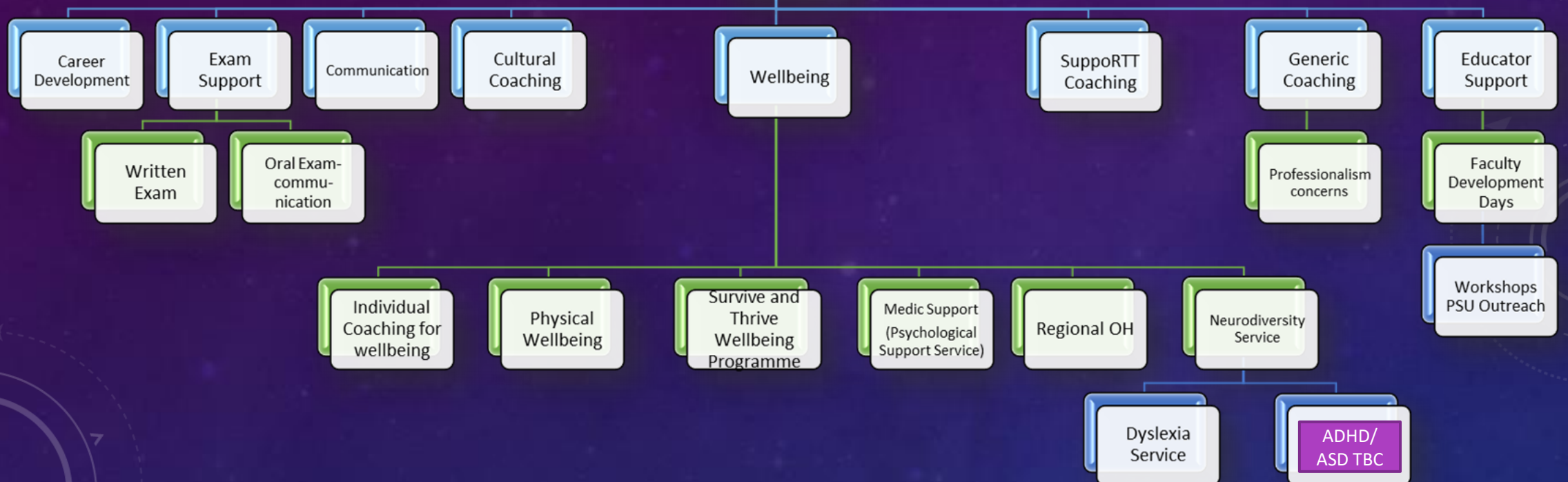


# WELCOME TO THE TV PROFESSIONAL SUPPORT AND WELLBEING SERVICE



# WHO IS ELIGIBLE FOR PSWS HELP?

- The PSWS is dedicated to helping doctors, dentists and pharmacists in training across the Thames Valley fulfill their career potential. We are a group of case managers and coaches who put trainee support and wellbeing at the heart of what we do.
- Our services include enhanced exam support, wellbeing services, personal coaching and mentoring to address career and performance improvement needs and workshops and information designed to support career choices.
- Established doctors, dentists and pharmacists can access coaching but will have to be self/employer funded



# WHO WE ARE

18 coaches in the team  
Associate Dean  
Support and Development  
Coordinator

a variety of skill sets and  
experience working with  
educators and trainees

skills to support trainees  
with career development,  
exam support and wellbeing

skills to support trainees  
where there are identified  
performance concerns such  
as communication,  
organisation, team working,  
repeated exam failures



PROFESSIONAL SUPPORT  
AND WELLBEING SERVICE



# WHEN TO ACCESS THE PSW SERVICES

## Trainee Services: Self Referral

### Accessed Directly Through the PSWS:

- Coaching for wellbeing
- Career Dilemma
- Career Development
- Exam support (at any stage)- New from Jan 2021
- Online Yoga

### Accessed Separately (not via PSWS):

- Trainees4Trainees peer support group
- Medic Support (confidential)

## Educator Referral (with trainee consent!)

- Exam Support (after 2 unsuccessful attempts)
- Performance concerns that cannot be dealt with at local level and require escalation
  - These include, but are not limited to
    - concerns such as team working
    - communication
    - personal organisation challenges
    - professionalism and conduct concerns.



