



Professional Support & Wellbeing (PSW) & Trainees in Difficulty

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How confident are you in using PSW services and how to access them?

Overview

PSW

- About the PSW
- When to refer
- What we can offer
- What a referral means for training
- Scenarios
- Best practice
- What to take care with
- Where to get help
- National resources
- Testimonials
- Contact details



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?

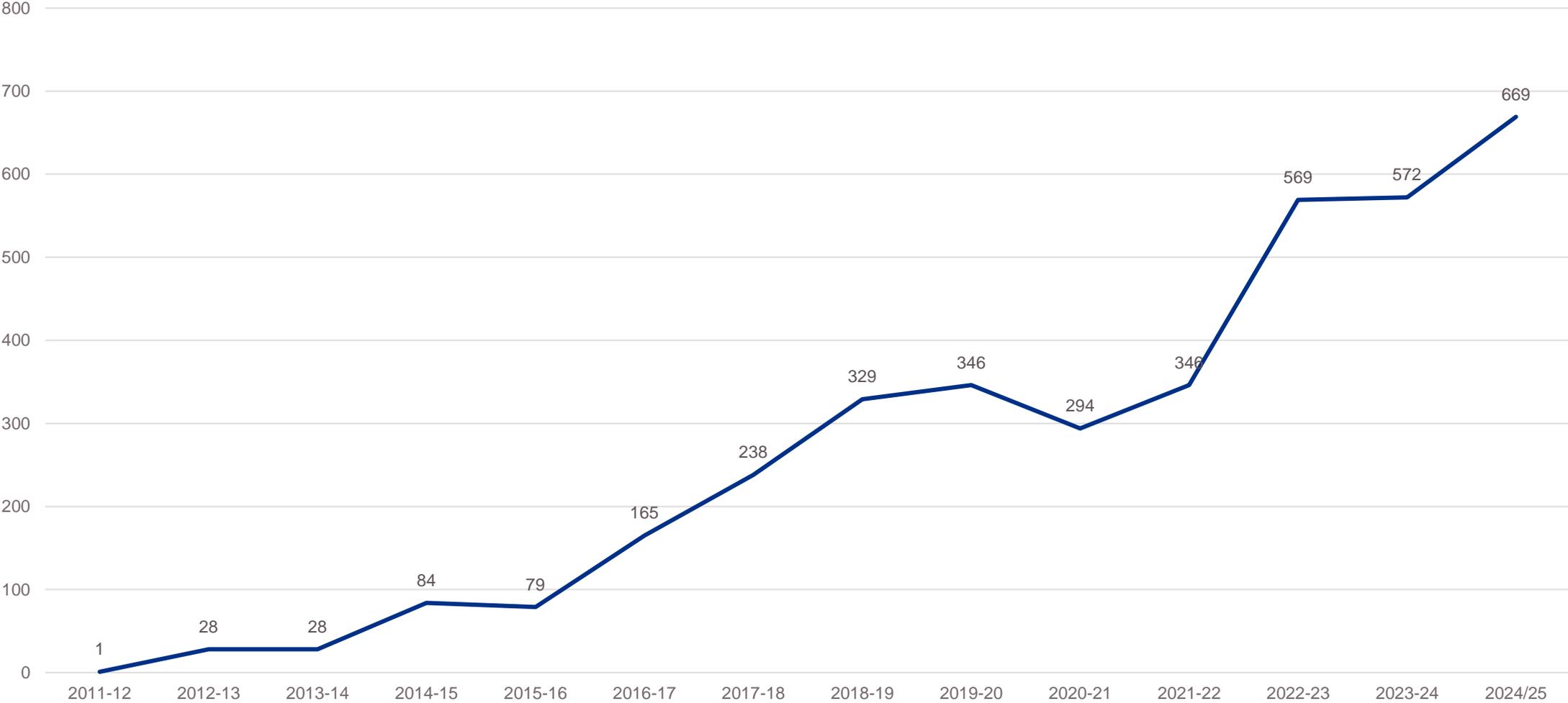
- Anytime during an individual's training
- Self-referral vs educator referral
- Examples:
 - Health and social
 - Repeated exam failure
 - Clinical performance, knowledge and skills
 - Communication, team working and time management
 - Professional behaviour and attitude
 - Significant Life events
 - 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



