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WALES

Addysg a Gwella Iechyd  
Cymru (AaGIC)  
Health Education and  
Improvement Wales (HEIW)

# **Professional Support Unit**

## **About our service**



# Professional Support Unit (PSU)

- Mr Jeremy Gasson, Associate Dean
- Leona Walsh, Manager
- Christine Henderson

## Administration:

- Trish Moore
- Jonathan Whippey



# PSU Role

## Remit

- Confidential
- One to one Guidance
- Tailored Support
- Guidance to Specialties – ARCPs, STCs

## Training & Marketing

- Faculty Development
  - GMC Promoting Excellence: Standards for Medical Education and Training
- Trainers – Supporting Trainees in Wales (3 CPD)
- Trainees – Maximising your Training, PSU in Wales
- Mentor / Mentee Training for all

## Links

- Specialty Training
- Specialty Professional Support Leads
- Support Resources
- COPMeD – PSU Dean
- AMEE / ASME / ICRE / Physician Health / ICRE



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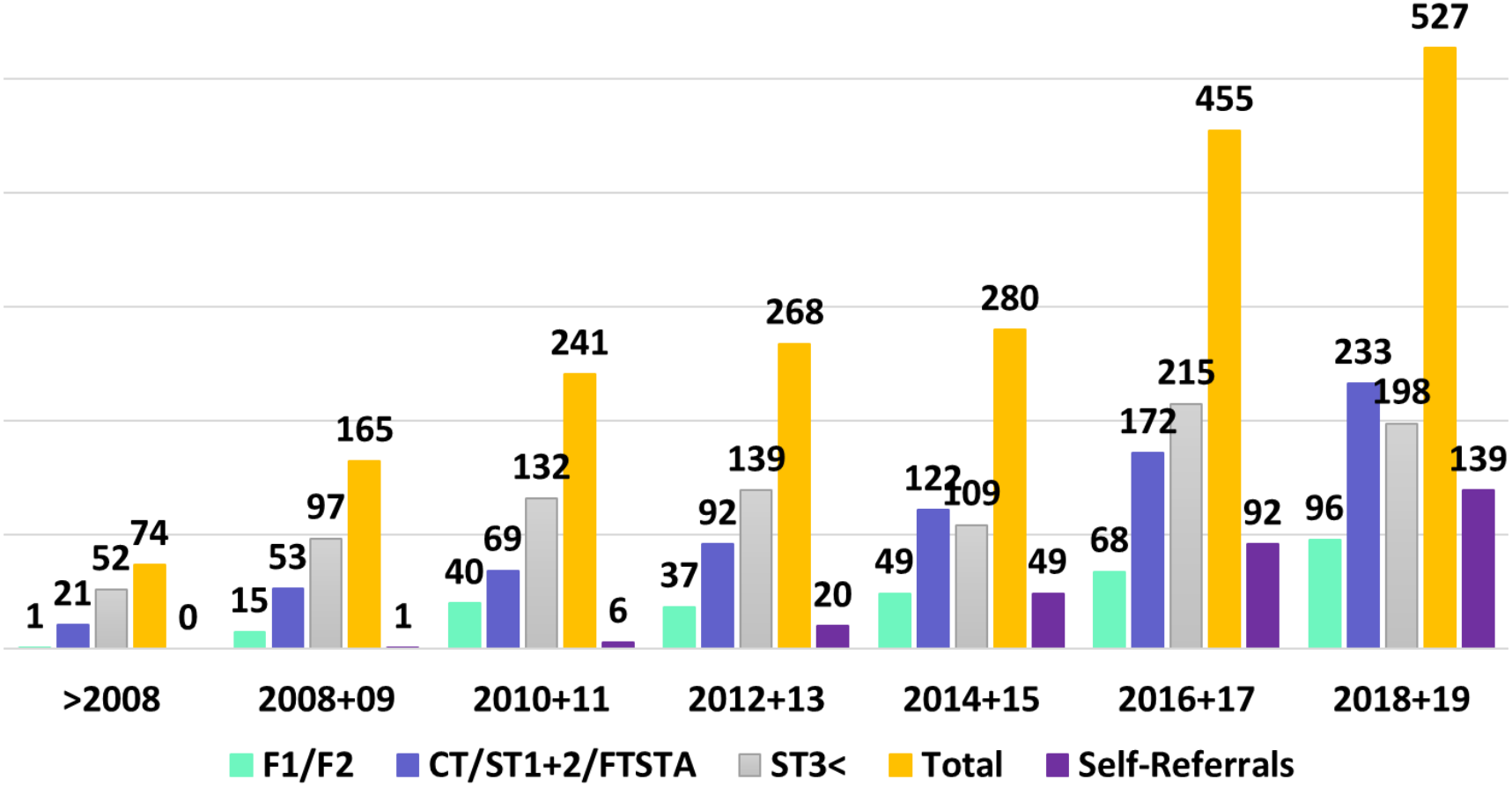
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*Transforming the workforce for a healthier Wales*



