



Professional Support and Wellbeing Supporting trainees in difficulty

Dr Abigail Taylor

PSW Clinical Case Manager

Today's session

- About the PSW
- When to refer to the PSW?
- How to access the PSW?
- What can you expect?
- Scenarios and Case Studies
- Where to get help?
- Contact details and Q&A

Quick Poll

Have you heard of the PSW?

What do you think the PSW do?



About the PSW

- PSW service supports doctors, dentists and pharmacists in training with targeted solution-focused support.
- During the journey through training, doctors and dentists from all walks of life can come up against numerous challenges.
- It may be struggling with exam failure, bereavement, mental or physical health problems or even cultural and language related challenges
- PSW provides one to one specialist support through our external providers to help trainees through these difficult periods.
- PSW also offers a suite of workshops, including emotional intelligence, communication skills, exam support, resilient leadership.

About the PSW



Our vision

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

Our aim

Well-being

Supporting Educators and doctors, dentists and pharmacists in training to be as effective as possible in their roles.

Professional Support

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

The PSW Team

Clinical Leads

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

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.

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.

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.



Dr Ian Barton
Complex Cases Clinical Lead



Dr Francesca Crawley
Associate Dean Lead for PSW & SupportTT
Clinical Case Manager



Mrs Katie Bullen
PSW Manager



Mrs Michaela Wee
PSW Manager



Dr Chris O'Loughlin
Clinical Case Manager



Dr Denise Braganza
Clinical Case Manager



Dr Subir Ghosh
Clinical Case Manager



Dr Nithya Viswanath
Clinical Case Manager



Dr Abi Taylor
Clinical Case Manager



Dr Peter Russell
Clinical Case Manager



Ms Farzana Mohammed
Clinical Case Manager



Mr Richard Ellis
Non-Clinical Case Manager



Mr Shea Davis
Non-Clinical Case Manager



Ms Sasha Pereira
Project Support Officer - SupportTT



Ms Katy Hunt
PSW Administrator



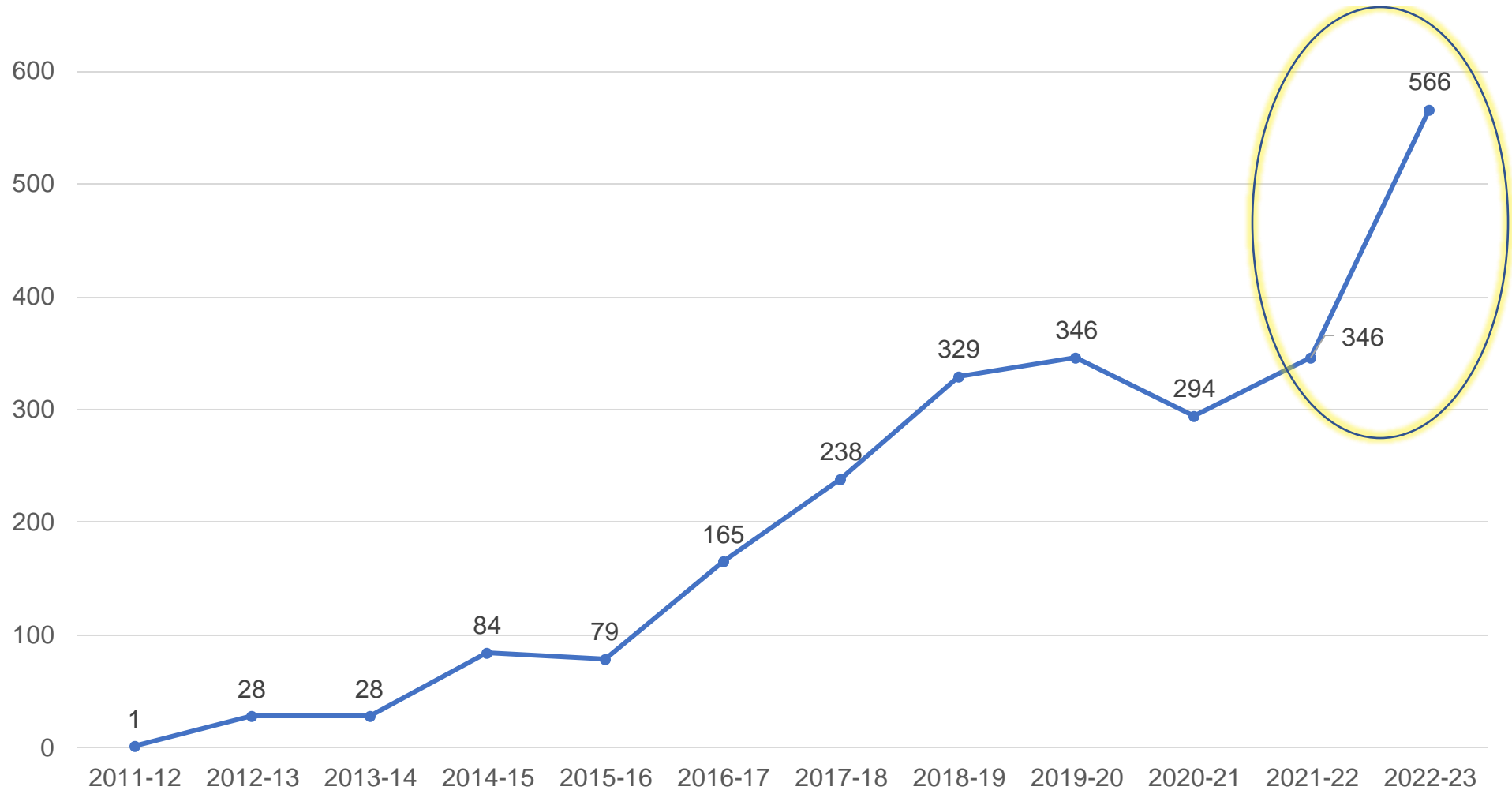
Ms Lily Jackson
PSW Administration Assistant