No. of referrals



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



Emotional Intelligence assessment



Personal development and coaching



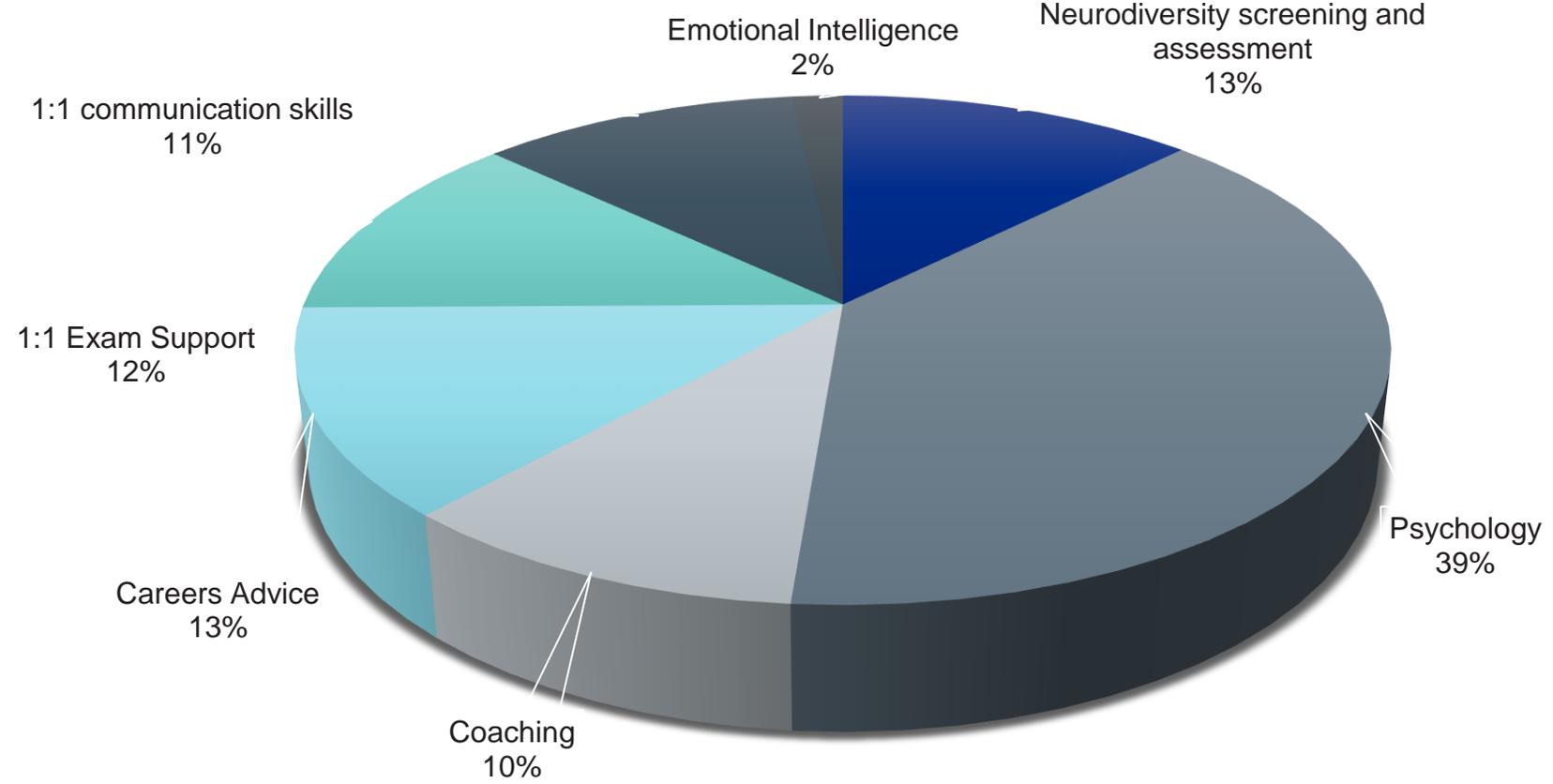
And more!

