Complete</b></p> <ul style="list-style-type: none"> <li>New contract for this support service was awarded in November 21.</li> <li>The PSW successfully completed training over a 12 week period commencing January 22. All non-clinical staff are qualified Resilient Leadership Elements (RLE) Consultants.</li> <li>One Clinical Case Manager completed accredited training with trainer status.</li> <li>New service to be rolled out from March 22.</li> <li>The service will also include webinars, workshops and useful resources.</li> </ul>



Workstreams	What does it include?	Benefits	Timeframe	Update
<p>Developing Emotional Intelligence (EQi) package for doctors and dentists in training</p>	<p>The PSW were offering emotional intelligence testing to doctors and dentists in training, however due to staffing changes this support service has been put on hold.</p> <p>The PSW recognise that emotional intelligence tests can provide doctors and dentists in training with important information that can assist with their own self-management and self-development. Knowing one's level of emotional intelligence at work can give you valuable information to direct and advance your career.</p> <p>The questionnaire deals directly with challenging situations and where there may be a lack of insight. Upon completion of the questionnaire, feedback and an action plan will be provided to each individual with a more effective way of approaching certain situations.</p>	<ul style="list-style-type: none"> <li>• The PSW will be able to offer an additional service in supporting doctors and dentists in training to develop their own emotional intelligence.</li> <li>• The PSW will be able to offer group workshops to doctors and dentists in training and or specific Programmes.</li> <li>• The PSW will be able to share content on the website relating to webinars and other useful information on emotional intelligence.</li> <li>• The Programme will allow doctors and dentists in training to build support networks.</li> </ul>	<p>Training and programme in place by March 22.</p>	<p><b>Complete</b></p> <ul style="list-style-type: none"> <li>• New contract for this support service was awarded in November 21.</li> <li>• The PSW successfully completed training and exam in February 22, with a mix of clinical and non-clinical becoming qualified assessors.</li> <li>• The new service will be rolled out from March 22 onwards.</li> <li>• The service will also include webinars, workshops and useful resources.</li> </ul>
<p>Educator Development</p>	<p>Following on from the success of the development day in May 2019, the PSW intend to run an educator development day each year. Unfortunately, the PSW were not able to run this in 2020 due to the pandemic but are keen to run this event again virtually.</p> <p>The PSW intend to extend our offering of learning opportunities for our educators which include support for doctors involved in serious incidents. The PSW plan to run regular workshops and or conferences to support this.</p> <p>The PSW will ensure there is plenty of website content and resources within the educator support tab to support the management of doctors and dentists in training.</p>	<ul style="list-style-type: none"> <li>• The PSW educator events allows us to reach a high number of educators and to provide updates on HEE matters and PSW Programmes and Processes.</li> <li>• The conferences, workshops and website content will provide educators with learning and professional development in supporting doctors and dentists in training.</li> <li>• The events will allow networking and sharing of best practice.</li> <li>• The feedback received from each event will allow the</li> </ul>	<p>March 22</p>	<p><b>Ongoing</b></p> <ul style="list-style-type: none"> <li>• The PSW held a successful virtual development day on 11 November 21.</li> <li>• The PSW plan to continue to run the development day with the next planned for November 22.</li> <li>• The PSW continue to attend educator events to promote the PSW services and support educators with the management of doctors in training, including our serious incident full day workshop.</li> </ul>

Workstreams	What does it include?	Benefits	Timeframe	Update
		<p>PSW to create and develop future programmes for events and workshops.</p> <ul style="list-style-type: none"> <li>• Collaborative working with the Directorate of Education and Quality (DEQ) to ensure cross working and development opportunities for staff.</li> </ul>		<ul style="list-style-type: none"> <li>• The PSW have supported the development of educators by appointing new clinical case managers.</li> <li>• The PSW continue to increase the resources available on the website for educators.</li> </ul> <p>Please refer to page 12 for further information relating to events for educators.</p>
<p>Reporting of Outcomes</p>	<p>The PSW intends to continue to collect data and feedback on all aspects of the PSW.</p> <p>The PSW have a database which allows for recording and reporting on all aspects of the referral, support service, exam outcomes, ARCP outcomes, number and type of communications and closing of cases.</p> <p>The PSW will continue to collect feedback from all events, workshops and individual meetings.</p>	<ul style="list-style-type: none"> <li>• The PSW can report to the Senior Leadership Team on the benefits of the service.</li> <li>• The PSW can provide feedback to service providers on referrals.</li> <li>• The PSW can report on exam successes after support has been put in place.</li> <li>• The PSW can report on ARCP outcomes prior to and after PSW intervention.</li> <li>• Quarterly reports can be provided at the PSW Quarterly Meetings.</li> <li>• Ad-hoc reports can be provided to Speciality Training Committee's (STC's) and Board Meetings (on request).</li> </ul>	<p>March 22</p>	<p><b>Ongoing</b></p> <ul style="list-style-type: none"> <li>• The PSW continue to collect and feedback on data.</li> <li>• The PSW continue to report on the support offered and review all feedback to continue to improve the service and ensure this is fit for purpose.</li> <li>• This workstream will be removed as this is now business as usual.</li> </ul>