# PSU

- Proactive support developed in 2008
- 2107 cases since 2008
- Currently 377 Active Cases, +/-14% of Wales trainees
- 39% self referrals in 2019 (14% increase on 2018!)

# Referrals since 2008 - Impact of Proactivity



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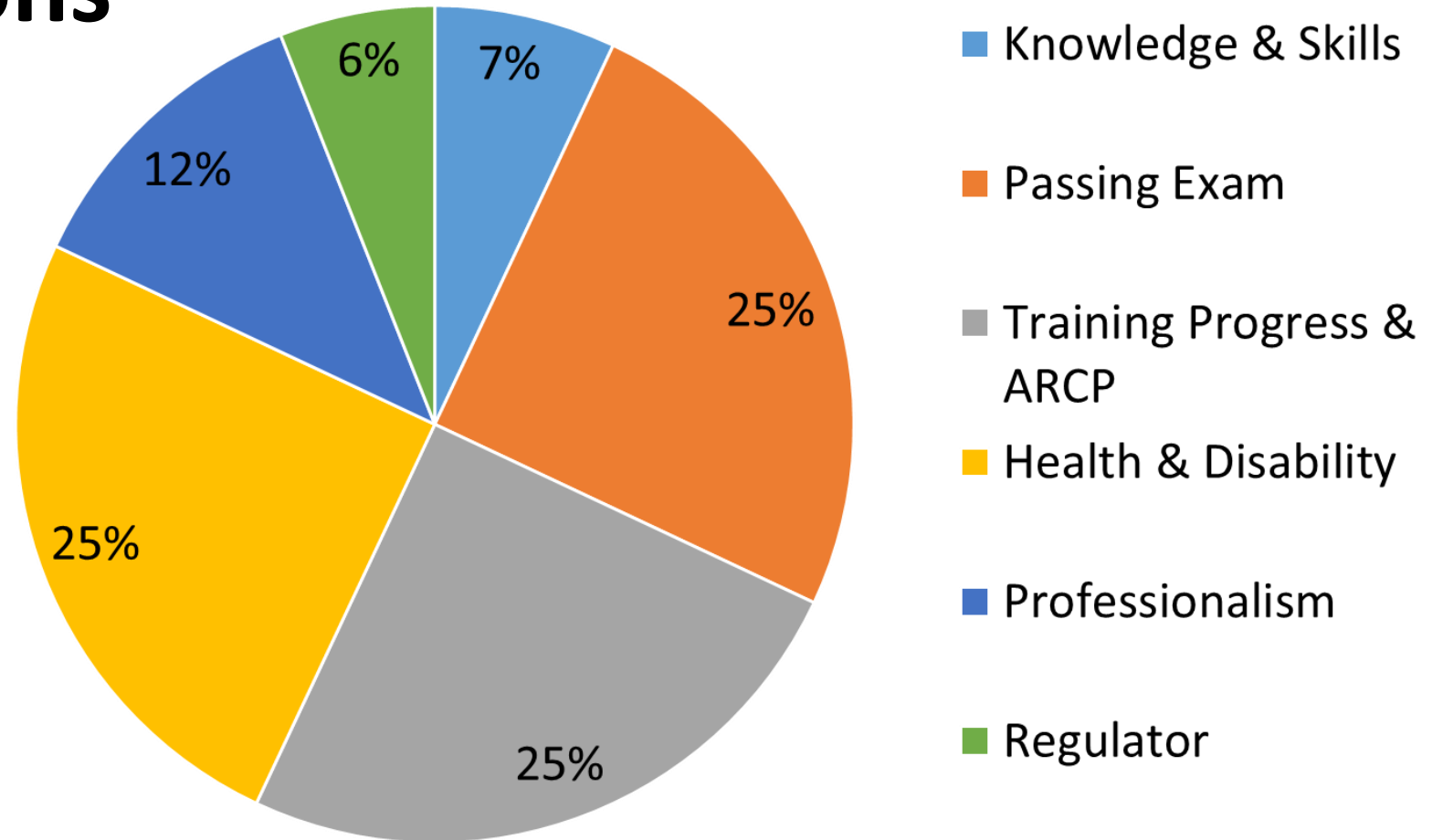
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# PSU Referrals