When to refer to the PSW?

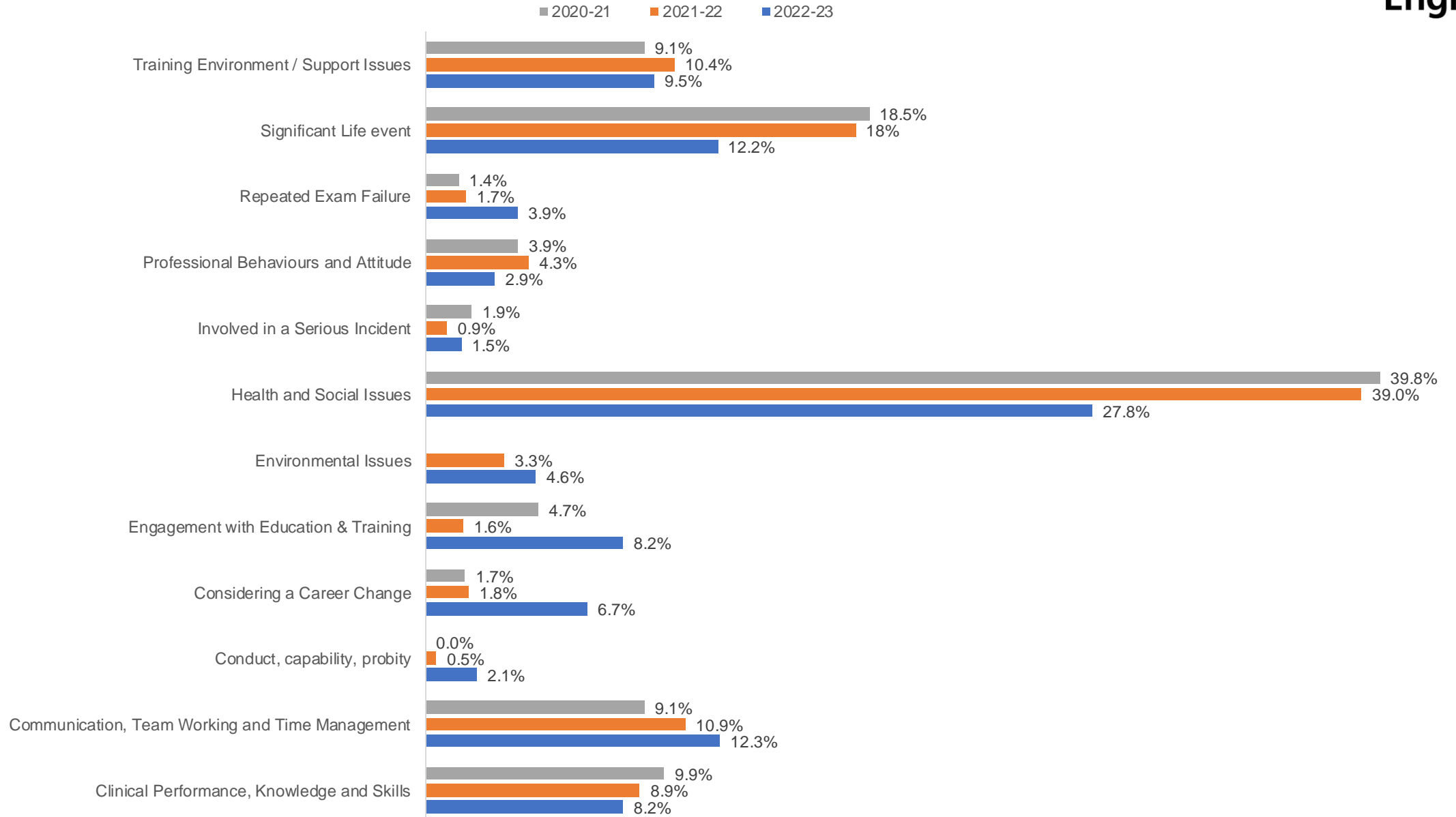
- Can refer to the PSW anytime during training, this can be a self or educator referral.
- The PSW is not a punitive measure and it does not impact on training. It is supportive service to help through a potentially challenging times.
- Reasons for referral (this is from the referral form) can be one or more of the following:
 - Health and social
 - Repeated exam failure
 - Clinical performance, knowledge and skills
 - Communication, team working and time management
 - Professional behaviours and attitude
 - Significant Life events
 - Environmental issues
 - Engagement with Training
 - Considering a career change
 - Involved in a serious incident
 - *You may not see where your reason fits but that is ok – there is free text box too*