Future planning – future developments

Future Workstreams	What does it include?	Benefits	Timeframe
<p>Collaborative approach to support with Trusts</p>	<p>During the pandemic, everyone was aware of the increased pressure on doctors working in the NHS with increased anxiety and the risk of burnout.</p> <p>Several doctors advised the PSW of support they were accessing within their trust which highlighted to us that support was available within the region which we were not aware of.</p> <p>Trusts increased the level of support services to all doctors during the pandemic which allowed quick access to psychological support and similar support services.</p> <p>The PSW intend to hold a central record on the support available within trusts which will allow appropriate signposting, in the form of website links. The PSW will obtain information from Medical Staffing and Directors of Medical Education (DMEs) and link with regular DEQ medical staffing meetings to continue to develop relationships and communications.</p>	<ul style="list-style-type: none"> <li>• The PSW will have appropriate knowledge on support services available.</li> <li>• The PSW can share this information with our Clinical Case Managers to ensure everyone is aware of support to allow for appropriate actions.</li> <li>• The PSW will be able to signpost doctors and dentists to support services within their own trusts which may allow faster access to support.</li> <li>• The collaborative approach will allow for shared learning and improved relationships.</li> </ul>	<p>March 23</p>
<p>Supported Return to Training (SuppoRTT)</p>	<p>From April 22, the Supported Return to Training (RTT) function will be managed within the PSW. The service allows doctors returning from a period of leave access to enhanced shadowing, return to clinical practice days, bespoke training courses, childcare costs and reassurance that they feel supported upon their return.</p> <p>This function will provide X1 Project SuppoRTT Officer and its own budget.</p> <p>Once our Project SuppoRTT Officer is in post, we plan to integrate this service into the PSW which will allow cross team working and support.</p> <p>We plan to review the processes in place and amend where necessary to ensure a streamlined and accessible approach.</p>	<ul style="list-style-type: none"> <li>• The PSW and SuppoRTT can work collaboratively to ensure individuals who are returning to training can access any relevant PSW support and vice versa.</li> <li>• The PSW can use our networks to promote the SuppoRTT function to ensure individuals are aware of the service.</li> <li>• SuppoRTT returners will have access to increased support with the development of programmes and services.</li> <li>• The PSW and SuppoRTT fellows can work collaboratively to promote</li> </ul>	<p>March 23</p>

