

Professional Support and Wellbeing Service Annual Report 22-23



Produced by the East of England PSW Team

About the Professional Support and Wellbeing Service

The Professional Support and Wellbeing (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 wellbeing 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.

Since the PSW started in 2011, it has grown from 1 referral to over 2,500 postgraduate doctors and dentists referring into the PSW by the end March 2023. We refer to the increase in referrals for the year 22-23 on page 3. 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 team to support this growth in numbers. Our current team structure can be found on page 20.

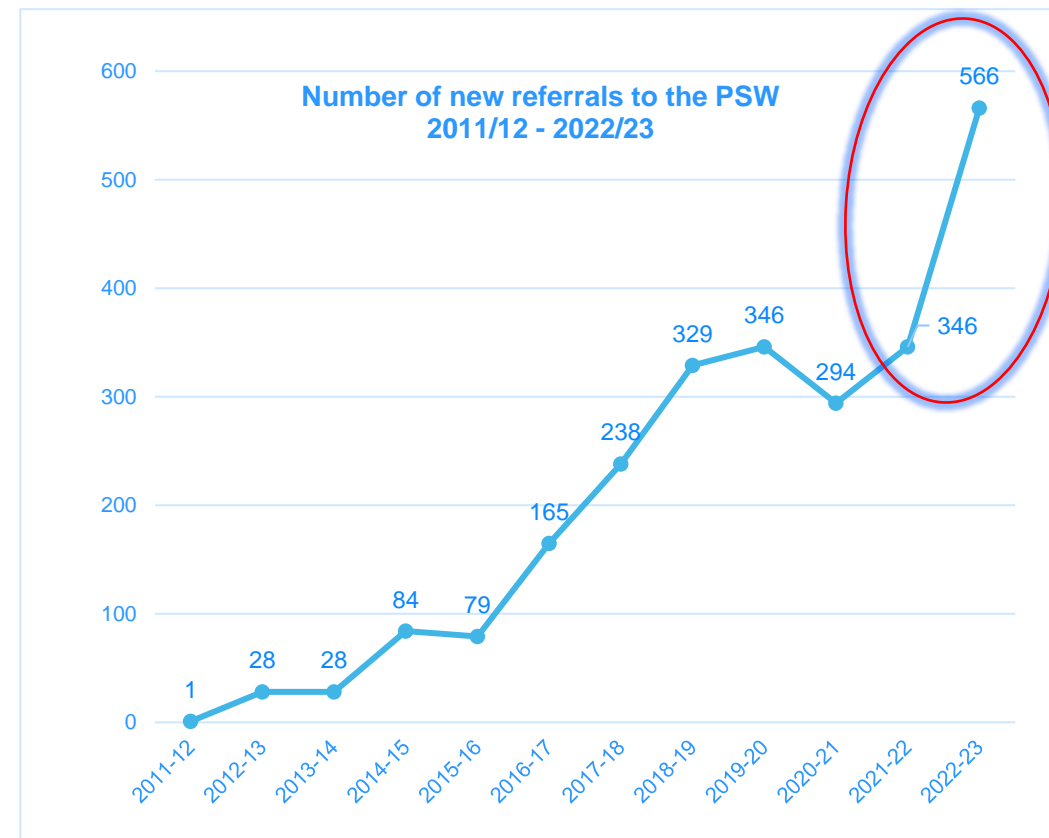
Aims of the PSW

Professional Support

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

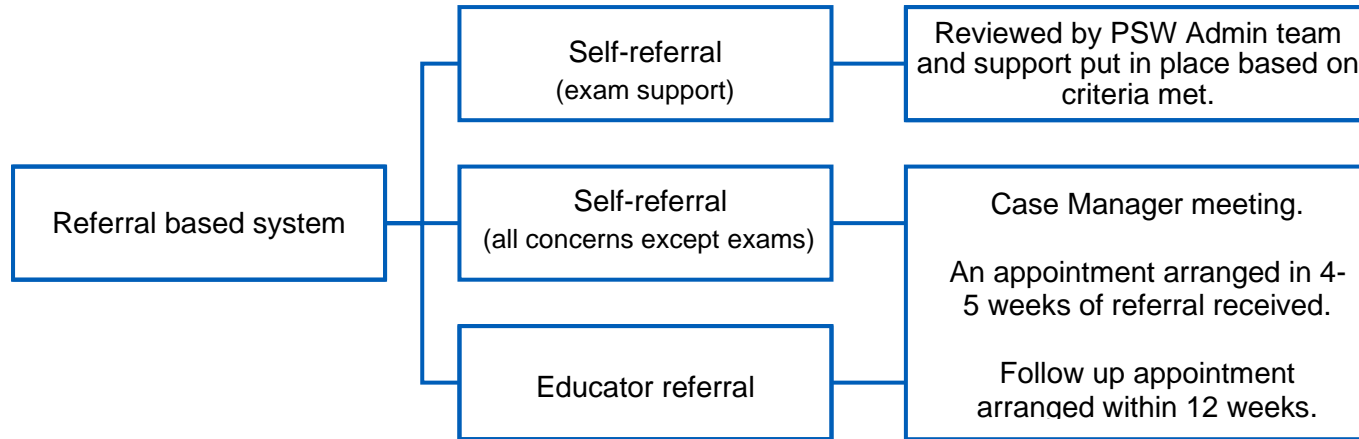
Wellbeing

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



Access to the Professional Support and Wellbeing Service

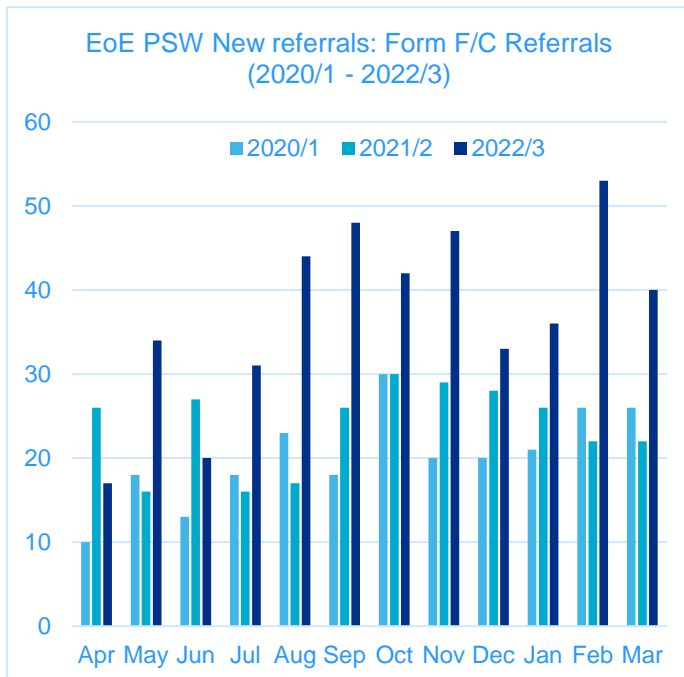
There are three referral pathways into the PSW Service. All referral forms are online based and accessed via our website.