Number of new referrals into the PSW



PSW: Reasons cited for referral



How to access the PSW?

- Referral based service
- Forms can be accessed via the website:
<https://heeo.e.hee.nhs.uk/psw/how-refer>
- Once the form is received, it will be triaged, and the trainee will be contacted by a member of the PSW admin team, outlining the next steps

Any problems accessing the forms, email
England.PSW.EoE@nhs.net

PSW Referral forms



The Basics

What do we offer?

- A **confidential** meeting with someone who listens and devises a plan **with the trainee** about how to help
- Psychological support (6 sessions)
- Careers advice
- Communication skills coaching
- Advise about working less than fulltime, sick leave, returning to training after an absence
- Neurodiversity screening
- Coaching

What we share with Educators/ TPD

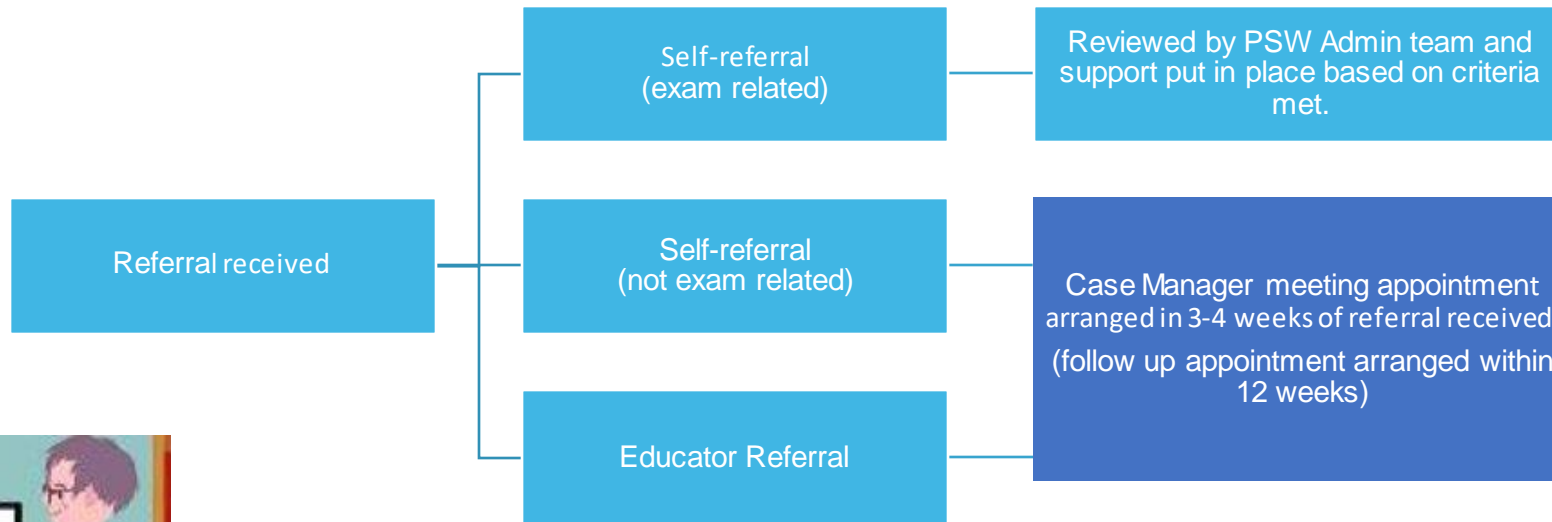
- Only the action points (and not the discussion)

What happens?