Future Workstreams	What does it include?	Benefits	Timeframe
	<p>We plan to promote the service through our established networks to ensure as many doctors in training can access and benefit from this excellent service.</p>	<p>both services and share best practice.</p> <ul style="list-style-type: none"> <li>• We will link with our colleagues nationally to share best practice.</li> </ul>	
<p>Pharmacy – integration into the PSW</p>	<p>From August 22, the PSW will be offering support to pharmacists in training. We have included this within the 2021-2022 report as work commenced on how to deliver this within this time period.</p> <p>The PSW will integrate a new pharmacist clinical case manager into the team who will bring expertise in their own field.</p> <p>It is expected that up to 80 pharmacists in training will be able to access the service. Our pharmacy colleagues will provide learning for our current workforce on the pharmacy programme.</p> <p>We will report further on this workstream within the 2022 – 2023 annual report.</p>	<ul style="list-style-type: none"> <li>• Pharmacists in training will have the benefit of being able to access support services which may not already be available to them and support them in successfully completing their training programme.</li> <li>• The PSW offering will become more of a multi-professional service.</li> <li>• The PSW will gain additional expertise from our new clinical case manager and provide learning and development to the current team.</li> <li>• As this is a national project, we can share best practice with our colleagues nationally.</li> </ul>	<p>August 22</p>
<p>Development Day 2022</p>	<p>The PSW plan to hold our fourth Development Day in November 22. We plan to run this event face to face with a wide range of topics and speakers in attendance.</p> <p>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 doctors, dentists and pharmacists in training throughout their training programme, particularly in these times of COVID-19 and the impact it is having on ways of working professionally and outside of work.</p> <p>There may also be an opportunity to support your own health and well-being.</p>	<ul style="list-style-type: none"> <li>• To support the workstream in increasing support for our educators and providing a networking opportunity to share learning and best practice.</li> <li>• To provide specific learning to educators on managing doctors in difficulty, along with a wider scope of workshops and a central resource.</li> <li>• To promote the importance of everyone’s health and well-being.</li> <li>• Feedback from the event will allow us to shape the format and themes of the 2023 development day.</li> </ul>	<p>November 22</p>
<p>Serious Incident Day –</p>	<p>The PSW have been developing and running a serious incident training day for educators over the last year and we plan to continue to develop this resource.</p>	<ul style="list-style-type: none"> <li>• To support the workstream in increasing support for our educators.</li> </ul>	<p>March 23</p>