# HOW TO ACCESSING THE PSWS

- For consultation or to discuss a potential referral, please contact us [psw.tv@hee.nhs.uk](mailto:psw.tv@hee.nhs.uk) or 01865 932088
- Inbox monitored daily by an experienced case managers – response time within 5 working days
- Online referral forms on our website  
<https://thamesvalley.hee.nhs.uk/resources-information/professional-support-wellbeing/how-to-refer/>
- Educators- Please make sure the trainee consent is documented



# REFERRALS PROCESSES HAVE CHANGED

- Online referral forms for all services now (apart from SAT and Online Yoga)  
<https://thamesvalley.hee.nhs.uk/resources-information/professional-support-wellbeing/how-to-refer/>
- Removing need for CV's, ES reports, ARCP reports attached to referral forms
- Each and every referral will now get a one hour consultation with one of our case managers to work on a collaborative understanding of reason for contact
- (This will include an agreed summary of the meeting shared with the trainee, and stored confidentially on the PSWS database according to IG and GDPR guidelines)
- After this, the case manager will agree next steps with the trainee which can include signposting to services within and/or outside of PSWS.

# EDUCATOR INVOLVEMENT

- If trainees refer themselves, there is usually no educator involvement unless
  - Coach and trainee agree this as part of ongoing work, with trainee consent
  - Educator has trainee consent to request this
- If educator has referred (with trainee consent) then
  - The case manager/coach will either correspond by introductory email or arrange an initial 3 way meeting
  - Followed by an email at midpoint inviting the educator's comment to further shape coaching conversations and
  - At closure to inform that the work has ended.
  - All this will be with the trainee's consent.

Feedback from trainers has commented specifically on the usefulness of the joint process in supporting the trainee to make progress.

Trainee feedback highlights need to keep stressing confidential nature of the work from the start- with caveats of personal and patient safety.

# CAREERS SUPPORT

- Careers Resources and workbooks online - <https://thamesvalley.hee.nhs.uk/resources-information/professional-support-wellbeing/careers/>
- Trainees and educators can use these as part of career/mentoring conversations in educational supervision
- We invite trainees to access coaching for career development at any stage of their training pathway
- We invite self referrals for career dilemmas
- Please note- if the dilemma exists in the context of performance concerns then the Educator must refer, with trainee consent)



# EXAM SUPPORT

- Defined and Enhanced Exam Support service
- Trainees can self refer for support with exams *at any stage*
- 2 consecutive failed attempts at an exam ***must prompt educator discussion*** with trainee about referral to PSWS, with trainee consent
- All trainees will be offered screening for dyslexia as part of initial consultation meeting
- We are running Dyslexia Awareness Training sessions online for all educators (Jan-March 2021).

# EXAM SUPPORT

## Meet screening threshold for dyslexia

- Dyslexia assessment
- Report with recommendations for exam mitigation
- specialist coaching for any identified dyslexia profile

## Do not meet screening threshold and/or other exam-related issues identified:

- a. Vocal Coaching
- b. Communications Coaching
- c. Managing Exam Anxiety (at any stage of training)
- d. Refining personal study skills for current context
- e. Signposting to other services



# ARCP OUTCOMES AND THE PSWS- MYTHBUSTERS!



PROFESSIONAL SUPPORT  
AND WELLBEING SERVICE

Educators and trainees will should be working together to identify if PSWS services or coaching would be beneficial, long before the ARCP.

No ARCP outcome necessitates a mandatory referral to the PSWS

BUT! Any outcome that is not a 1 or a 6 should prompt careful consideration of the issues and whether PSWS support could be helpful – call or email to discuss with us if unsure

Common past reasons for referral: Exam failure (especially multiple repeat failure); Performance concerns related to work/life imbalance, or any conduct/professionalism issues.

