



Professional Support & Wellbeing (PSW)

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Overview

PSW

- About the PSW
- When to refer
- What we can offer
- What a referral means for training
- How to access
- Scenarios and case studies
- Contact details
- National resources



Professional Support and Wellbeing (PSW)



- Support 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.

Professional Support and Wellbeing (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 aims

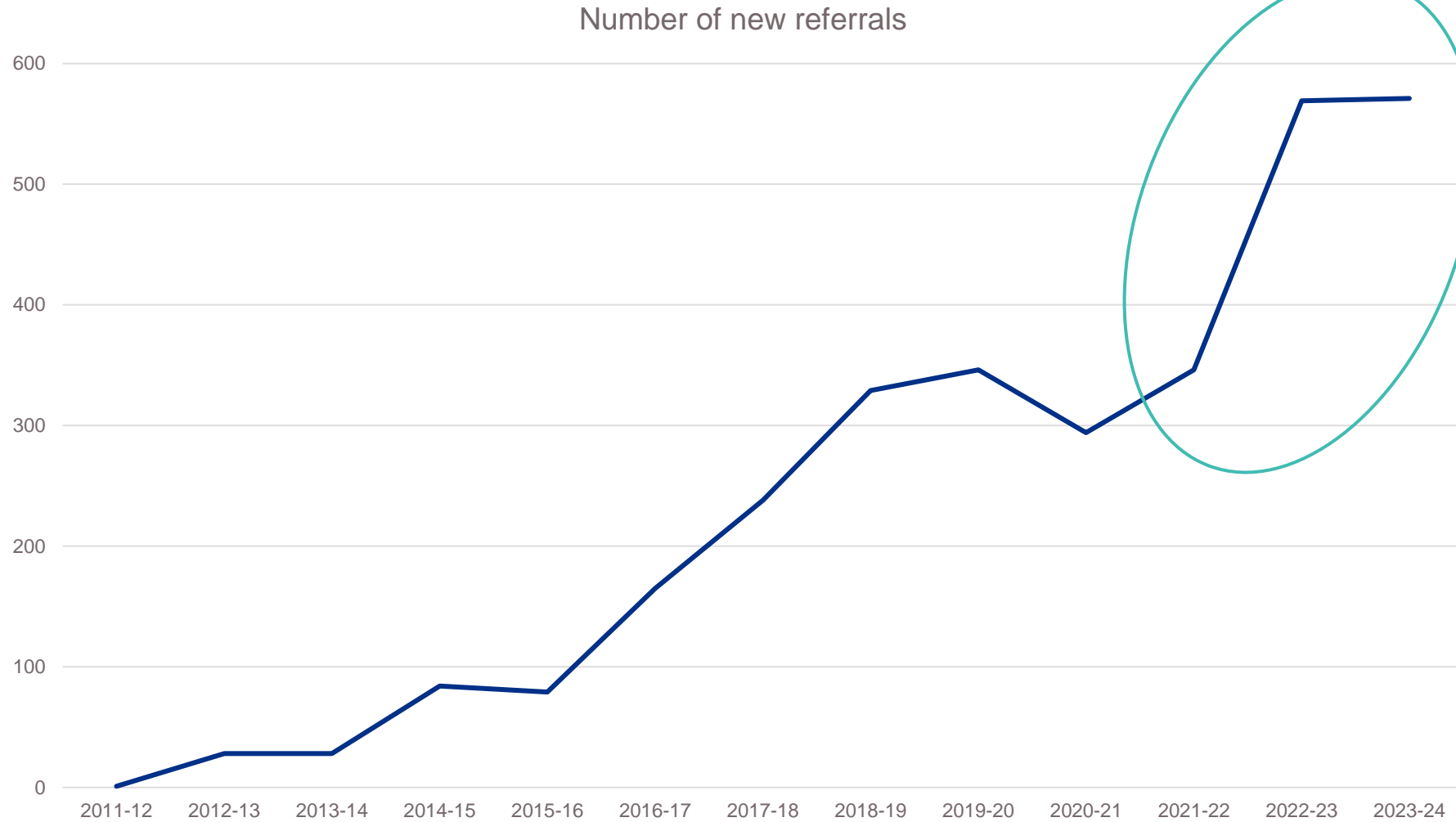
- To support educators and doctors, dentists and pharmacists in training to be as effective as possible in their roles.
- To provide fast access to specialist support and on-going case management.