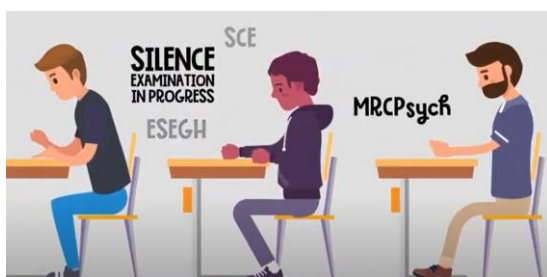
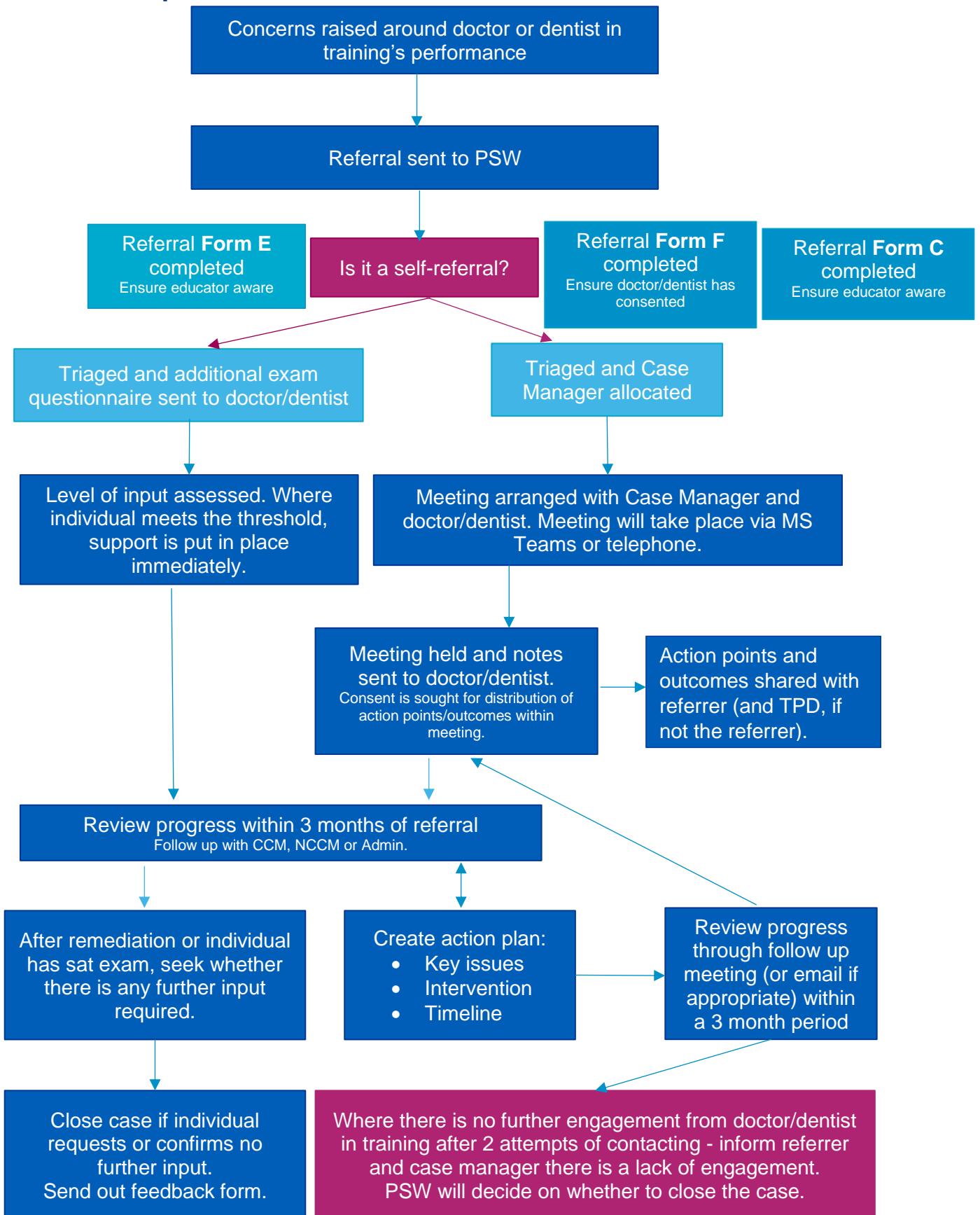
Future Workstreams	What does it include?	Benefits	Timeframe
<p>standardising the approach</p>	<p>The workshop is comprised of a selection of talks which uncover the process both a doctor in training and educator go through following such an incident. The workshop looks at the role of the local team in supporting doctors following an incident, the Patient Safety Team within trusts, how a doctor in training is affected and the role of the educator on the day of the incident, along with a practical guide from the coroners court. During these workshops, we hear from doctors in training who have been involved in serious incidents, about how they were supported and how it could have been improved. This will form part of our new testimonial project or serious incidents.</p> <p>We plan to standardise our approach in managing serious incidents, cascading this down to our educators to ensure the empathic management of these sensitive events. We also plan to deliver similar workshops to our doctors in training.</p> <p>We are developing our new referral forms which will allow 'serious incident' to be selected, allowing support to be accessed faster and more accurate reporting.</p>	<ul style="list-style-type: none"> <li>• Promoting the awareness and support available for such incidents. In the unfortunate event that a doctor goes through such an event, they will be more prepared which what to expect and the support available.</li> <li>• Increase the resources available for supporting our educators and doctors on our website, along with a testimonial project which will share doctors in training experiences and reflections.</li> </ul>	
<p>Testimonial Project</p>	<p>The PSW plan to work on the development of a PSW short testimonial clips/sound bites as part of the wider objective of developing a marketing strategy to increase PSW awareness. The PSW will provide 4-5 short testimonial clips that can be used within our social media platforms and sit on the HEE website. We will be working closely with our communications team who support this development.</p> <p>Our main goal with this project is for all specialties in Health Education England East of England to have an understanding of the potential positive impact the PSW can have in their training through listening to doctors and dentists in training stories, and how we have supported them.</p>	<ul style="list-style-type: none"> <li>• An increase of awareness in what the PSW can do for doctors, dentists and pharmacists and to reduce the stigma of our service, hopefully resulting in a further increase in referrals for support.</li> <li>• To allow individuals to have a voice and to share their stories more widely.</li> <li>• For stories and experiences to be told and shared amongst peers.</li> <li>• To increase and vary our available marketing resources for social media platforms and our website.</li> </ul>	<p>March 23</p>

