


# The Professional Support Unit (PSU)

## Introduction for TPDs



Developing people  
for health and  
healthcare

[www.hee.nhs.uk](http://www.hee.nhs.uk)

# What is the PSU?

- Free support service for dentists & doctors in training across London & Kent, Surrey, Sussex
- Access to confidential & impartial one-to-one advice/support, group support, courses & self-management resources
- The team consists of: experienced educators, clinicians, coaches and careers advisors with access to mental health specialists, linguistics experts & educational psychologists
- Information about all our services at [PSU website](#)

## Common reasons why learners come to the PSU

Difficulties with:

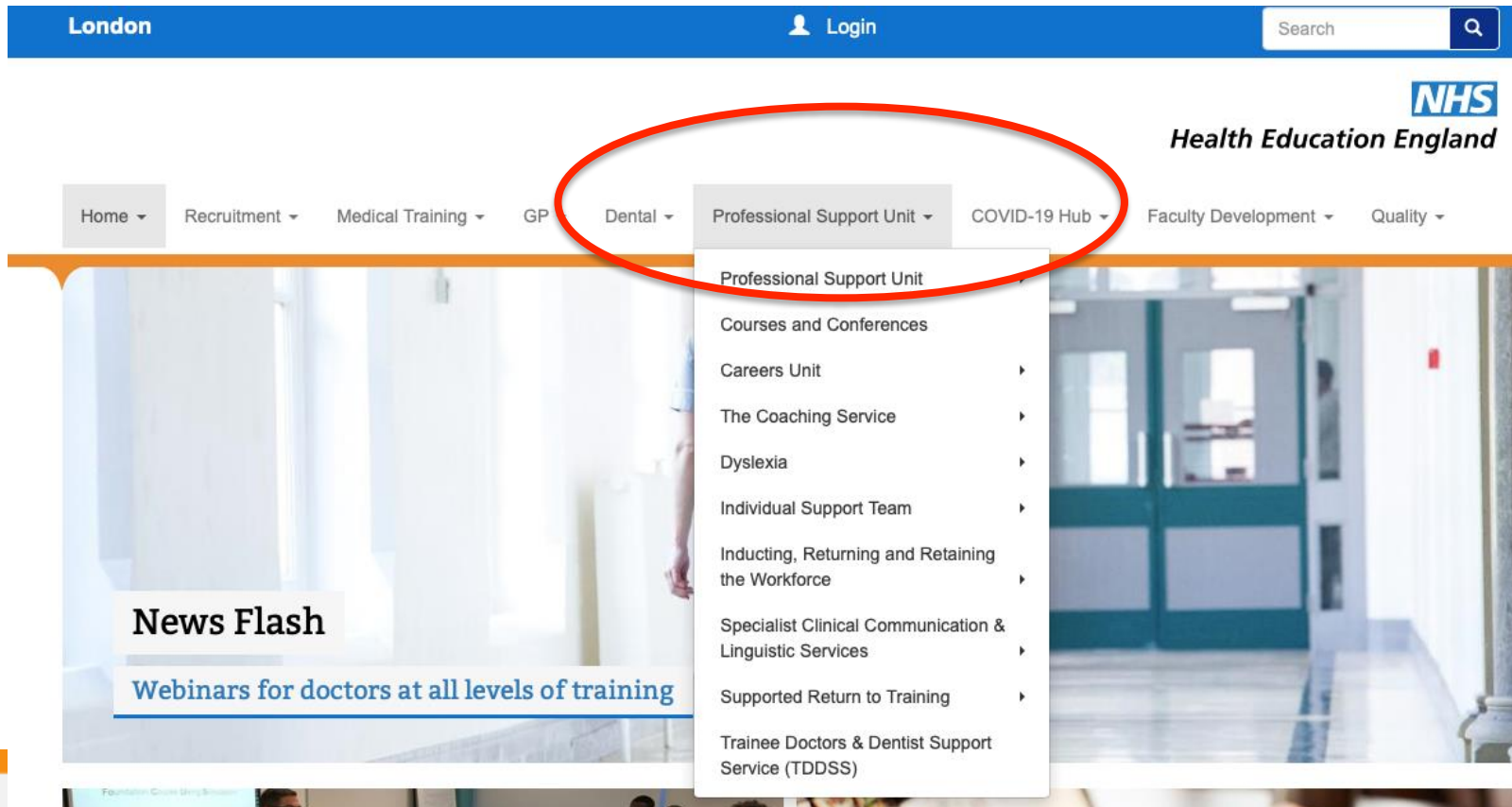
- Examinations - recurrent difficulty passing
- Relationships – patients or colleagues
- Psychological problems – stress, burnout, anxiety, depression
- Life events & pressures outside work
- Career doubts
- Returning to training after a break
- Issue relating to COVID19 impacting on training
- *Combination of these reasons*