PSW Referral forms



PSW Trainee Testimonials



Consent is sought to share brief Action Points/Outcomes to educators, which trainees have the option to review first. Case notes are never shared by the PSW.



What can we offer?

Professional Support

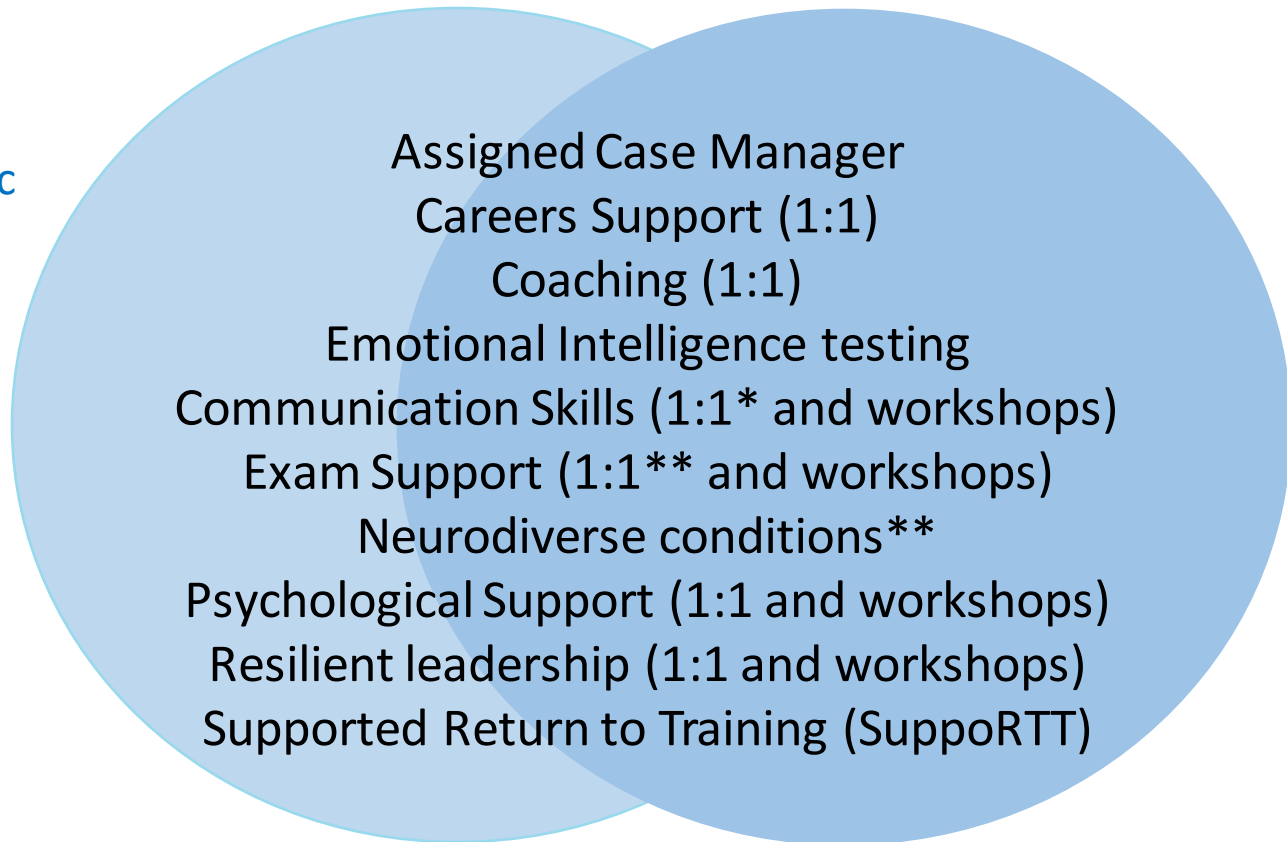
Providing fast access to specialist support and on-going case management, including specific domestic abuse support and signposting.