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.

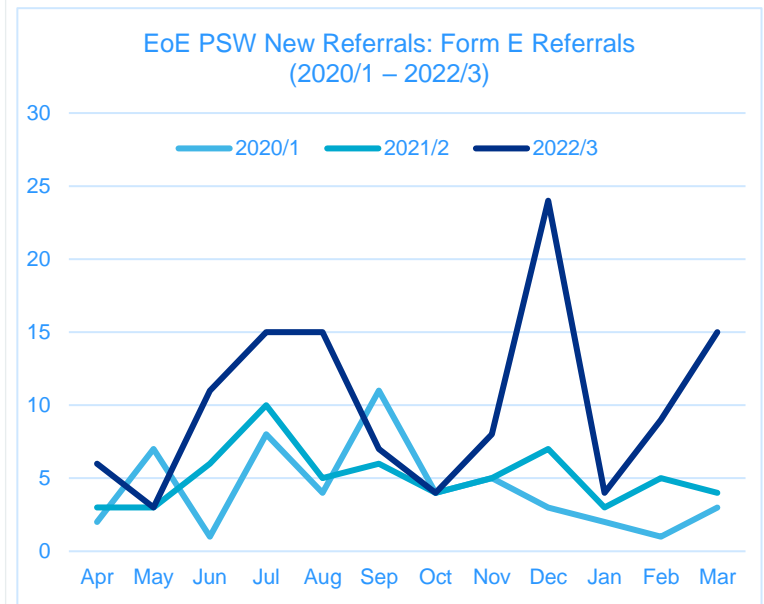
Exam support referrals are managed by the PSW Administrator.



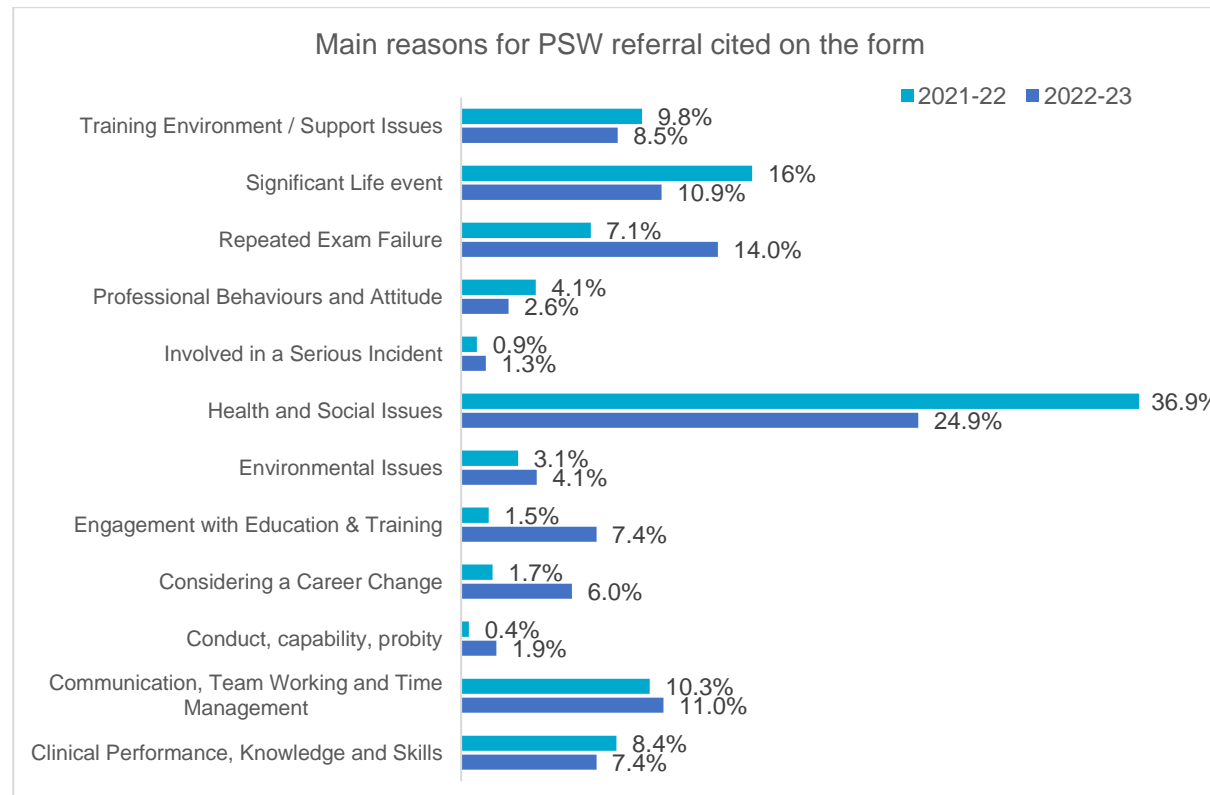
The number of form C and form F referrals increased dramatically in 2022-23, with an overall increase of 65% on the previous year.

We attribute this increase to the continued promotion of the service. We also updated our referral forms in July 2023, to improve accessibility for both educators and trainees. As a result there are now only 2 referral forms; self referral and educator.

The exam support referrals have also seen an increase, with July, August, December and March having significant peaks. We expected exam referrals to decline due to additional support in programmes, however there clearly remains a need for the additional PSW exam support.



Reasons for a PSW referral



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

Clinical Performance, Knowledge and Skill	Communication, Team Working and Time Management	Conduct, Capability and Probity
Considering a Career Change	Engagement with Education and Training	Environmental Issues
Health and Social Issues	Repeated Exam Failure	Involved in a Serious Incident
Professional Behaviours and Attitude	Significant Life Event	Training Environment or Support Issues

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, ‘considering a career change’ and ‘engagement with education and training’. In contrast to 2021-22, there is more of spread of “reasons” for a referral, which can only be positive as it highlights that it is never one reason why a trainee may need support. A possible cause for seeing more of a spread is the new referral form being more accessible, and having additional categories (‘considering a career change’ and ‘involved in a serious incident’); It could also be attributed to the way that the team is recording the main reasons for referral. The bar chart does highlight an increase in ‘repeated exam failure’ but it is important to recognise that as there is a separate exam pathway, it would not have been the only reason for the referral.

The significant increase in referrals citing ‘considering a career change’ was predicted in the last annual report, and correlates with the current climate with strike action and general discontent in healthcare (Buzelli et al., 2023) resulting lack of ‘engagement with education and training’ as the training environment has become more of a service provision. Burnout, exhaustion, and ill health are still common reasons for a referral. In contrast, ‘clinical performance, knowledge and skills’ is reported less, which suggests educators are feeling more equipped to manage these types of concerns within the training programme.