PSW Onward Referrals – 2024-2025



671
onward
referrals

Onward referrals to External Providers



- Neurodiversity screening and assessment
- Psychology
- Coaching
- Careers Advice
- 1:1 Exam Support
- 1:1 communication skills
- Specialised OH
- Emotional Intelligence
- Resilient Leadership

What does a referral mean for a trainee?

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

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

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

Where can trainees 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



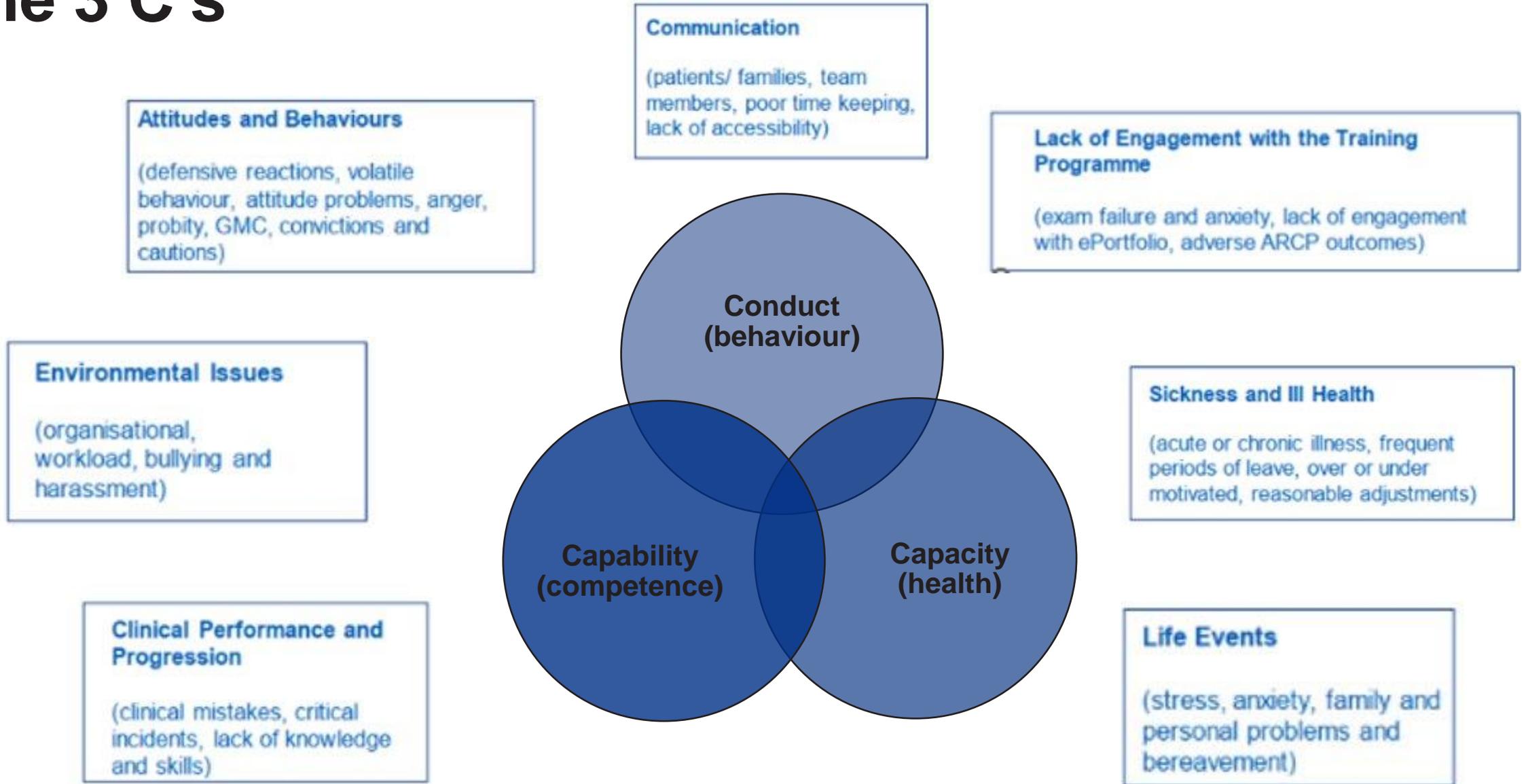


Difficult trainee can be a trainee in difficulty too...

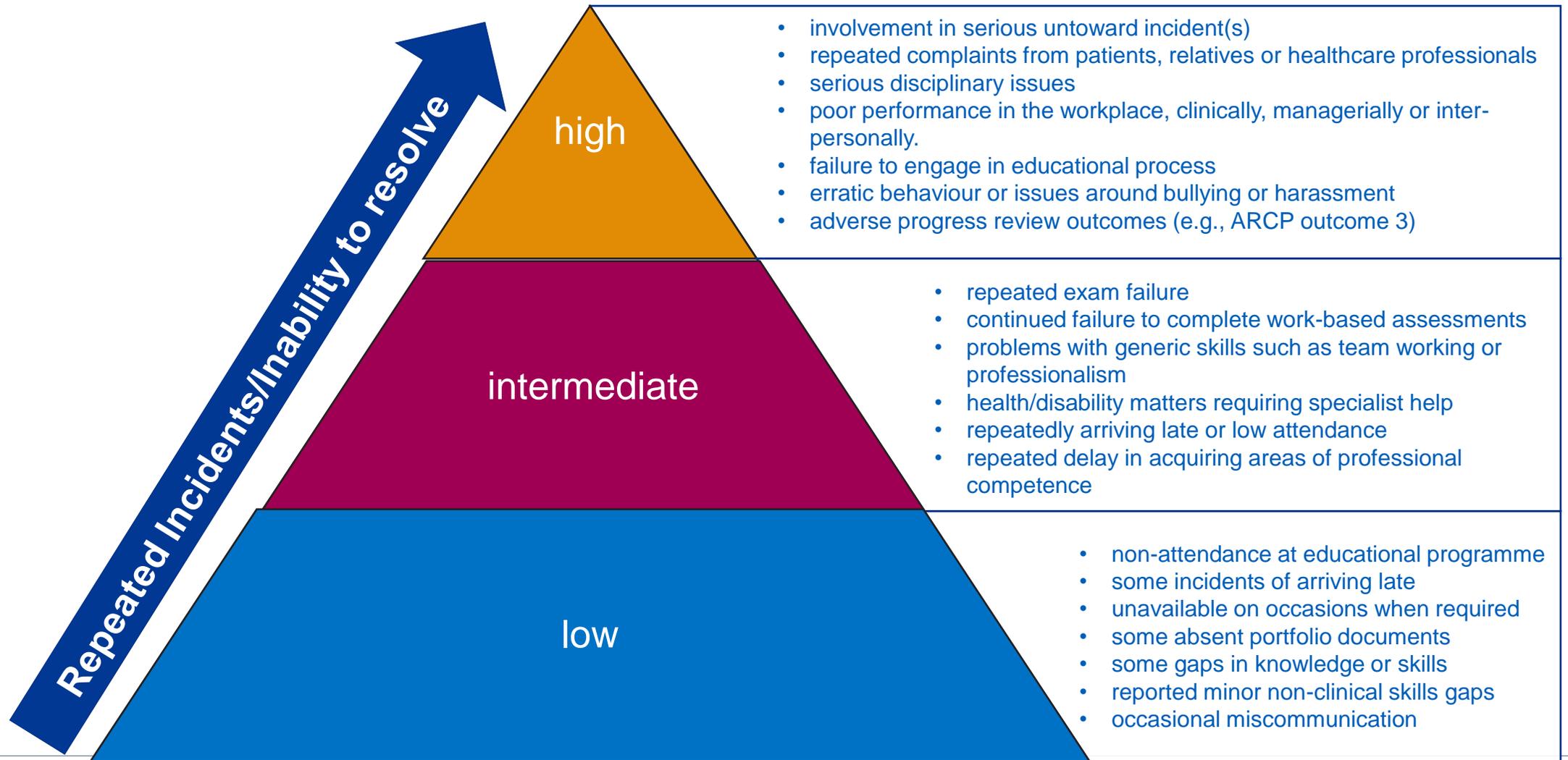
| | |
|------------------------|--|
| The 'Disappearing Act' | Not answering bleeps, disappearing between clinic and ward, lateness, frequent sick leave |
| Low work rate | Slowness in doing procedures, clerking patients, dictating letters, making decisions, arriving early, leaving late and still not achieving a reasonable workload |
| 'Ward Rage' | Bursts of temper, shouting matches, real or imagine slights |
| Rigidity | Poor tolerance of ambiguity, inability to compromise, difficulty prioritising, inappropriate 'whistle blowing' |
| 'Bypass Syndrome' | Junior colleagues or nurses find ways to avoid seeking the doctor's opinion or help |
| Career Problems | Difficulty with exams, uncertainty about career choices, disillusionment with medicine |
| Insight failure | Rejection of constructive criticism, defensiveness, counter-challenge |