PSW Workshops currently running



Referral forms

- Self-referral (exam support)
- Self-referral (all other concerns)
- Educator referral (all concerns)



Assigned Case Manager
Careers Support (1:1)
Coaching (1:1)
Emotional Intelligence testing
Communication Skills (1:1* and workshops)
Exam Support (1:1** and workshops)
Neurodiverse conditions**
Psychological Support (1:1 and workshops)
Resilient leadership (1:1 and workshops)
Supported Return to Training (SuppoRTT)

Well-being Support

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

PSW support



**Based on exam referral or educator referral will need to be submitted*

*** Based on exam referral only – 2 or more attempts on same exam*

Activity

Reasons for referral

- Clinical performance, knowledge and skills.
- Health and Social issues
- Professional behaviours and attitudes
- Communication, team working and time management
- Significant life event
- Environmental issues
- Engagement with education and training
- Training environment/support issues
- Repeated exam failure
- Conduct, capability and probity

Support offered

- Careers support
- Coaching and mentoring
- Communication skills (1:1 or workshop)
- Exam support (1:1 or workshop)
- Neurodiverse screening
- Psychological support
- Specialised Occupational Health

PSW Scenario 1

- A trainee has recently lost their father to COVID-19 and was unable to be with them as they were in a foreign country. This has heightened their stress affecting their preparation for an upcoming exam, which they have already failed twice before.

PSW Scenario 2

- A trainee has received an Outcome 3 at a recent ARCP and received their last extension to training. The trainee does not understand why they are receiving this outcome as they feel they have been progressing well, despite poor feedback from their educators and colleagues on their communication with patients.

PSW Scenario 3

- A trainee has struggled repeatedly with their exams, and they have had feedback from their educator around their case history taking. They are also struggling to meet deadlines and are often late for work.

PSW Scenario 4

- A patient made a formal complaint about a trainee's inappropriate behaviour towards them a year ago, which was not upheld. Recently, they walked into the staff room and overheard colleagues discussing the incident and noticed that staff have been avoiding them. This, as well as working on a busy Covid ward, has resulted in feelings of being overwhelmed and burnt out.

PSW Scenario 5

- A trainee has been on long term sick and is due to return to training, but they have a health condition where they need reasonable adjustments.

Case Study 1

Trainee referred to the Professional Support and Well-being service following their resignation:

- Trainee has resigned from the GP programme, subsequently retracted their resignation and then resigned again.
- Following the second resignation, the trainee failed to turn up to work and did not communicate plans with all relevant parties resulting in an overpayment of salary.
- Colleagues have raised concerns regarding difficult personal circumstances, but it is unclear what these circumstances are.

Case Study 1: Outcomes

The trainee was seen by a Case Manager and disclosed financial difficulties and a number of close family deaths.

The PSW offered / signposted to:

- Charitable financial support
- Bereavement counselling via the PSW's psychology provider

Case Study 2

Trainee referred to the Professional Support and Well-being service with issues identified in a number of areas:

- Involved in a number of complaints from both colleagues and patients
- Concerns around clinical competency
- Failure to respond when on-call
- Frequently off sick
- Trainee has shouted at secretaries and Educational Supervisor
- Lack of engagement with peers and teaching opportunities
- Trainee has worked as a Locally Employed Doctor (LED) for 15 years before commencing IMT training

Case Study 2: Outcomes

The trainee was seen by a Case Manager. During the meeting, they struggled to make eye contact, avoided answering questions and referred only to good ARCP outcomes. The trainee denied knowledge of the concerns and complaints raised and suggested that there were no external factors at play.

The PSW offered to:

- Facilitate a remedial training placement
- Seek further information from the Trust regarding any patient and colleague complaints (via the exception reporting route)

The PSW also referred the trainee to:

- Occupational health
- Communication Skills coaching

Best Practice

Document everything

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

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

Seek advice and help –
you are not alone

Professional / supportive
tone

Take Care With

Documentation:

- Clear, concise, unambiguous
- Accurate
- Jargon free
- Factual and objective
- Describe sources
- Separate facts from opinion
- Focus on behaviour not “personality”
- Acknowledge good points as well as bad
- Record in ePortfolio.

Emails:

- When forwarding emails on, take care!
 - Read the whole trail before forwarding.
- Remember, email is **not** confidential, and emails can be requested as part of Freedom of Information requests, so be conscious about what you write.

Where to get help?

Educator Team

- TPD
- Head of School
- Postgraduate Dean
- NHSE policies

External Resources

Trust

- Occupational Health
- EAP
- Policies
- *GP / Public Health / Dental only – Lead Employer*

PSW

- Advice
- Referral
- Policies

National Resources



Any questions?



Professional Support and Well-being Service



England.PSW.EoE@nhs.net



01223 597 736 / 01223 596 953



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



Thank you very much for your time