Managing the PSW Caseload

Current caseload: 2022-2023

Type of referral	Open Cases	Closed Cases
Educator Referrals	137	105
Self-Referrals	130	96
Exam Support	71	86

Total open cases year end 345

Total closed cases 287

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
27 days	1 day	137 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 numbers of referrals being received, the waiting times for an appointment are typically between 3 – 4 weeks, dependent on referral and need.

Educator/Self referrals

Average time for a follow up	Average number of follow ups for Case Manager meeting/check ins	The largest number of follow ups with one trainee
90 days	2	10

Managing the Caseload

Over the last two years the PSW have worked considerably hard in understanding the actual number of open cases which 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.

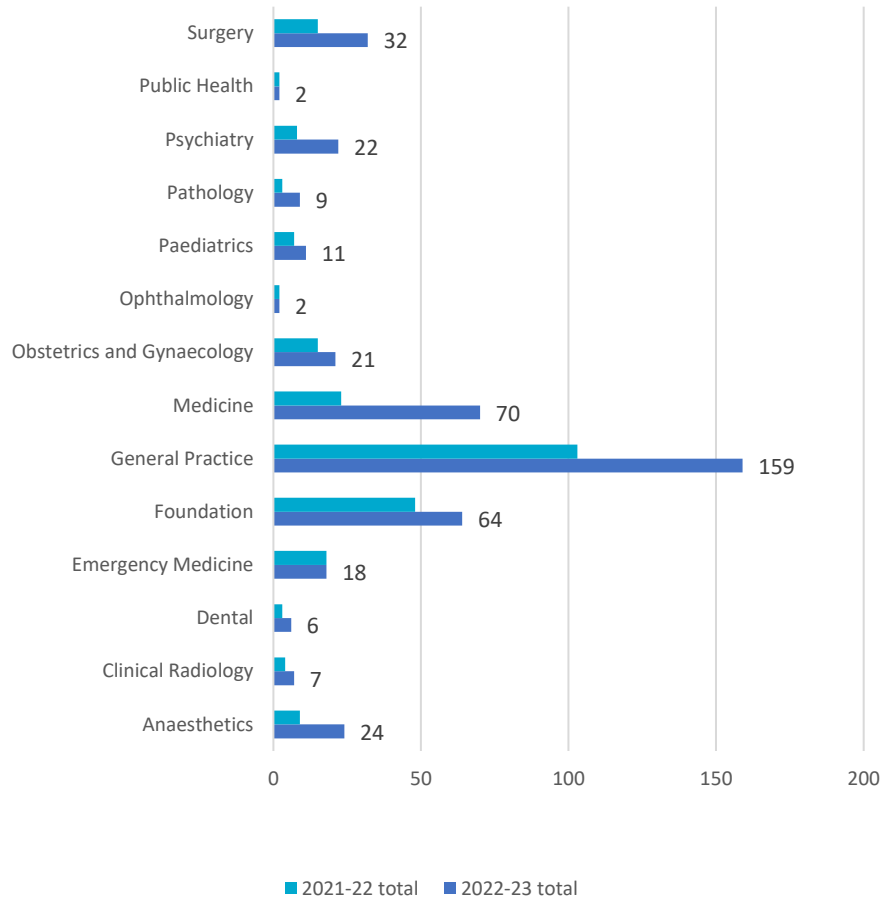
As predicted, there has been a significant increase in exam support referrals in 2022-23, from 61 referrals in 2021-22 to 121 in the current reporting year. Equating to a 98% increase in number of exam referrals.

Case Manager meetings

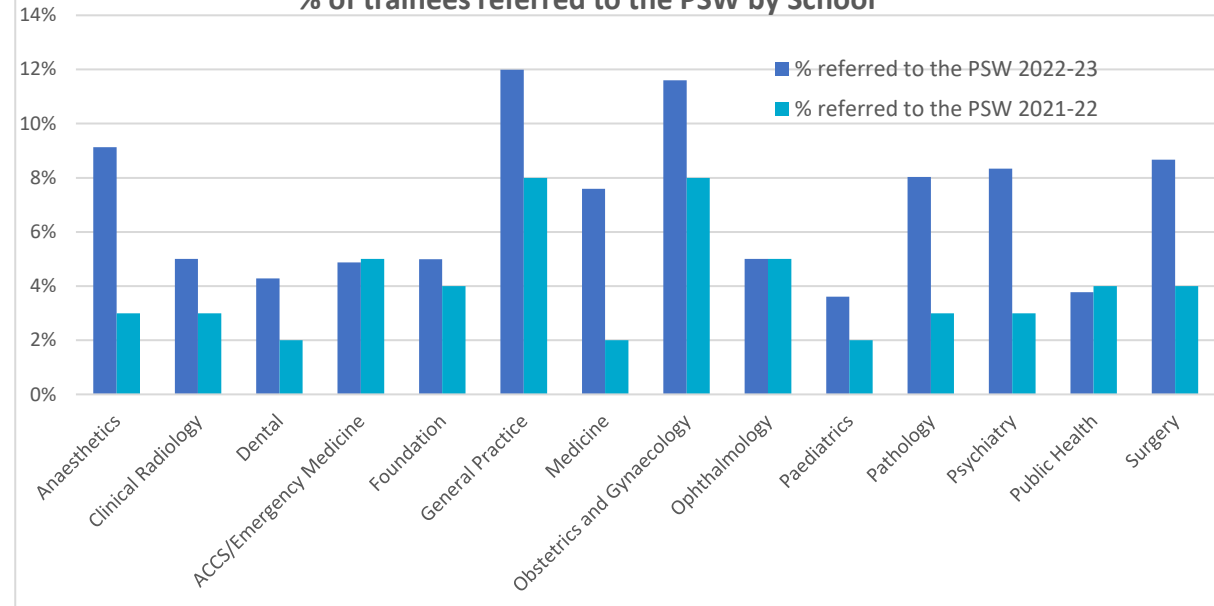
Total no. of appts arranged for Case Manager (1 st meetings and follow ups)	932
Annual CNA rate	7%
Annual DNA rate	15%