Future Workstreams	What does it include?	Benefits	Timeframe
<p>Engagement and Service Improvement</p>	<p>The PSW intend to increase awareness and engagement of the service on all levels. This will link with several other workstreams and we believe this is key in ensuring doctors, dentists and pharmacists who require support can easily access this.</p> <p>Part of this workstream will include engagement and commitment to attendance at case manager meetings. Unfortunately, we still experience non-attendance at planned and confirmed appointments. Over the next year, our administrative team will develop new processes in removing TBC appointments, chase for confirmation and highlight DNA's to educators.</p> <p>The PSW need to ensure we are capturing the number of high level cases. We can provide some statistics based on complex case reports, however we know we can capture this more effectively.</p> <p>The PSW will continue to develop the website pages with further resources for doctors, dentists and pharmacists in training, along with resources for our educators. We will ensure the resources are varied for all learning styles.</p> <p>We will continue to push forward on our testimonial project within the general promotion of the PSW, serious incidents and bring SuppoRTT into this project too. We will develop podcasts which can be shared across our social media platforms alongside our testimonials.</p> <p>We will review and re-publish our policies and procedures to include pharmacy trainees and any changes to the service since last publication.</p> <p>We will continue to develop PSW workshops to ensure wider access to professional support and well-being for all doctors, dentists and pharmacists in training. We will continue to promote the PSW at every opportunity, with attendance at Faculty development days, our own PSW development days and requests for ad-hoc sessions.</p>	<ul style="list-style-type: none"> <li>• Continue to raise the profile of the PSW and the services available.</li> <li>• Promotion and engagement will benefit from an increase the number of referrals into the PSW service.</li> <li>• Ensure accurate reporting on high/medium/low level cases which feed into our complex case advisory group.</li> <li>• Ensure accurate reporting on meeting confirmation, DNA and attendance and appointments.</li> <li>• Ensure we meet our follow up protocols within our allocated timeframes.</li> <li>• Ensure educators feel supported and equipped with the knowledge to manage doctors in difficulty and support their own and learners well-being.</li> <li>• Continue to develop our own policies around access and engagement with the PSW.</li> <li>• The PSW are able to reach a higher number of individuals for support with the increased offer of workshops. We currently have 35 planned workshops for the period 22-23, and this continues to grow. We will report on this workstream in the next report.</li> <li>• Continue to receive feedback on the services available which will allow us to further develop packages and resources.</li> </ul>	<p>March 23</p>