Outcome 4 or Resignation from scheme: Self-referral for 3 sessions of coaching as part of ending the training contract

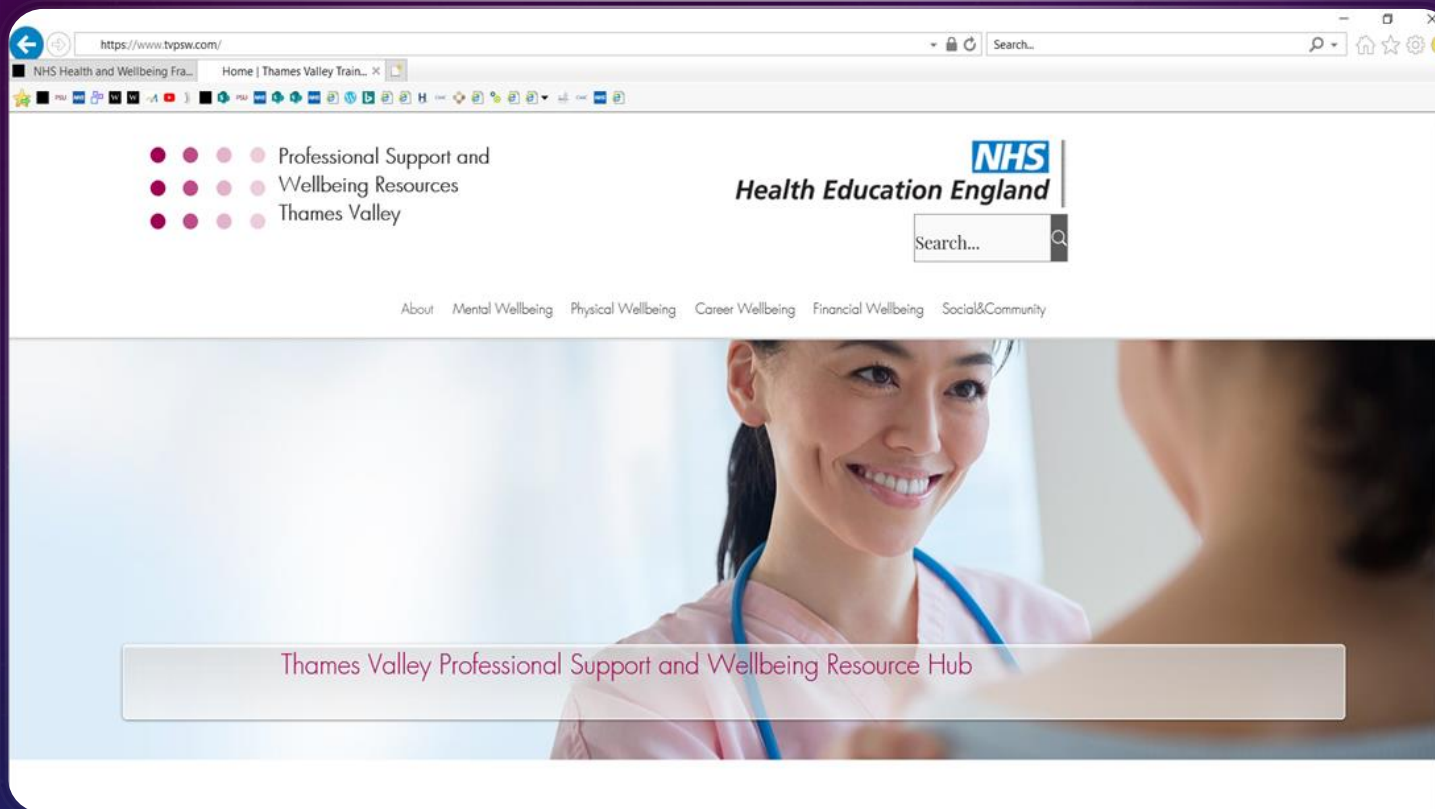
# WELLBEING RESOURCES HOSTED BY PSWS

- 'Move your body, Move your Mind' Online Yoga for trainees-  
check our website for session availability  
<https://thamesvalley.hee.nhs.uk/resources-information/professional-support-wellbeing/wellbeing-resources/>
- Trainee-curated Support and Wellbeing Resource Hub  
[www.tvpsw.com](http://www.tvpsw.com)
- PSWS Survive and Thrive Wellbeing Programme
- Medic Support- confidential self-referral psychology service for work-related stress, anxiety and depression.
- Regional HEE-TV Occupational Health Service