Referrals and Support within HEE EoE Training Programmes

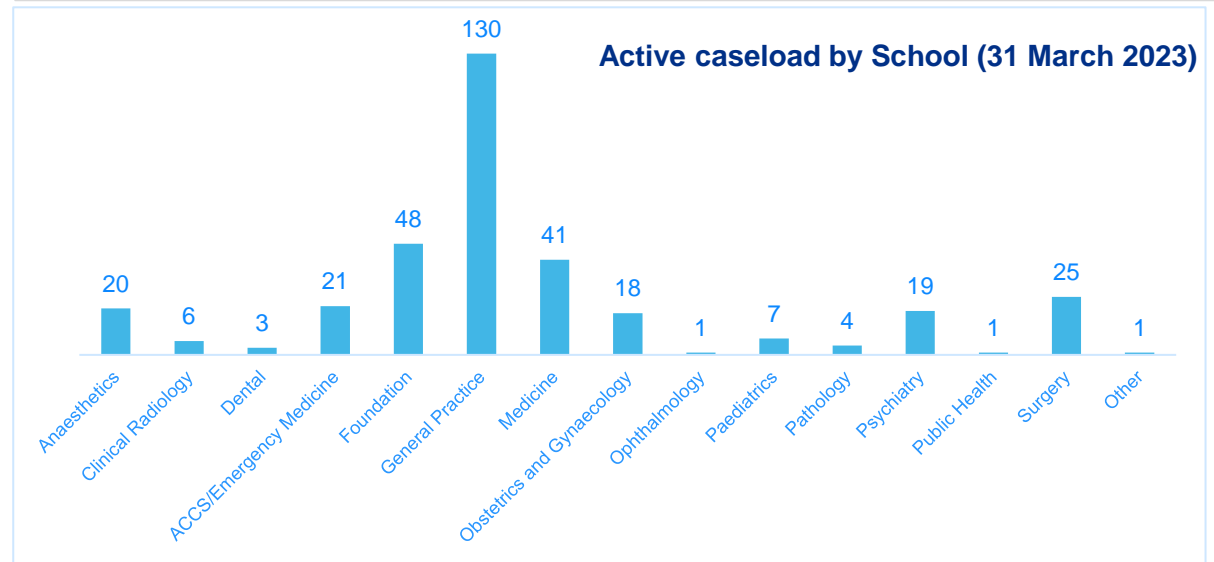
Actual number of Referrals By School



% of trainees referred to the PSW by School



Active caseload by School (31 March 2023)



Complex Cases

High Risk Level Cases

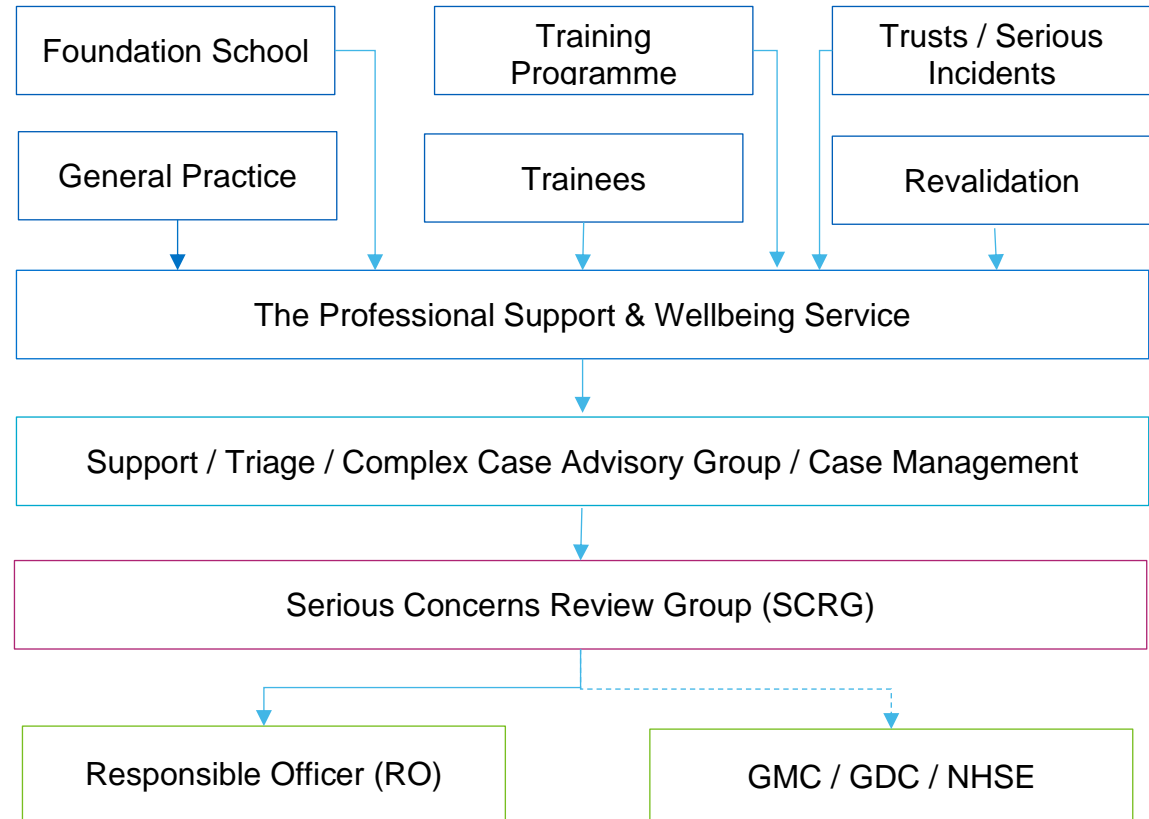
When a complex case has been referred to the PSW, the service follows a necessary accountability structure to ensure the referral is managed appropriately.

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.

The group meet every four weeks.



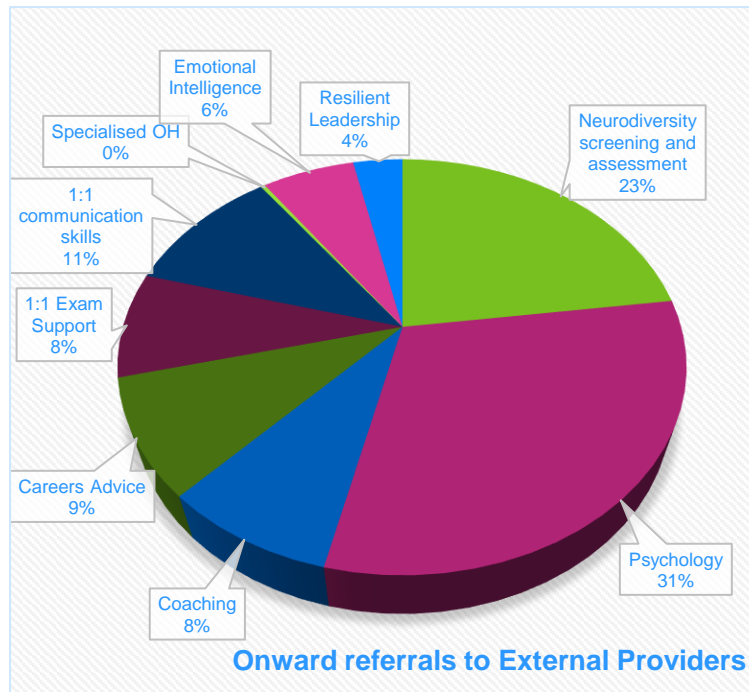
Domestic Abuse Champions

The PSW now has **five** fully training Domestic Abuse (DA) Champions. We are

- A specially trained contact for the PSW team
- Provide awareness in our organisation
- Supporting identification and disclosure of domestic abuse
- Providing risk assessment and safety planning
- Enabling access to local support and resources
- Up to date and aware of DVA issues

If you have any concerns about an individual you have spoken to, or just want some advice, please contact the team to discuss further. We are there to offer expert advice and guidance.