When to refer to the PSW?

- Anytime during an individual's training
- Self-referral vs educator referral
- Examples:
 - Health and social
 - Repeated exam failure
 - Clinical performance, knowledge and skills
 - Communication, team working and time management
 - Professional behaviour and attitude
 - Significant Life events
 - Environmental issues
 - Engagement with Training
 - Considering a career change
 - Involved in a serious incident
 - There is a free text box on the referral form for other issues



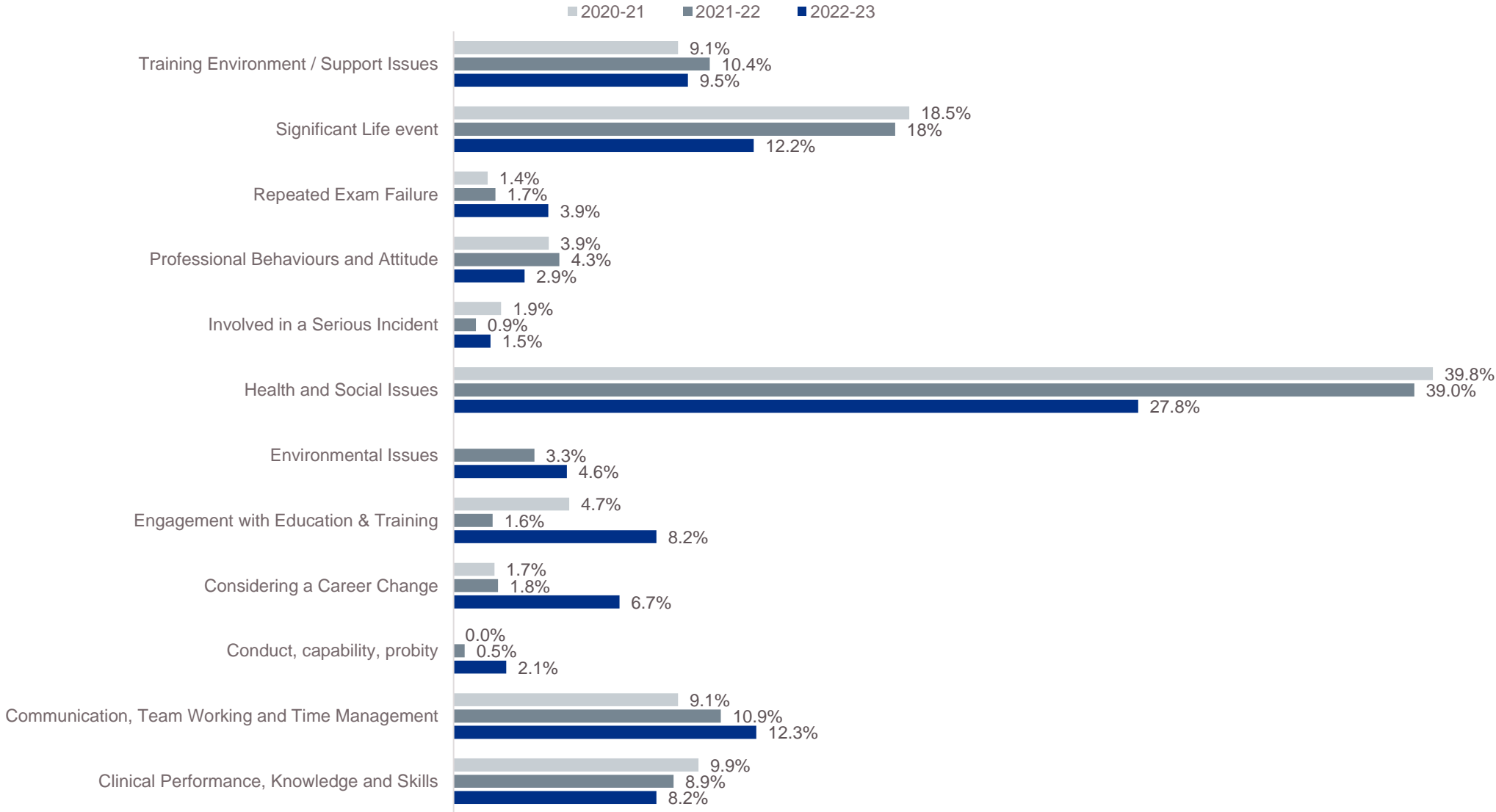
Number of new referrals into the PSW



In 2022, we saw a dramatic increase in referrals and over the last two years we have seen new referrals reflecting 569 and 571

3106
trainees
supported
since
inception in
2011

Reasons cited for a PSW referral



What can the PSW offer?



