

Professional Support & Wellbeing Service (PSW)

Your questions answered - How the Professional Support & Wellbeing Service can help doctors and dentists training in the East Midlands.



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“You enabled me to step outside and look at myself in a different light - as a doctor and as a person - helping me to reveal my potential and how I could achieve that to the utmost. “

What is it?

The Professional Support & Wellbeing Service (PSW) provides trainee doctors and dentists with short-term solution focused support if they experience difficulties with progression in training.

The support is delivered through one-to-one tailored support.

Our vision is to “Guide junior doctors and dentists through supportive interventions that make a positive difference to their training and wellbeing”

We also support educational and clinical supervisors and equip them with tools and techniques than can be used to better aid trainees in difficulty. Further details can be found on our website.

<https://www.eastmidlandsdeanery.nhs.uk/trainee/psu>

Who provides the PSW?

Health Education England provide the service across the East Midlands. Our PSW team are not medics or linked to any of the training programmes.

The PSW works with a diverse network of providers to deliver targeted support.

Upon referral, the case is allocated to a PSW Case Manager, who ensures a collaborative approach is used to work towards the best outcome for the trainee. This involves working with the trainee and their trainers to assess development needs and recommend further assessment or support and resources. The Case Manager will also monitor progress.

Who delivers the support?

The providers used are selected for their specific skills and experience and are professionally accredited in their fields. We use external support providers to ensure a confidential and independent approach. These providers are not employed by the NHS (except occupational health consultants), although they are experienced in working with trainees and other healthcare professionals.

Who can access it?

Any trainee doctor or dentist in an East Midlands training post.

Trainees who are planning on returning to training can also access support via the Supported Return to Training Service (SupportTT). Further information <https://www.eastmidlandsdeanery.nhs.uk/trainee/support>



Types of support

The PSW team carry out an assessment of your support needs. We have a range of providers for further assessment and support. These include occupational health, coaching, counselling, study support, language support and dyslexia support.

What can I expect from a referral?

You will have your own PSW Case Manager who will be your point of contact throughout your time with the PSW. Your Case Manager will discuss your situation and work with you to agree a support plan.

To keep things on track we'll stay in touch with you whilst you are accessing your support. We work closely with Associate Postgraduate Deans where medical input is required. We also work with your trainer(s) to gather information about your progression in training to make sure that the support we are giving is appropriate for your needs.

How do I access PSW?

A trainee may be referred by their trainer/educational supervisor. Please go to our website:

<https://www.eastmidlandsdeanery.nhs.uk/psu/professional-support-and-wellbeing-service/referral-programme>

Is there a fee for the service?

The PSW fund the support you receive from them, although Case Managers may also signpost you to further support that you can access privately.

What we expect from you

All PSW support is voluntary, although engagement with it demonstrates your commitment to your professional practice. We will agree with you beforehand if we decide to commission any further assessments, and if we do this, we expect these outcomes to be shared with relevant members of the training programme.

If you choose to access our services, all we ask of you is that you attend the appointments you have committed to.

"The coaching was really helpful with lots of practical applications."

What about confidentiality and sharing of information?

The PSW is separate from regulatory processes such as ARCP panels. As we provide a summary report to this panel, we require written authorisation for information to be shared. This must be done before our support can be accessed. This agreement is found on our referral form.

PSW records and files are stored separately and confidentially from training records. Only PSW staff can access this information. It is all stored according to General Data Protection Regulations 2018 (GDPR) requirements.

We will keep any sensitive or personal information confidential unless there is a risk of self-harm or harm to others. If a risk is identified, we will discuss it with you before sharing any information.

“The sessions were informal and relaxed, and I found I could talk easily about my problems and concerns. I feel that I have come away with some very good strategies to help me move forward.”



Equality and Diversity

Health Education England is committed to creating a culture in which diversity and equality of opportunity are actively promoted and in which unlawful discrimination is not tolerated.

We recognise that the experiences and needs of every individual are unique. We strive to value and respect the diversity of all our stakeholders and we aim to create an organisation where everyone has the opportunity to fulfil their potential.

The NHS Constitution commits to a working environment (including practices on recruitment and promotion) free from unlawful discrimination on the basis of race, gender, sexual orientation, disability, age or religion or belief.

What PSW cannot do

We cannot influence assessment or appeal outcomes, recruitment decisions or Trust/HR policies.