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



The PSW work with a number of providers to support the postgraduate doctors and dentists in training. For 2022-23 there was the introduction of two new support services emotional intelligence and resilient leadership, both delivered in-house.

The provider we onward refer is for psychological support (31%), which correlates with the main reason for referral. Once they are referred to our provider, Hammet Street, there are up to 6 sessions available to them. There is a criteria and where there are longer term needs, we will signpost to more appropriate support and strongly encourage meeting with their healthcare provider.

Neurodiverse screening and assessment (23%) is an area where we have seen interest and growth, due to the increased media attention of adult diagnoses of neurodiversity. The PSW aims to work in partnership with Trusts, educators and trainees in raising awareness and support in this area. Currently, the PSW can only provide a screening tool for those trainees that have repeated exam failure, and can only provide a diagnoses of dyslexia and dyspraxia. Four coaching sessions can be provided for those with existing neurodiversity or following recommendations of a cognitive assessment.

the previous year. Occupational Health is infrequently used but is a useful resource when it is required.

The PSW has been able to provide 1-1 support for coaching, careers advice, exam support and communication skills. These are areas that have also seen a growth in referrals from



RESILIENT LEADERSHIP – WHAT IS THIS?

The Resilient Leaders Elements (RLE) offers an evidence-based framework and virtual platform for assessing areas of strength as a leader, and areas for development. The trainee will be taken through a resilient leadership framework enabling them to develop their self awareness, lead with vision, provide clarity of direction and make robust decisions at the right time, every time. They will be confident in who they are and what they do, with the ability to re-balance, reenergise and re-focus even in these challenging times of uncertainty.

Commitment: It is a 12 week programme with access to an online platform and 4 coaching sessions



EMOTIONAL INTELLIGENCE TESTING – WHY?

Emotional intelligence (EQi) can help individuals understand and manage emotions effectively. It covers self-awareness, self-regulation, empathy, social skills, and relationship management. By developing emotional intelligence competencies, individuals improve communication, conflict resolution, teamwork, leadership and overall emotional wellbeing.

Commitment: completion of screening tool and one coaching session

East of England PSW Support Services Overview



PSW Support

- 1:1 Careers advice
- Coaching support
- Communication skills
 - Accent reduction
 - Assertiveness and confidence building
 - Interpersonal skills
- Domestic abuse support and guidance
- Emotional intelligence assessment
- Exam support
- Neurodiverse screening, assessment and coaching
- Psychological support
- Resilient Leadership
- Specialised occupational health
- Supported Return to Training
- Workshops

PSW Workshops

Our workshop offering for the 22-23 period has dramatically increased.

We now offer **16 workshops** on a variety of topics and these remain open to all trainees, not just those who are accessing the PSW or SuppoRTT services.

We have had in attendance **618** postgraduate doctors and dentists in training (PGDiT) in our workshop for 2022-23.

We successfully ran four Return to Clinical Practice (RTCP) days face to face since the 2019 at Stapleford Granary and was really well received. The format was changed to include guest speakers, basic life support and a massage.



Really useful - sessions on consultation skills, the head massage, the clinical psychology coaching session - the whole day really! Was very helpful! Thank you!

All workshops are open to all postgraduate doctors, dentists and pharmacists in training.

There are all workshops and training that are aimed at educators including the PSW Development Day, supporting trainees Involved in Serious Incident and Resilient Leadership webinars.

Sessions very useful and summarised inquests and how to support junior doctors well. Good discussion points brought out and lots to think about and implement in own department.

Useful and valuable webinar to put into action in day to day activities.

Excellent work shops, not just for exams but general life-skills and managing just about any challenges in life. Emma and Claire were excellent, the workshop was well tailored for the group and some interesting discussions took place.

Overall Feedback

We have always strived to obtain feedback on our service and ensure we continually develop and grow. We developed a PSW testimonial animation that has reviewed how they found the service: [PSW trainee testimonials](#)

What has gone well...

I had a very positive experience with the PSW. I had a bespoke and comprehensive plan set up following the first interview with my case manager which was then carried out.

My initial assessment with my case manager was incredibly helpful. They grasped the difficulties I was having very well and responded appropriately.

My case manager was approachable, kind, understanding and create a safe space for me to share my experience. I can't thank her and her team enough for their excellent support.

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

Excellent and responsive.

I do appreciate all the help and support that was given to me in the difficult time which certainly helped me to come out the negative viscous cycle I was in.

I believe it will help me to improve my communication skills.

Helped me gain some insight

Showed me different approach of relaxation, this exam process has been stressful

What needs improvement...

To have a human touch instead of just sending trainees emails and links and calling that support

Extending access to non-trainees. I witness number of locally employed doctors suffering burnout. In the current staffing crisis I feel they will immensely benefit from this service.

I had a wonderful case manager but had some difficulty explaining some issues that followed certain clinical situations.

Contacting the EOE PSW admin team can be challenging as apart from one email address there is no way of communicating with them. The reply time is very variable. Would be helpful to have a phone number to call on if there is no reply to emails.



Whilst this was not PSW's fault directly, their service provider Genius Within failed to provide me with an appointment which led to a lengthy delay in receiving support.

I didn't feel that my meetings were confidential as I thought that feedback was being given back to my deanery.

Engagement with Educators

Supporting Trainees involved in Serious Incidents (SI) workshop

“Very useful day, packed full of information that I shall take forward when helping a trainee involved in SI.”

During the 2022-23 reporting period, the PSW held two virtual workshops for educators, with the aim of understanding how to support and advise trainees in the unfortunate event of a serious incident.

The workshops consider 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 post-graduate 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 May 2023, we will be holding our fifth SI Day. The first event was open only to educators, but we have since mirrored the day for trainees which will feature in next years annual report.

“Good coverage of serious incidents and Coroner's inquest management. All the consultants and senior trainees should attend this course.”

Delegate feedback has been overwhelmingly positive on the content and engagement of the day. Following feedback, we have introduced trainee focused workshops.

We now have recorded trainee experiences of those who have been involved in an SI which brings the topic to life. These trainee experiences feature in all aspects of our SI days.