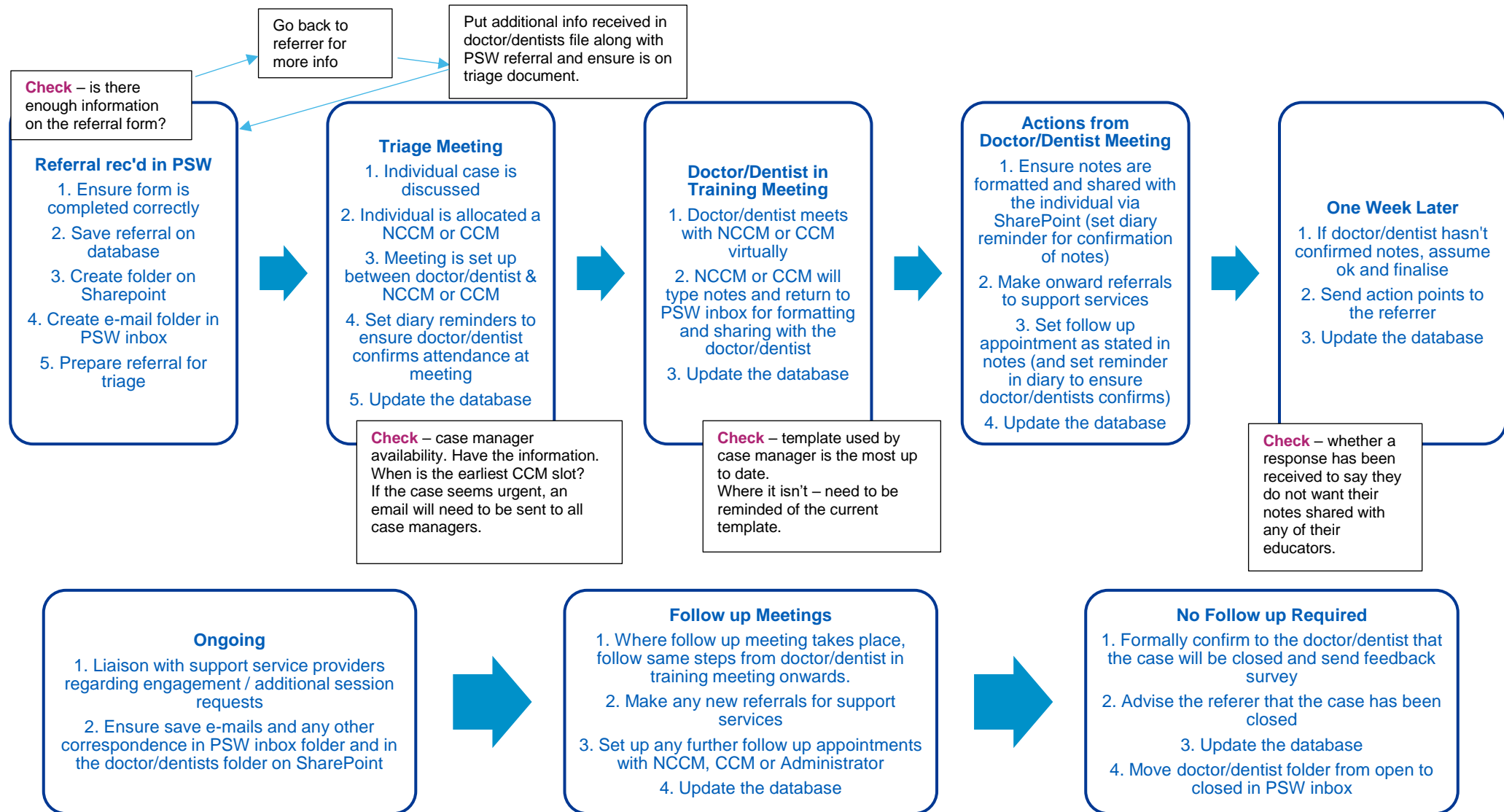


Future Workstreams	What does it include?	Benefits	Timeframe
Referral Forms	<p>Over the past few years, the PSW have recognised, through feedback, that individuals have faced barriers in accessing our service due to the format of our current referral form.</p> <p>The PSW plan to develop a more streamlined referral form which will remove barriers and provide increased accessibility to the service.</p> <p>The form will be developed to include support for serious incidents. This will allow the PSW team to pick out these requests for support and ensure immediate support is implemented where required.</p> <p>We also plan to be able to include further questions around support which has already been accessed, such as access to a GP, occupational health etc.</p>	<ul style="list-style-type: none"> <li>• The new web-based referral form will remove barriers and frustrations which doctors and dentists currently face with the PDF format.</li> <li>• The new referral form will hopefully increase the number of referrals to the service and we can report on this within the next annual report.</li> <li>• The new questions on the referral form will support our triage process and increased accurate data collection as drop-down boxes will be selected for trusts, programmes, training year etc.</li> </ul>	March 23

PSW referral process



## Postgraduate doctor and dentists in training journey through the PSW



## Meet the Professional Support and Well-being Team

The below structure is relevant to the period 2021-2022.

### Clinical Leads

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

### PSW Administrative Team

They are the first point of contact for all professional support and well-being queries. They also manage all exam self-referrals. The PSW Manager and non-clinical Case Managers are supported by a PSW Administrator.

### 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.

They work for HEE full time and their role also includes administrative duties.

### Clinical Case Managers

Manage referrals with intermediate 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.



**Mrs Susan Woodroffe**  
Revalidation, Assessment & Performance Manager



**Mrs Katie Bullen**  
PSW Manager (Job share)



**Mrs Michaela Wee**  
PSW Manager (Job share)



**Dr Ian Barton**  
Complex Cases Clinical Lead



**Dr Francesca Crawley**  
Associate Dean for PSW & Clinical Case Manager



**Mr Richard Ellis**  
Non-Clinical Case Manager



**Ms Katy Hunt**  
PSW Administrator



**VACANT**  
PSW Admin Assistant



**Ms Sasha Pereira**  
SuppoRTT Project Officer



**Dr Nisha Nathwani**



**Dr Chris O'Loughlin**



**Dr Subir Ghosh**



**Dr Abigail Taylor**



**Dr Nithya Viswanath**



**Dr Denise Braganza**

## Complex Cases

When a complex case has been referred to the PSW, the service follows a necessary accountability structure to ensure the referral is managed appropriately.

All cases which are deemed to be complex will be discussed at the PSW Complex Case Advisory Group (CCAG).

CCAG is a forum of expert panel members whose purpose is to ensure the complex doctor or dentist in training cases are being managed appropriately. It provides a resource for discussing and analysing complex cases based on the facts of a PSW referral, or disclosure of information during a PSW review meeting, and or information received from an external source, including but not limited to the Employer, Hospital Trust, GMC and NHSE.

The CCAG will use learning and themes arising from case management in order to improve processes and reflect on support provided. The group will take responsibility for the on-going management of these cases (where applicable) or liaise with the appropriate Case Manager for ongoing management.

