

# The PSU

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HEE working across Thames Valley



Developing people  
for health and  
healthcare

# What is covered:

- Who we serve
- Who we are
- What we do
- How and when to access our help
- Signposting to additional support resources

# Who is eligible for PSU help?

- Funded to provide coaching to doctors, dentists and pharmacists in training in HEE-TV
- Established doctors, dentists and pharmacists can access coaching but will have to be self/employer funded
- Support and advice to educators, supervisors, responsible officers and employers in the Thames Valley in their work with doctors and dentists, whether in training or not .

# Who We Are

15 coaches in the team

- a variety of skill sets
- experience working with educators and trainees
- skills to support trainees with career dilemmas
- skills to support trainees where there are identified performance concerns such as communication, organisation, team working, exam success

# What We Do- Careers

- Careers workshops for Foundation trainees to support them into speciality training
- Coaching for doctors with career dilemmas including
  - Switching specialities
  - Choosing sub-specialities
  - Concerns balancing career and significant changes to personal life

# What We Do- Performance

- Coaching for doctors with performance issues including
  - Professional (non-clinical) concerns such as team working, communication, exam failures, organisational challenges.
- Attendance at Educational Governance meetings to support both trainees and educators by
  - Career Development Needs Review
  - Supporting production of an effective Personal Improvement Plan

# What we do - Educator Development

- Attendance at Speciality School and Trust events for faculty development
- Identification of, and working with, doctors in difficulty
- Development of coaching conversation skills
- Processes for supporting trainees needing extra support (TINOS)

# When to access us

- Careers coaching  
Available for potentially confidential careers discussions

Can be self-referred but better if the ES is involved.

- Performance coaching  
Available for coaching after local interventions (by ES and TPD)

Must be referred by the TPD with ES involvement.



# Principles -TINOS

- Coordination - the lead educator should take an overview of the situation and coordinate the process and people involved in supporting the trainee.
- Communication - with all members of the educational team working around the trainee as well as with the trainee
- Patient safety - keeping the CS working with the trainee informed and ensuring adequate handover at post changeover

# Principles - TINOS

- Transparency - information should be shared with the trainee at the earliest opportunity and ideally in a face to face meeting
- Objectivity - information should be based on specific, factual evidence, avoid anecdotal or second-hand information
- Record keeping - all meetings and statements need to be recorded factually and accurately and the records stored by the lead educator.

# TINOS - Levels of support

- Level 1a – Support needs that are relatively minor and are likely to be resolved during the current placement
- Level 1b – Support needs that are relatively minor but are unlikely to be resolved during the current placement
- Level 2 – Support needs which if left unaddressed might lead to potential risk to patients, or affect the trainee's progression through training or health and well-being.

# Levels of Support- Escalation

- If there is concern that the support needs may escalate to Level 2, it may be appropriate for the lead educator (ES/TPD) to consult with PSU to assess whether early intervention coaching input might be a useful preventative measure.
- Escalation if serious concerns about a doctor's practice because of conduct, capability, or health, and those that do not respond to processes at Level 1
- DME's should always be made aware of trainees requiring level 2 support, by the lead educator

# ARCP Outcomes and the PSU

- Educators and trainees will should be working together to identify if PSU coaching would be beneficial, long before the ARCP.
- There is no ARCP outcome that necessitates a mandatory referral to the PSU
- BUT! Any outcome that is not a 1 or a 6 should prompt careful consideration of the issues and whether PSU support could be helpful-discuss with us
- Common reasons for referral: Exam failure (especially repeat failure); Performance concerns related to work/life imbalance, or any conduct/professionalism issues.

# Accessing coaching support

- For consultation/referral please contact us [psu.tv@hee.nhs.uk](mailto:psu.tv@hee.nhs.uk) or 01865 785570
- Inbox monitored daily by a triage lead – response time within 5-10 working days
- Referrals- forms and information requirements on website <http://oxforddeanerypsu.org.uk/>
- Educators: Please make sure the trainee consents and is copied in to referral submission

# Trainees, health and the PSU

- Trainees are expected to be registered with a local GP
- Occupational Health- See OH Guidance for Educators on PSU Website.
- Medic Support – a psychological service funded by HEE-TV and hosted by Oxford Health. It offers cognitive behavioural therapy to help with issues like anxiety and depression. Trainees can self refer, it's confidential. <https://www.oxforddeanerypsu.org.uk/wp-content/uploads/2019/08/medic-support-leaflet-2019.pdf>  
Tel:01865 901 000; Email: [enquiries@oxfordhealth.nhs.uk](mailto:enquiries@oxfordhealth.nhs.uk)

# Additional Resources

- BMA counselling service
- NHS Practitioner Health Programme
- Royal Benevolent Medical Fund
- Doctor Support Network (peer support)
- British Doctors and Dentists Group or Sick Doctors Trust (for addiction/dependency)

## Additional Sources of Support

for trainee and established doctors, dentists, pharmacists and their educators





# Coaching For Excellence- TVWLA

- How can I get better at my job?
- <http://www.tvwleadershipacademy.nhs.uk/coaching-and-mentoring>
- Up to 6 sessions coaching, free for trainees



Leadership Academy

Thames Valley and Wessex