Being a trainer is tough at times. However, you are not alone as a trainer and there is a lot of support for trainees and for you.

PSW Development Day 2023

The PSW ran its fourth development day aimed at HEE EoE educators and health professionals involved in doctors and dentists in training. The day was held at Duxford Museum and was our first face to face events since 2019.

This years event was themed around moral injury, an incredibly topical and prominent concern within healthcare currently. The selection of workshops on the day were tailored to provide educators with insight into various stressors that might impact the wellbeing of training practitioners under their tutelage, and how they can best provide support. Content included safeguarding practices, communication techniques, careers advice and how best to support trainees with psychological concerns, whilst also ensuring the trainer's own wellbeing is protected.

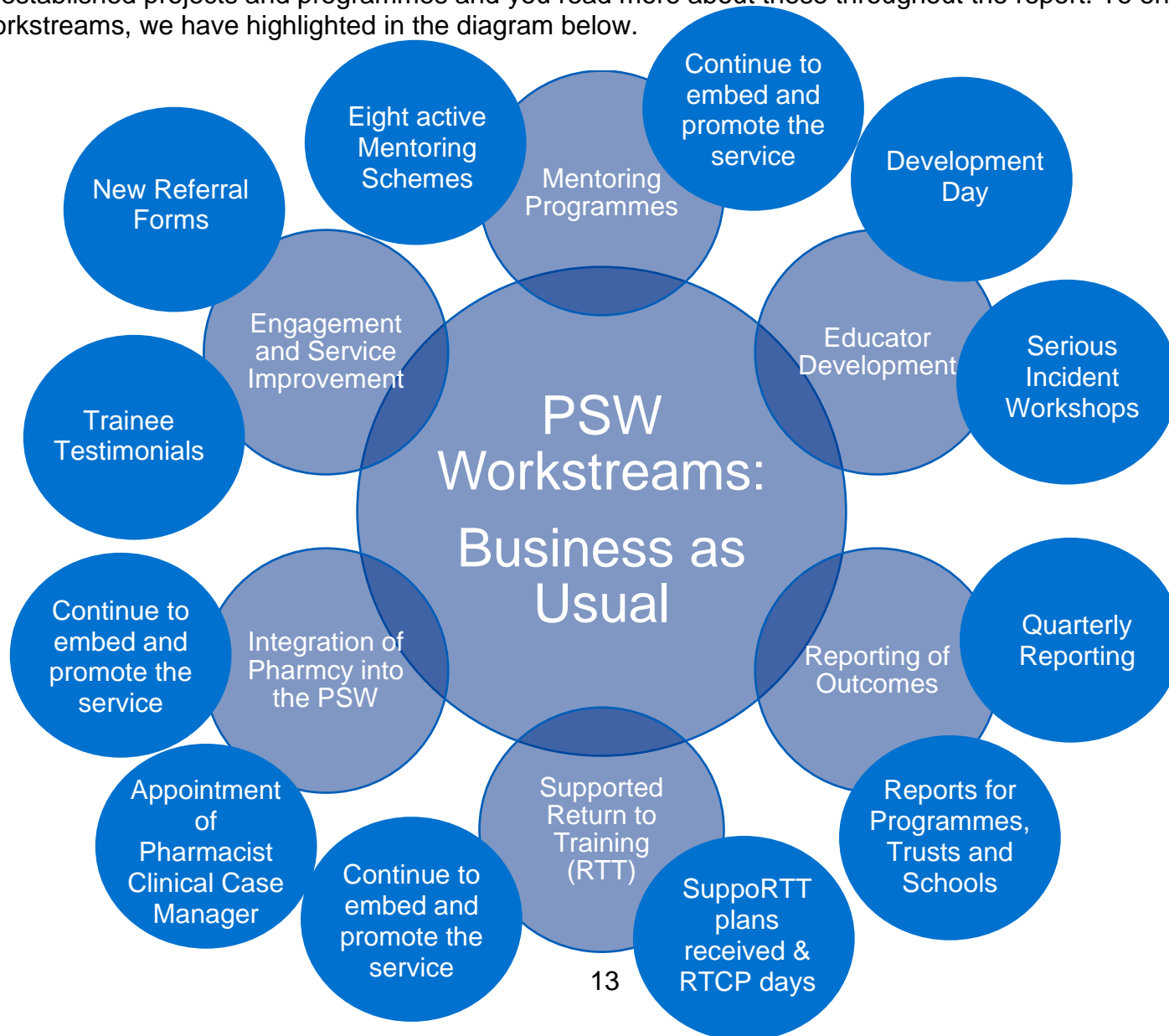
On the whole the day was well received, with 100% of respondents in the survey giving the event a 7 out of 10 or more in satisfaction. “**How great PSW services are**”.



“Really good day with varied content; helped my knowledge of how to support trainees with a range of issues”.

Review of previous year's workstreams

All previous workstreams which we have reported on, now form part of the PSW's business as usual. We have incorporated the workstreams into established projects and programmes and you read more about these throughout the report. To ensure we capture these previous workstreams, we have highlighted in the diagram below.



Future planning – future developments for 2023-24

Area of Focus	Sub-focus	Action required	Timescale	Progress to date
Improved engagement and communication	Marketing and Promotion	<ul style="list-style-type: none"> • Produce educator testimonial animation. • Produce PSW animation for social media campaigns. • Attendance at events where the PSW can be promoted more widely. • Produce podcasts which are delivered by trainees to increase awareness and support for wellbeing and training related matters. • Engage with the trainee forum to better understand trainees needs and communications. • Update website pages with new promotional materials and share widely within our networks. 	<p>12 months, completed by March 2024</p> <p>Ongoing</p> <p>12 months, completed by March 2024</p> <p>Ongoing</p>	<p>Work has started on the educator and PSW animation. Recordings have been taken from educators and a brief supplied to the provider for commencement of project.</p> <p>Continue to attend events to raise the awareness of the PSW and RTT.</p> <p>Work has started on the podcasts and links made with communications team about the launch.</p> <p>This will be undertaken by the PSW and RTT fellows.</p>
	Case Management	<ul style="list-style-type: none"> • Introduction of a case management system allowing for improved communication. • This will extend to include a text messaging system which will allow the team to share 	<p>12 months, completed by March 2024</p>	<p>Initial discussions with the contracts and digital teams.</p> <p>Discussion with the team on workstreams which require further development or change.</p>