Other resources which might be useful

Issue	Organisation	Contact Details
Alcohol Abuse	Alcoholics Anonymous - A gathering of men and women who share their experience, strength and hope with each other, that they may recover and help others to recover alcoholism.	www.alcoholics-anonymous.org.uk 0800 9177 650
Bereavement	Cruse Bereavement Care - Offers free information and advice to anyone who has been affected by death.	www.crusebereavementcare.org.uk 0844 477 9400 helpline@cruse.org.uk
Carers Support	Carers UK - Millions of people are caring for elderly relatives, sick friends or disabled family members. They often do it unpaid or without support. Carers UK can provide information, advice and support for carers.	www.carersuk.org Carers Line: 0808 808 7777
Crime	Victim Support Line - A national charity which helps people affected by crime. They provide free and confidential support to help deal with the experience, whether or not the crime is reported.	08081689111 www.victimsupport.org.uk
Disability	Association of Disabled Professionals - Draws on the expertise to improve the educational and employment opportunities of disabled people.	01204 431638 www.adp.org.uk info@adp.org.uk
Disability	Hope 4 Medics - A support group for doctors with disabilities.	www.hope4medics.co.uk/about.php info@hope4medics.co.uk
Domestic Violence	Women's Aid - Key national charity working to end domestic violence against women and children; supports a network of over 500 domestic and sexual violence services across the UK.	0808 2000 247 www.womensaid.org.uk helpline@womensaid.org.uk
Drug & Alcohol Abuse	British Doctors & Dentists Group (BDDG) - A service for recovering alcoholic and drug dependent doctors and dentists.	www.bddg.org
Drug & Alcohol Abuse	Sick Doctors Trust - Support for doctors and medical students suffering any degree of dependence on drugs or alcohol.	www.sick-doctors-trust.co.uk 0370 444 5163 - available 24 hours help@sick-doctors-trust.co.uk
Dyslexia	Genius Within – The PSW have partnered with this organisation so that we can provide support for trainees with a range of neurodiverse conditions.	https://www.geniuswithin.co.uk/
Dyspraxia	Dyspraxia UK - A group of specialist Occupational Therapists who provide assessments and reports for people with dyspraxia.	www.dyspraxiauk.com 01223967897 enquiries@dyspraxiauk.com
Emotional Distress	Samaritans - Provide confidential emotional support for people who are experiencing feelings of distress or despair, including those which may lead to suicide.	116 123 – 24 hours a day www.samaritans.org jo@samaritans.org
Financial	The Cameron Fund - A charity for doctors who are, or have been, general practitioners, and for their dependants. It offers help in times of poverty, hardship or distress.	020 7388 0796 www.cameronfund.org.uk info@cameronfund.org.uk
Financial	Royal Medical Benevolent Fund - Depending on individual needs and circumstances, RMBF is able to provide grants, loans, information, advice, clothes parcels and to assist with domestic and financial crises or help with childcare and other costs.	020 8540 9194 www.rmbf.org help@rmbf.org

Issue	Organisation	Contact Details
Gambling	GamCare - Provides support, information and advice to anyone suffering because of gambling.	0808 8020 133 www.gamcare.org.uk
General & Counselling	Doctors for Doctors Unit & BMA Counselling - Doctor advisors provide help to doctors who find themselves in difficulty, be it through giving them reflective space to talk through issues or signposting to more appropriate organisations.	0330 123 1245 – available 24/7 https://www.bma.org.uk/advice/work-life-support/your-wellbeing
GMC	Doctor Support Service - A confidential service run by the BMA to support and advise any doctor facing a complaint made to the GMC.	www.bma.org.uk/doctorsupportservice 020 7383 6707 Mon-Fri 9am-5pm doctorsupportservice@bma.org.uk
Government Issues	Citizens Advice Bureau - Gives free, confidential, impartial and independent advice on a limitless range of subjects, including debt, benefits, housing, legal matters, employment, immigration and consumer issues.	www.citizensadvice.org.uk
International Doctors	British International Doctors Association - BIDA aims to protect and promote the interests of overseas doctors, by highlighting the problems they face and developing policies on the health care of ethnic minorities.	0161 456 7828 www.bidaonline.co.uk
Legal & Ethical Support	Medical Defence Union - For MDU members, the union provides expert help and advice on medico-legal and ethical matters including handling complaints, claims and GMC cases. It is staffed by a team of medico-legal advisers.	0800 716 646 - 24hrs www.the-mdu.com
Mental Health	Depression Alliance - The leading UK charity for people affected by depression, run by sufferers themselves.	www.depressionalliance.org
Mental Health	Doctors Support Network - Provision of ongoing confidential advice and support to doctors with mental health problems. All calls are dealt with by doctors.	www.dsn.org.uk
Relationships & Family	National Family Mediation - A network of local Family Mediation Services in England, which offers help to couples, married or unmarried, who are in the process of separation and divorce.	0300 4000 636 – 9am-5pm Mon-Fri www.nfm.org.uk general@nfm.org.uk

Disclaimer of Endorsement - The Professional Support & Wellbeing Service, part of Health Education England's East Midlands local office, provides these details as a resource for medical trainees. This does not constitute or imply an endorsement or any recommendation of the listed organisations, nor does it necessarily mean that the views they express or the services they offer are in line with that of the Professional Support Unit. This selection of resources is in no way intended to represent an exhaustive listing.

Contact the team

(Mon – Fri – Office Hours)

Professional Support & Wellbeing Service

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“PSW has been very supportive. I was surprised at the speed with which my referral was handled.”

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