## What we don't offer

- Legal advice
- Formal HR or contractual advice
- Occupational Health advice
- **BUT**.... we will often speak with trainees and help them access that support so if in doubt just contact us

# How to access the PSU

- Self refer via [HEE website](https://london.hee.nhs.uk) (<https://london.hee.nhs.uk>)



# PSU Pathways

You can self-refer directly to a specific service

(e.g. [coaching](#), [careers advice](#), [dyslexia assessment](#), [linguistics support](#) [individual support](#)...)

OR

if unsure....ask for a confidential Single Point of Contact (SPOC) appointment for initial advice & signposting

(via [generic PSU inquiries form](#))

*(NB: our website also has many resources such as [podcasts](#), [e-learning](#) & info about our [free courses](#)*

*e.g.: [assertiveness](#), [work & wellbeing](#), [stress & examinations](#)...)*

**Questions?....**

**HEE10**



# Responsible Officer's Advisory Group

## ROAG

**Formerly known as the Case Management Team**



# Who are we?

- **Irene Balch** – Service Delivery Manager
- **Nick Millan** – Operations Manager – North London
- **Holly McClymont** – Operations Manager – South London & KSS
- **Shirelee Rebeiro** – Administrative support

[casemanagement.lase@hee.nhs.uk](mailto:casemanagement.lase@hee.nhs.uk)

# Fitness to Practice

## **Background: Function of the Responsible Officer (RO) PG Deans**

- Patient safety underpins all aspects of the role
- Identify all doctors for whom they are responsible
- Establish, maintain and quality assure appraisal for all doctors on their GMC Connect List
- Oversee and take responsibility for the quality of local investigations into concerns about doctors
- Make recommendations to the GMC about revalidation
- Ensure that doctors comply with the conditions of their registration

The RO is therefore legally responsible for the above

# ROAG Team

Main duties: To ensure that the PG Deans' RO function is carried out. We case manage/track trainees once they have been officially flagged to us, and ensure the PG Deans are fully briefed on events. This revolves mainly around Fitness to Practise issues.

Links with wider department:

- **Trainee management:** We do not 'take over' trainees in difficulty. Workforce still manage like any other trainee, but we have an ongoing dialogue with them, to stay in the loop and ensure the correct course of actions takes place.
- **Recruitment:** Trainee can join a speciality programme with conditions/undertakings on their GMC registration. This would immediately go onto our caseload. Recruitment forward such issues to the relevant specialty OM.