Area of Focus	Sub-focus	Action required	Timescale	Progress to date
		<p>text reminders for appointments and workshops.</p> <ul style="list-style-type: none"> • Quick feedback links sent to mobile phone to be incorporated, allowing for immediate feedback following interaction with the PSW. • Liaison with the NHSE commercial and digital teams. • Completion of a business case and upon approval, tender for the contract. • Develop a relationship with the provider, provide training for the team and implement the new systems. 		<p>Business case has been started on Atamis to allow for the discovery stage to progress.</p>
	<p>Stakeholder Engagement</p>	<ul style="list-style-type: none"> • Construct a SharePoint site which will allow engagement and interaction with Heads of Schools on PSW and SuppoRTT business. • Request feedback from service users on PSW and SuppoRTT services to improve engagement and access. • Role out new system and processes to educators and respond to feedback. 	<p>12 months, completed by March 2024</p>	<p>SharePoint site is in construction and will be launched within the next six months. This will form part of the engagement with the educator service users.</p> <p>This will link in with the Fellows project around trainee engagement.</p>

Area of Focus	Sub-focus	Action required	Timescale	Progress to date
Process, policy and procedure	PSW policies	<ul style="list-style-type: none"> Review and assess current policies effectiveness in achieving the team's intended goals and objectives. Update to encompass new organisation's policies and procedures relevant to the PSW. Update and circulate for comment. Final version to be uploaded onto relevant sites. 	12 months, completed by March 2024	<p>Review of NHSE policy template has been completed.</p> <p>Review of regional PSW policies underway.</p>
	Standard Operating Procedures (SOPs)	<ul style="list-style-type: none"> Define the scope and purpose of SOPs for admin processes. Assemble a working task and finish group to create and review SOPs. Complete SOPs for PSW and SupportTT admin teams. Continue to review and keep up to date. 	December 2023	First draft of SOPs have been completed and currently in review stage.
	Key Performance Indicators	<ul style="list-style-type: none"> To agree outcome focussed KPIs with PSW team and report on them quarterly, including the impact of exam support. To continue to report on wait times and impact of strike action. 	12 months, completed by March 2024	

Area of Focus	Sub-focus	Action required	Timescale	Progress to date
SuppoRTT	Virtual Platforms	<ul style="list-style-type: none"> To create and promote an online return to clinical practice (RTCP) day that can be accessed by all trainees that are currently out of programme. 	12 months, completed by March 2024	Recordings of certain topics have taken place. Continue to create content.
	Local Return to Clinical Practice Days	<ul style="list-style-type: none"> To embed RTCP at more of a local level working closely with SuppoRTT Trust champion in delivering this. To review the delivery in 23-24 period and consider next steps. 	12 months, completed by March 2024	Discussions have taken place locally and support is being provided to deliver these.
Mentoring	Widen the mentoring scheme programme	<ul style="list-style-type: none"> To widen the mentoring schemes to 15 training programmes by March 2024. To develop a mentoring matching software programme. 	12 months, completed by March 2024	Mentoring programme has been re-launched.

The PSW are proud of ...



We have worked with NHS Creative to create a new trainee testimonial animation. You can view both the short and long form here:

[Short form](#) – 3 minutes [Long Form](#) – 7 minutes

We plan to run a social media campaign with the support of our communication colleagues and extend this project to educators.



The PSW have supported 566 trainees this year, excluding any workshop support which is a huge achievement. As a team, we feel extremely privileged and proud to have supported these individuals to progress with their training and move forward with their future careers in the NHS.

The PSW Impact infographic has been designed by our communications team and is being used as one of our marketing resources. You can view the infographic in full [here](#).

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-ref. 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:

- Psychological support
- Coaching
- Exam support
- Specialised communication
- Emotional intelligence and neurodiverse screening and assessment
- Careers advice
- Resilient leadership

Support can also be signposting to our online resources or workshops. 16 different PSW and SupportRT workshops are open to all doctors, dentists and pharmacists in training a referral is not required.

Workshop topics include:

- Assertiveness in the workplace
- Balancing training & wellbeing
- Career planning
- Clinical communication skills
- Giving and receiving feedback effectively
- Courageous conversations with colleagues
- Developing emotional intelligence
- Empathy and dealing with conflict
- Exam support
- Open / coaching and empathy
- Imposter syndrome
- Resilient leadership
- Interpersonal skills
- Negotiating and influencing others
- Safe reflective practice
- Time smart

Impact

Since 2011: 2,000 postgraduate doctors and dentists supported, 3,000 referrals to specialised support

In 2022: 1,158 attendees at workshops, 646 individuals seen by PSW case managers, 96% of attendees have rated the sessions 7/10 or above – 64% rating 10/10

Feedback

From postgraduate doctors, dentists, and pharmacists:

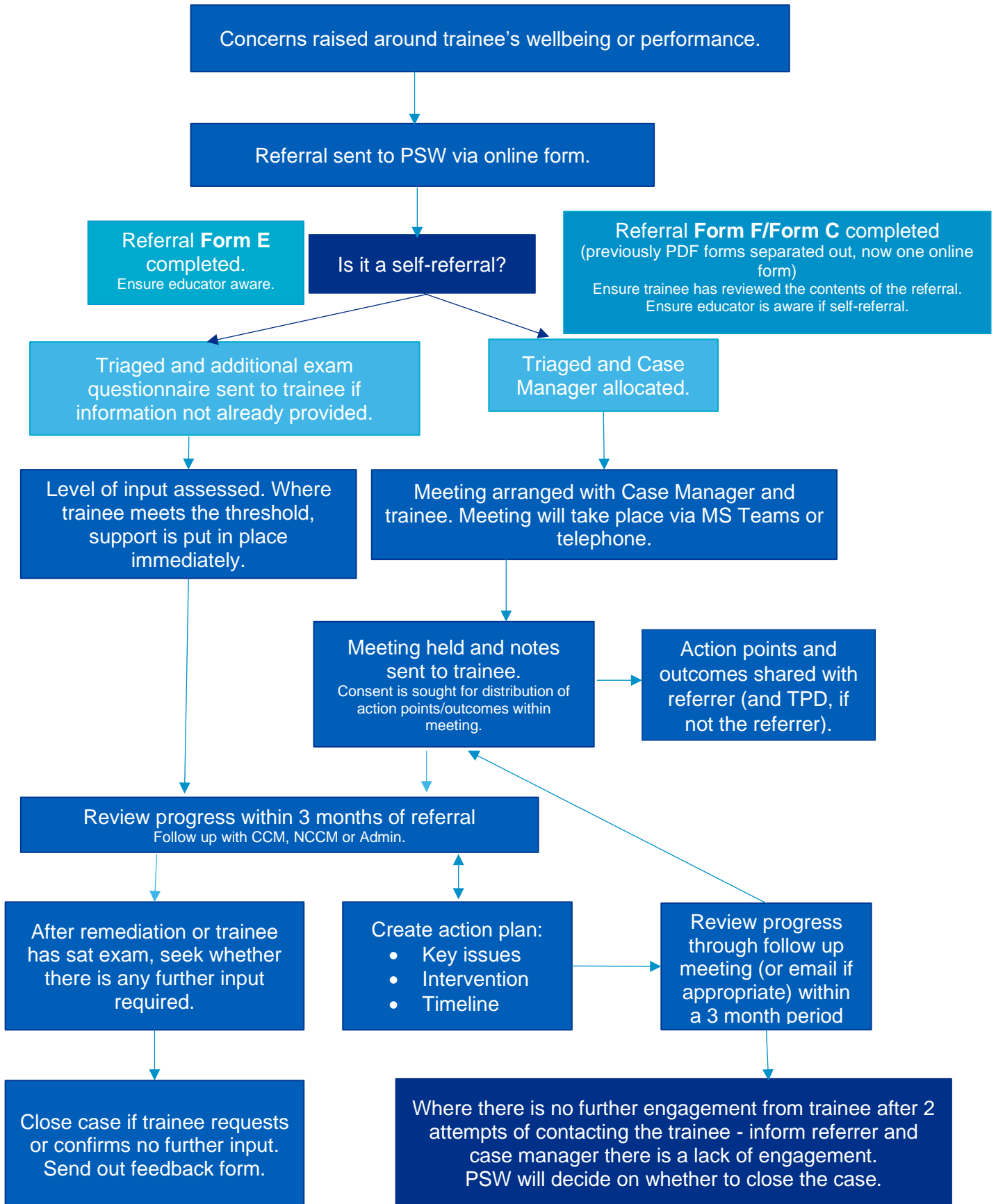
- "The PSW supported me in balancing between health, family and service needs."
- "Excellent experience, my case manager listened to any of my concerns and worries and helped me with them."
- "Thank you so much for all the help and support you and your team have given me, it has meant a lot and I am 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."