(Paice 2006)

The 3 C's



Scale of concern



Dealing with concerns early can prevent escalation

Trainees may be unaware that there is a problem and a simple informal conversation can resolve concerns (e.g. inappropriate social media use).

Minor issues may indicate a deeper problem and, if ignored, may lead to further deterioration

As the employer, the Trust has a legal duty to treat all employees similarly and ensure that they are able to undertake their duties.

Where any concern arises, it is important to engage with Trust's Medical Staffing. Consider if it is health related, whether an Occupational Health review would be beneficial with them, even if the outcome is agreement that none is needed.

Constructive feedback should be utilised both verbally and on the e-portfolio. Some trainee's can experience cultural differences in receiving feedback. Always document the process by which concerns are addressed.

Document any conversations you have had with the trainee or about the trainee.



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.



Examples of referrals – Scenario Three

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.



PSW advice and support – Scenario Three

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

What about Educators?

It is a hard job to do

Time constraints

Unsure of process

Concerns of blame



Recognising your limitations

You are not:

- An expert in all areas of support
- The trainee's doctor
- A counsellor
- A psychologist
- An expert in HR issues
- The owner of the trainee's problems
- ALONE! → Seek advice and support early

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 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

huge personal benefit

somebody who you can rely on

safety net that I'm not alone

really reassuring targeted support

contactable team

highly satisfied

time and space to think

massive positive impact

stayed in training

safe haven

feel empowered

extensively supported

first port of call for a trainee who is struggling

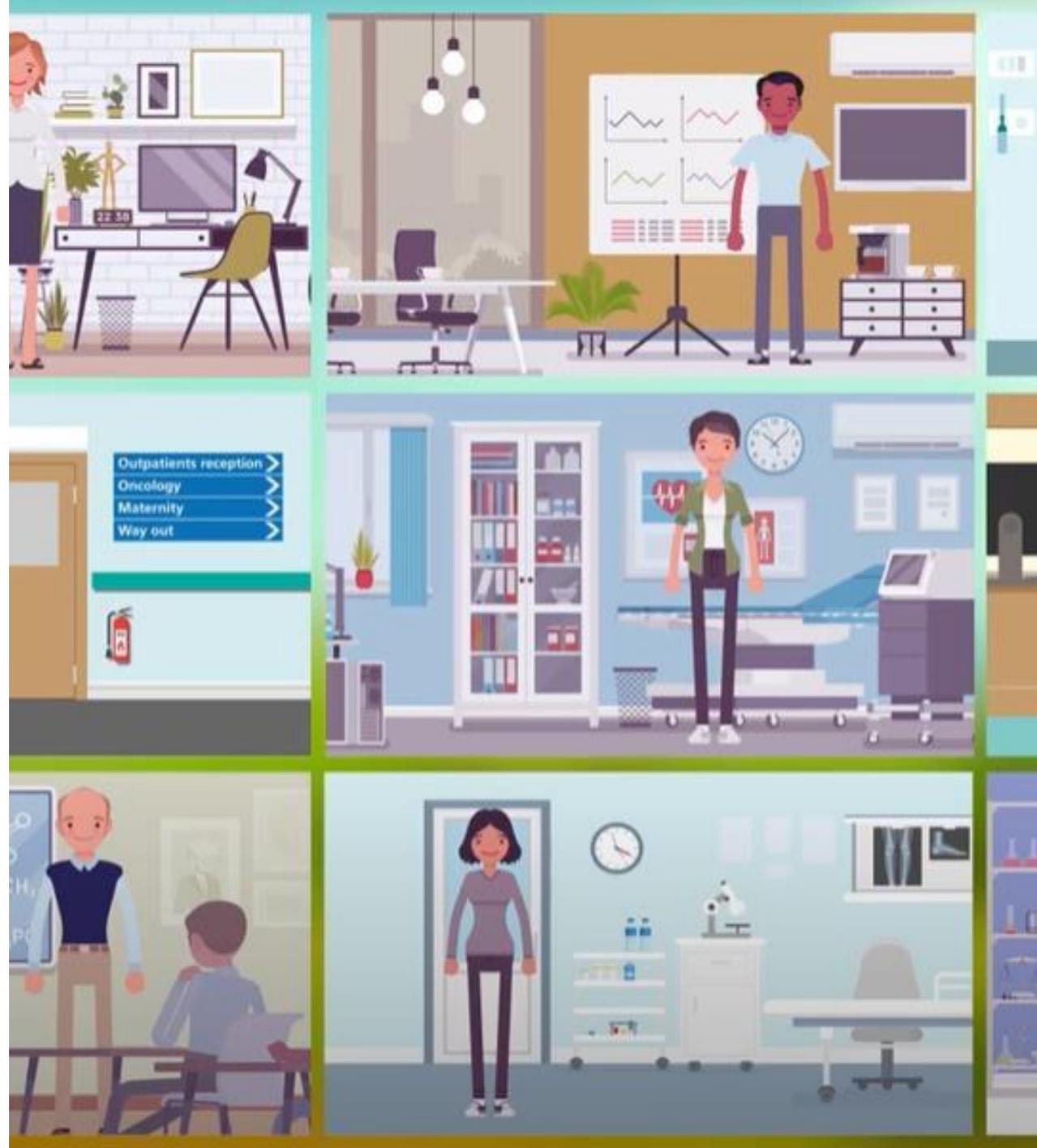
brilliant service to have

advice and signposting



Educator Testimonials

Click the image to watch the educator animation



National Resources

Defence Unions



Trade Unions



Professional Bodies



National NHS resources



External services



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>





**How confident are you now
in using PSW services and
how to access them?**



Thank You



@nhsengland



company/nhsengland



england.nhs.uk

PSW & SuppoRTT animations and impact

PSW animation



SuppoRTT animation



PSW Infographic



PSW trainee testimonials



Monthly podcast