# Thresholds

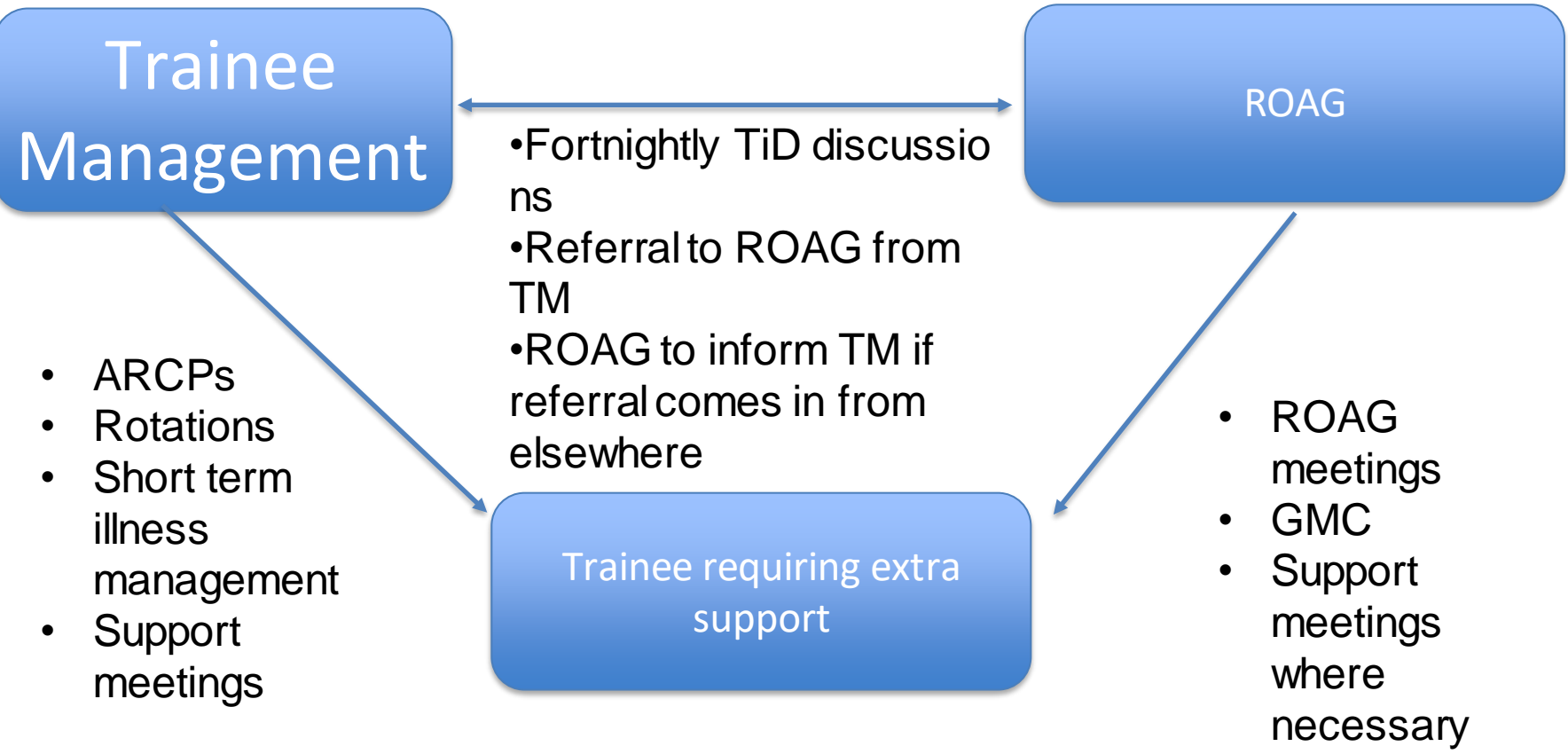
- There is a difference between a school TiD and a Case Management/ROAG one.
- There is a TiD tracker that contains all the names that fall under both.
- The officer should liaise with their OM over school level cases.
- If a case needs to be escalated, this is then done so through ROAG who begin to keep a record and discuss with the PG Dean.
- Likewise, a case can be de-escalated from ROAG and back down to the school.
- Ensures that schools manage all trainees equally and avoids a disconnect.

# Trainee Management Teams

- When a trainee is identified as being in difficulty, or requiring extra support by meeting these thresholds, they should be referred to the ROAG team.
- It is important to reiterate that in these cases, the Trainee Management Teams will still manage the trainee's journey as they would with any other trainee
- The ROAG team will manage the other aspects such as liaising with the Postgraduate Dean, the GMC, Hill Dickinson etc, where necessary

Day to day management of all TiDs is by the Specialty Schools and therefore the Specialty Officer and Operations Managers should be the first and main point of contact. The ROAG team does not manage trainees per se.

