

Professional Support Unit



Supporting trainees and trainers in Wales

HEIW.ProfessionalSupport@wales.nhs.uk

Our vision

Empower Wales' trainees to thrive.

Our mission

To have open and enabling access to a variety of support structures with the aim of maximising trainee outcomes, maintaining wellbeing and aiding retention.

We are here to support doctors and dentists training in Wales.

We will help you with any issues that could impede or prevent your training progression.

We will respond quickly to any concerns raised and provide one-to-one guidance and advice to help you achieve your potential or to access support when needed.

We also share best practice and provide training for trainers and those who manage your training progression.

Supporting training excellence

HEIW.ProfessionalSupport@wales.nhs.uk

Workshops and presentations

For faculty and trainers

- ▶ **'Supporting Trainees in Wales'** (3 hours - 3CPD)
 - Develop skills in recognition and management of supporting trainees
 - Case based discussions and learning
- ▶ **'Supporting Trainees in Wales' (Workshop)**
 - Statistics, overview and update
 - Tailored to requirements

For trainees

- ▶ **'Support Awareness and Maximising Progress' (Workshop)**
 - PSU service explained
 - Wellbeing - burn-out prevention and self-care
 - Tailored to requirements

For all

- ▶ **'Becoming an Effective Mentor/Mentee'** (2 hours - 2CPD)
 - Mentor/mentee roles in medical education
 - Practice and discussion

Contact us at:

Professional Support Unit
Tŷ Dysgu, Nantgarw, UK, CF15 7QQ

Tel 03300 584211

E-mail HEIW.ProfessionalSupport@wales.nhs.uk

Visit our website <https://psu.walesdeanery.org>



Reasons for seeking support

Progression in training

- Passing required exam
- Addressing ARCP outcomes
- Completion of required assessments
- Completion of required competencies
- E-portfolio engagement
- Clinical performance
- Personal circumstances

Wellbeing

- Mental and physical health
- Learning disabilities
- Protecting patients and colleagues from any risk posed by the trainee's health

Communication, partnership and teamwork

- Confident and effective communication
- Working collaboratively with colleagues to maintain or improve patient care
- Teaching, training, supporting and assessing
- Continuity and co-ordination of care
- Establishing and maintaining partnership with patients
- Improving leadership and management skills

Professionalism

- Showing respect for patients
- Treating patients and colleagues fairly and without discrimination
- Acting with honesty and integrity
- Complying with employer processes and policies
- Investigations, disciplinary actions and referrals to regulators
- Contributing and complying with systems to protect patients
- Responding to risks to safety

Knowledge, skills and performance

- Developing and maintaining professional performance

What to expect from a referral

We aim to meet you close to where you work.

When you meet a member of the PSU team, you will have the opportunity to discuss your circumstances, explore support available and compose a bespoke support plan.

At the meeting, we agree, with your consent, to share a summary of the meeting and the plan forward with relevant people in the training programme.

We protect confidentiality, however if personal or patient safety is at risk, we are duty bound to speak to others. In these circumstances we will advise you in advance.

PSU referral process

Self referral by trainee

You are welcome to contact us to seek support or to enquire about resources.

Referral by trainer/supervisor

A trainer or supervisor could refer you, they must:

- Define training issue or support need
- Inform you that they are going to refer you
- Document evidence as required
- We will then send you an invite to meet with a member of the PSU team

Our remit

We promote trainee well-being and personal development by supporting you in a confidential and supportive setting to:

- Discuss any concerns you have
- Develop a SMART tailored plan
- Agree support resources
- Support wellbeing and personal development
- Promote a positive working environment

We can also provide access to a range of external support services.

>10% of all trainees in Wales access support at some stage of their training.

90% of trainees who received our support continue with positive progression.

Who can access the service?

PSU services are available to doctors and dentists in any specialty or grade within a HEIW training programme.

Benefits of accessing PSU:

- ▶ Confidential, objective and impartial discussion
- ▶ Support to maximise opportunities and skills
- ▶ Personal development
- ▶ Opportunity to reflect on work-life balance
- ▶ Help to discuss and manage transitions
- ▶ Help to address health concerns and improve wellbeing
- ▶ Opportunity for self-reflection
- ▶ Confidential and non-judgmental personal support during difficult times
- ▶ Change management

Investigations

The Responsible Officer must be informed of any significant concerns, investigations or disciplinary actions concerning trainees.

If you are involved in a disciplinary investigation you will be offered PSU support and should not rotate to the next placement until any disciplinary procedure has been concluded.