(More details on these services overleaf)



# TRAINEE-CURATED HETV WELLBEING RESOURCE HUB



- Covers the range of social, emotional and physical wellbeing resources
- Supplements the HEE-TV PSWS Website
- Set up following TAC feedback that trainees found it difficult to navigate the multiplicity of resources available
- Curated with a mapping exercise to be trainee and locality employer specific
- Regularly updated
- <https://www.tvpsw.com/>



# SURVIVE AND THRIVE WELLBEING PROGRAMME

- A whole day group programme that can be delivered face to face or online
- Deanery Funded, and nationally recognized by the Association for Business Psychology for Workforce Experience Excellence in Health and Wellbeing
- PSWS staff deliver the morning component- working on self-awareness and exploring vulnerability and strength.
- Oxford Cognitive Therapy Centre psychologists deliver the afternoon experiential workshops with practical experiences using CBT principles to recognise and work differently in challenging situations, systems and interactions.
- Excellent Feedback from trainees and nationally recognised
- More details <https://thamesvalley.hee.nhs.uk/resources-information/professional-support-wellbeing/survive-thrive-wellbeing-programme/>
- Include us a part of your regional training programmes- online too!
- Enquiries [PSWinfo.tv@hee.nhs.uk](mailto:PSWinfo.tv@hee.nhs.uk)

# MEDIC SUPPORT PSYCHOLOGICAL SERVICE

- Psychology service funded by HEE-TV and hosted by Oxford Health.
- Offering cognitive behavioural therapy to help with work related stress, anxiety and depression.
- See their detailed leaflet here <https://thamesvalley.hee.nhs.uk/wp-content/uploads/sites/5/2020/12/medic-support-leaflet-2019.pdf>
- Trainees can self refer directly
- Entirely confidential
- Tel:01865 901 000
- Email: [enquiries@oxfordhealth.nhs.uk](mailto:enquiries@oxfordhealth.nhs.uk)



# TRAINEES4TRAINEES

- Being a doctor is inherently challenging and a space to reflect on our experiences is very important.
- 'Trainees4trainees' are trainee led peer support groups, designed by more senior trainees who wished we had similar support during our training. The sessions are for everyone, throughout training. In the groups we talk about general experiences in our jobs, and often through talking we all realise that we all feel the same way.
- The groups are held regularly and facilitated to provide a safe environment for discussion. These sessions are currently held online.
- Usually we try to allocate groups of similar trainees e.g. FY1s/ anaesthetists. If you are a trainee interested in joining, or would like to set up a group for your trainee cohort, or an educator who would like to know more, click [here](#) or contact Aisling Higham or Sophie Behrman on [trainees4trainees@gmail.com](mailto:trainees4trainees@gmail.com) or [aisling.higham@nhs.net](mailto:aisling.higham@nhs.net)





# HEE-TV REGIONAL OCCUPATIONAL HEALTH SERVICE

- All doctors must be registered with their own GP
- HEE service through Cordell Health
- This service *does not replace* local employer OH service provision, nor the OH service provided by the GP single lead employer arrangement, which must be approached for advice the first instance.
- Access to Cordell Health will be for trainees out of training who require OH advice but are not currently employed by a named trust; and trainees who have longstanding physical and/or mental health conditions impacting on their training, not just their current work placement, with no OH service follow up across region
- Referral to the service will be by a senior educator (HOS) and, with trainee consent, the report will be released to them and local OH for implementation of recommendations.

# PSWS UPDATED CONTACT DETAILS

- Tel: 01865 932 088
- Online referral forms <https://thamesvalley.hee.nhs.uk/resources-information/professional-support-wellbeing/how-to-refer/>
- Email: [psw.tv@hee.nhs.uk](mailto:psw.tv@hee.nhs.uk) – for all other enquiries
- Email: [pswinfo.tv@hee.nhs.uk](mailto:pswinfo.tv@hee.nhs.uk) – for SAT and Online Yoga enquiries
- HETV PSWS Website <https://thamesvalley.hee.nhs.uk/resources-information/professional-support-wellbeing/>
- Trainee-curated Wellbeing Resource Hub Website <https://www.tvpsw.com/>