Exam support



Psychological support



Careers advice



Advice about working less than fulltime, sick leave, returning to training after an absence



Neurodiversity screening and assessment



Peer mentoring



Personal development and coaching



And more!

What does a referral mean for training?

Confidential with an aim to support **training**.

Non-punitive and **does not impact** on training progress.

ES and TPD will only be notified about engagement but won't receive case notes

Where can I find support?

PSW Support Providers	PSW Events and Workshop Calendar	Workshop Descriptions
National Support Services	Guidance for Trainers	Wellbeing and Support
Professional Support	Serious Incident Support	Domestic Abuse Champions
Pharmacy Resources	Contact Us	Mentoring Schemes



PSW support



PSW Referral forms





Examples of referrals – Scenario One

- A trainee has recently lost their father. The death was sudden and the trainee was unable to be with them as they were overseas. This has heightened their stress affecting their preparation for an upcoming exam, which they have already failed twice before.
- They were still at work but had had frequent sick leave since the bereavement.



PSW advice and support – Scenario One

- Suggested the trainee meet their GP to facilitate a period of sick leave (rather than days here and there)
- Arranged bereavement counselling via our provider for psychological support
- Suggested they contact the college and delay the next exam attempt (already paid for)
- Offered exam support once the trainee was feeling better.
- Signposted to SuppoRTT to facilitate a smooth return to work.



Examples of referrals – Scenario Two

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



PSW advice and support – Scenario Two

- Screened for dyslexia by our provider
- Found to be dyslexic and have traits of ADHD (PSW cannot diagnose ADHD/Autism, only dyslexia)
- 25% extra time in exams
- Coaching from our provider around ADHD
- Suggested NHS referral for formal diagnosis and then support via Access to Work and OH to facilitate reasonable adjustments in the workplace.

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.

PSW contact details



england.psw.eoe@nhs.net



01223 597 736 / 01223 596 953



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



Where can trainees get help?

Educator Team

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

Trust

- Occupational Health
- Medical Staffing
- Wellbeing services within the trust or placement provider

External Resources

- GP
- Friends and Family

PSW

- Advice
- Referral

National Resources

Defence Unions



Trade Unions



Professional Bodies



National NHS resources



External services



Educator Testimonials

Click the image to watch our new educator testimonial animation





Thank You



@nhsengland



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england.nhs.uk

PSW & SuppoRTT animations and impact

PSW animation



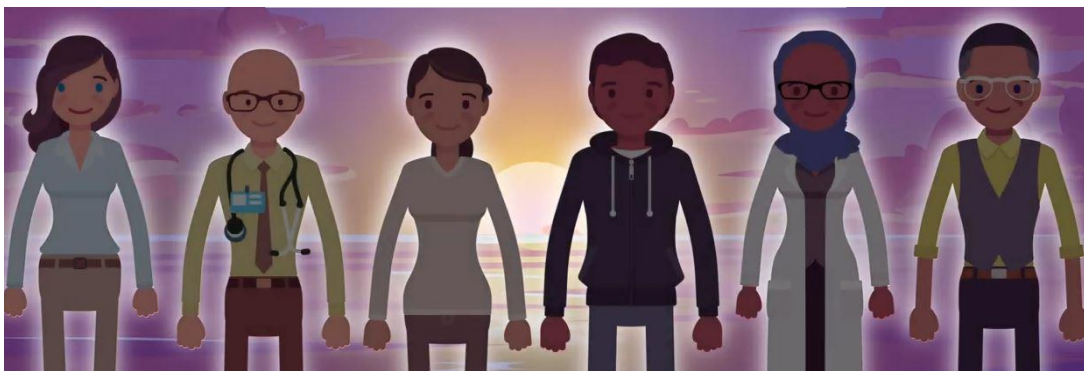
SuppoRTT animation



PSW Infographic



PSW trainee testimonials



Monthly podcast