# Communication flows



# Timelines

Chronological record of events relating to a trainee:

- ARCP history
  - Rotations
  - E-mail correspondence
  - Decisions made in ROAG Meetings
- 
- Becomes a useful document in analysing the wider picture and responding to GMC queries. PG Deans use them to make decisions as the RO.

# Meetings

- **OM TiD meetings** – Trainee management OMs fortnightly
- **ROAG Meetings** – the PG Dean (RO), Operations Manager from the ROAG team (formerly Case Management), the Service Delivery Manager for the ROAG and the Senior Business & Education Manager from HET. Meetings occur fortnightly.
- **GMC ELA meetings** – Quarterly to discuss GMC cases
- **Support meetings** – Trainee management representative attends. ROAG member will attend in high level cases and on the PG Dean's behalf.
  - Minutes need to be taken at all meetings and shared with the trainee for approval.



# Typical tasks undertaken by ROAG team

- Writing reports to respond to the GMC's requests.
- Meeting with the PG Deans to discuss latest events/new trainees.
- Liaising with Trusts for information on investigations.
- Documenting events and training history so that PG Deans have all information to hand.
- Liaising with trainee management to get updates to inform all of the above.
- Disseminating information we receive to the relevant schools.
- Implement and pass on actions as desired by the PG Dean.

# Types of cases

- GMC investigations
- Trust investigations
- Long term sickness
- At risk of removal from training
- Involved in a Serious Incident (SI)

# GMC Investigations

- The GMC can open an investigation into a fitness to practise concern regarding a trainee.
- Can be in relation to a patient complaint, clinical ability, professionalism, health, conviction, or a mix of multiple issues – **Anything that raises a concern over fitness to practise.**
- ROAG write back to the GMC's request for information on behalf of the PG Dean/RO, by confirming everything we know about the trainee's history and the incident in question. We get TPD feedback over any up to date fitness to practise concerns (or not).
- Can lead to undertakings/conditions on a trainee's GMC registration, or suspension/removal from the medical register.
- We notify the school of events in relation to investigations. The school will arrange support meetings.

# Trust investigations

- Trusts open investigations into similar concerns to those that the GMC do, as the employer.
- We will update the school over events in relation to these, by liaising with the trust. We will sometimes have direct calls with trusts to establish up to date information.
- If a trainee is dismissed as a result of a trust investigation, then they are removed from the training programme

# Long term sickness

- The ROAG team should be made aware of long-term sickness issues when a trainee is beginning to or is under formal absence management by their employer.
- This is because if a trainee is dismissed, then we would remove them from the training programme.
- It is important that the trainee management teams monitor and liaise with trusts over such cases and keep ROAG up to date.
- It is also important to be aware for support purposes, and to assist in supporting trainees who are returning from long-term sick leave.

# Serious Incidents

- Trusts often directly report Serious Incidents through to ROAG.
- We notify the schools to ask for their determination over whether a support meeting is required or not.
- We share the background to these incidents and any final investigation reports (if there are any) with the school.
- We keep the Postgraduate Deans aware of all of the above.

# Removal from training

- Reasons for removal:
  - Outcome 4
  - Non-engagement
  - Trust dismissal
  - Removed or suspended by the GMC
  - Has been out of training for 24 months
  - Postgraduate Dean deems a trainee as unsuitable for training

# Outcome 4s

- Removal from training is an ARCP panel's **recommendation** to a Postgraduate Dean.
- The recommendation report should be provided within 5 working days of an ARCP.
- The recommendation/report is taken the PG Dean. Ideally, we should know about the trainee already.
- If the Dean agrees, we create a covering letter from them and pass back to trainee management to send this and the report back to the trainee.
- Trainee can appeal this decision



Thank you for listening!

Any questions?

