

# 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:

### Psychological support



### Coaching



### Specialised communication



### Exam support



### 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 SupportRTT workshops are open to all doctors, dentists and pharmacists in training; a referral is not required:

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.”

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:

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