- Addressing exam preparation & technique
- Developing targeted plan to achieve goals
- Assisting with adjustments for health or disability
- Exploration of career options
- Overcoming life's challenges
- Support with FTP issues / Remediation
- Referral for further psychological support
- Referral for dyslexia assessment



# Referral Reasons



- No single reason
- ↑ in exam related reasons

# Why is proactivity important?

- Early intervention leads to better outcomes
- Doctors are reticent about help seeking
- Many doctors see help seeking as failure
- Trainers and Educational Supervisors can see it as their failure too





# The simple but REALLY effective stuff!!!

- Listen and understand
- Look out for challenges & don't be afraid to ask
- Share your successes and challenges
- Tell people when they do something well
- Be kind to yourself and others (3 acts of kindness / day, Civility Saves Lives)

# How we promote positive culture change?

- Education for both trainees and faculty members across all specialities in Wales
- Promote 'professional support' as a label and value not 'performance management'
- Provide a safe space where boundaries on confidentiality and consent to share are clear
- Promote 'problem solving' as a team effort involving specialist help, where needed and faculty members, where possible
- PSU plays a neutral role providing support to both trainees and the faculty
- Normalise seeking support
- Promote positive psychology



# PSU Outcomes

- Better understanding of support among trainees and trainers
- Less fear & anxiety – culture change
- Closed Cases 90% positive outcomes (ARCP Outcome 1 or 6)



# Feedback from Trainees ...

- “Think this is a valuable service for trainees who may be struggling for a number of reasons. It certainly avoided extra sick days for me - so was cost effective!”
- “The support offered was exceptional. I was very depressed and anxious, and I was struggling to complete my training. The support offered ensured that I did. I am so grateful for your kindness and understanding starting from the first meeting for assessment, and your ongoing emails to make sure I was ok.”



# Resources

<https://psu.walesdeanery.org/>



# To contact us

## Professional Support Unit

Health Education and Improvement Wales (HEIW)

**Tŷ Dysgu, Nantgarw CF15 7QQ / Ty Dysgu, Nantgarw CF15 7QQ**

**Symodol / Mobile: 0044 (0)7900 191933 (use this number to contact us please)**

**Ffôn / Phone: 0044 (0)3300 584 211 (currently only answerphone)**

**E-bost / E-mail: [HEIW.professionalsupport@wales.nhs.uk](mailto:HEIW.professionalsupport@wales.nhs.uk)**

**Twitter: @LeonaAWalsh**

*“Everyone you meet is fighting a battle  
you know nothing about.  
Be kind. Always.”*

*Brad Meltzer*



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