


# The Professional Support Unit

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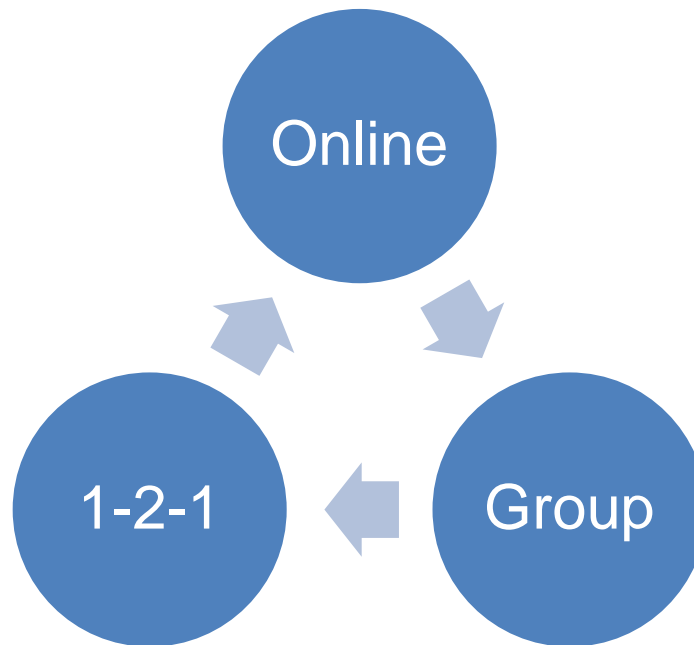
Developing people  
for health and  
healthcare

[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
- 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](#)

## How we work:



# Challenges during training

Common reasons why learners come to the PSU:

- Examinations – recurrent difficulty passing
- Relationships – patients and colleagues
- Psychological problems – stress, burnout, anxiety, depression
- Life events & pressures outside medicine
- Career doubts
- Returning to training after a break
- *Often a combination of these reasons*

# The challenge of examinations

- Lack of time to prepare – pressures within and outside work
- Not using the most productive revision approach
- Unfamiliarity with exam technique
- Performance anxiety
- Recurrent lack of success can have an adverse effect on confidence and create a vicious circle
- Unrecognised dyslexia

## **Examinations & training portfolio - How we can help**

### **Online eLearning**

[Examination support](#)

[Personal & professional Effectiveness](#)

[Reflective writing](#)

[Record keeping](#)

### **Workshops**

[Examination preparation](#)

Managing Exam anxiety

### **1-2-1**

[Individual Support Team](#)

[Coaching support](#)

# Dyslexia

## Online

[Dyslexia](#) testing which can lead to a full non-chargeable assessment

## Workshops

[##NEW!: Dyslexia for Doctors/ Peer support group##](#)

## 1-2-1

Dyslexia Coaching

# Relationships

- Stressful environment with resource pressures, emotional pressures , risk & uncertainty
- Relationships with colleagues – giving and receiving feedback – are common problems
- Linguistic and cultural challenges
- Competitiveness, system changes affecting team cohesion
- We can support each other through informal supervision



# Relationships – how we can help

## Online eLearning

- [Undermining & conflict in the workplace](#)
- [Personal & professional effectiveness](#)
- [Professionalism](#)

## Workshops

- [Assertiveness for clinical practice workshop](#)

## 1-2-1

- [One-to-one specialist clinical communications & linguistics support](#)
- [PSU coaching service \(x4\)](#)

# Psychological problems

- Health Professionals are not always good at recognising when they are unwell & seeking help
- Fear of stigma and reluctance to consult colleagues are factors
- Stress, burnout, anxiety, and depression are prevalent in doctors
- There are ways to build resilience and prevent problems developing

## Psychological Support - How we can help

### 1-2-1

- [Practitioner Health](#)
- [SPOC \(Single Point of Contact\) | London \(hee.nhs.uk\)](#)
- [PSU coaching service](#)

### Workshops

- [V-Space peer support](#)

### Online

- [Covid Wellbeing Hub](#)
- [Stress, mental health & wellbeing in the workplace](#)
- [Resilience](#)

# Career Planning & Leadership

- Career choice
- Career Progression
- Portfolio working



Based on DOTS model (Law & Watts 1977, 1996 The Career Development Cycle)

## Career Planning & Leadership-How we can help

### Online

- [SCAN Career Planning Model & exercises](#)
- [Preparing for Consultancy](#)
- Networking for clinicians
- Portfolio Career Planning

### Workshops

- Mentoring for senior registrars
- [Leading through education for excellent patient care](#)
- [The consultant Interview: preparing for success](#)
- [Open MIC \(Mock Interview Clinic\)](#)

### 1-2-1

- [Careers Appointments \(x3\)](#)



# Career planning models and strategies: what works?

How did you make decisions about your career? What support would you have valued? What might you have done differently? These are some of the questions considered in this session. Here we introduce you to career decision making processes as well as a framework to support your work with junior colleagues.

# SuppoRTT overview

- Trainees OOP for 3 months or longer
- Individualised training package from menu of options
- Structured and systematic process



[SuppoRTT Animation](#)

# Differential Attainment

- The gap between the attainment levels of different groups of doctors in recruitment, exam pass rates, and ARCP outcomes
- The PSU has created a “Differential Attainment Toolkit” for educators
- This includes: Understanding DA, Difficult Conversations, Exam Support, Language & Culture, Careers Coaching
- Lesson plans & PowerPoints on the PSU [DA Page](#)



# Differential Attainment - How we can help

## Online

- Differential Attainment toolkit
- Induction package for IMGs

## Workshops

- Enhancing consultation skills
- Developing English for Clinical practice
- Influence of culture and communication

## 1-2-1

## PSU Coaching

# Case Study

- ST3 Trainee
- Concerns about work performance in clinics – absorbing and presenting information and formulating and following management plans to consultant
- Some difficulties with completing consultant plans for patients
- Difficulty with exams – repeated attempts
- ES queried difficulty with processing information and signposted to PSU

## Further details at IST one-to-one

- Traumatic experience with consultant in core training – felt bullied and was told at the end of attachment could never succeed in medicine
- Problems in ST3 re-opened previous trauma – loss of confidence, symptoms of depression
- FH of dyslexia
- Difficulty reading and processing information quickly e.g. large volumes of clinic notes
- Difficulty reading/interpreting questions in exams

# Dyslexia Assessment

- Verbal Comprehension 99% - high
- Perceptual Reasoning 61% - average
- Working memory – 50% - average
- Processing speed – 34% - below average
- Rate of silent reading was only sixty percent of that expected.
- Does not assimilate and retain information efficiently through reading.

# Support

- Identifying the problem was very helpful
- Communication of findings with ES and TPD
- Depression lifted (did not access support from PHP)
- Adaptations made at work e.g. extra time before clinics, proforma for presentations, safety net for completing actions
- Specialist dyslexia coaching
- Post-pone exams to give more time for study
- Extra time for examinations

**Questions?....**