From educators:

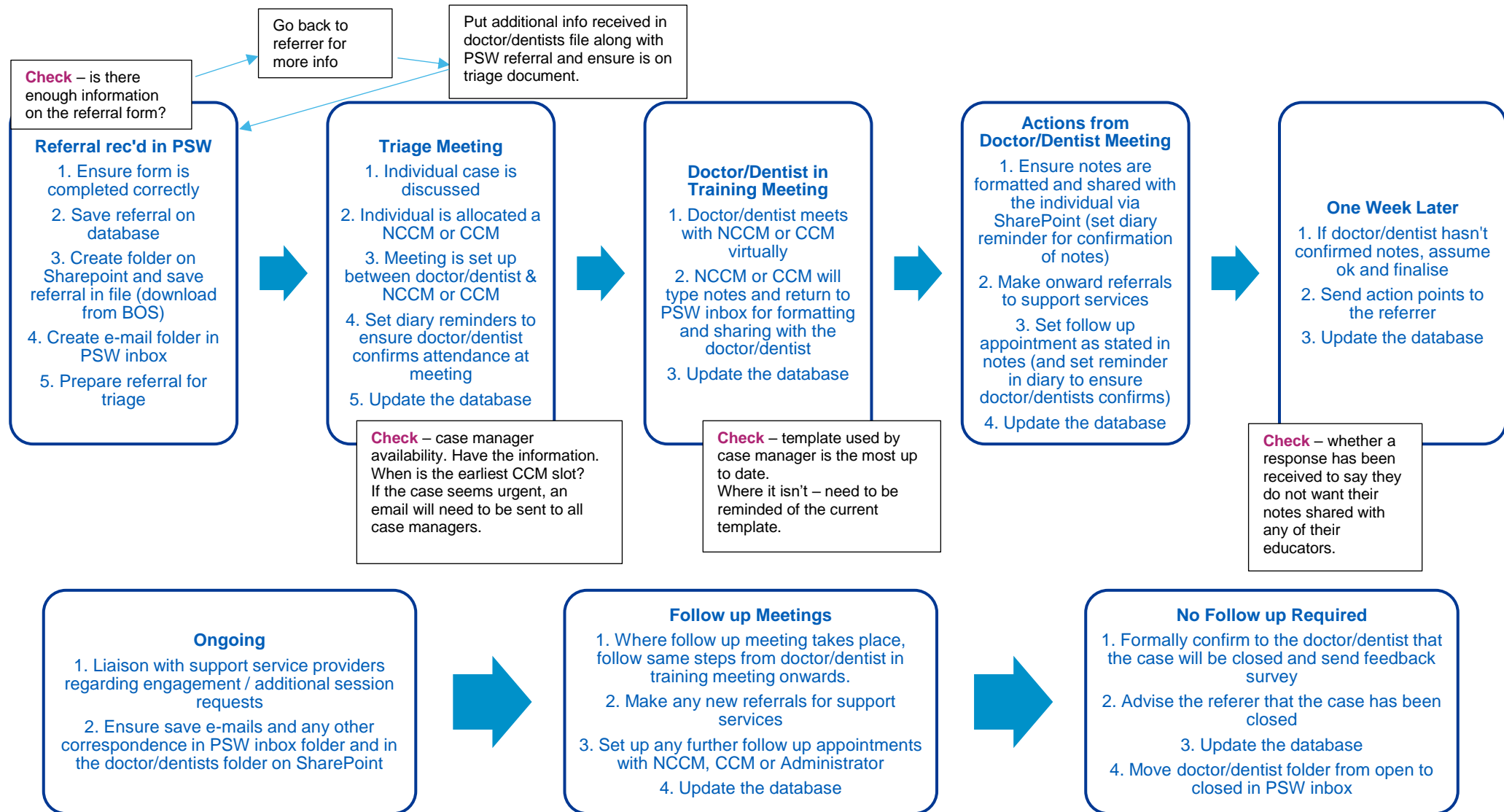
- "I feel much better equipped to support the trainees."
- "How brilliant the resource of PSW is - we are so lucky to have your services. Thank you!"

Contact:
Web: www.hee0e.hee.nhs.uk/psw
Email: psw.eoe@hee.nhs.uk

PSW referral process



Postgraduate doctor and dentists in training journey through the PSW



Meet the Professional Support and Wellbeing Team

The below structure is relevant to the period 2022-2023.

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.

They work exclusively for the organisation and their role includes administrative duties.



Ms Sasha Pereira
SuppoRTT Project Officer



Mr Shea Davis
Non-Clinical Case Manager



Ms Katy Hunt
PSW Administrator



Ms Lily Jackson
PSW Admin Assistant



Dr Chris O'Loughlin



Dr Denise Braganza



Dr Subir Ghosh

Clinical Case Managers

Manage referrals with immediate to high level concerns and in some cases will be supported by a Non-Clinical Case Manager in a meeting. The organisation is not their substantive post.



Dr Nithya Viswanath



Dr Abigail Taylor



Ms Farzana Mohammed



Dr Peter Russell
(Started 01 April 23)