Trainee Guide to Systems

Contents

Systems included in this guide:

1) PGMDE Support Portal (PSP) (query management portal)
   https://lasepgmdesupport.hee.nhs.uk/support/home
2) Synapse (LASE trainee information sharing in-development) https://synapse.nhs.uk/
3) EMS (Event Management System)

What is each system for?

PGMDE Support Portal: This is a web-based system that HEE directs trainees to in order to solve their queries, either by looking at a generic or specialty-focussed FAQ, or by submitting a query to the team here at HEE. This portal can also be used for submitting LTFT applications and, for event leads, booking events such as Regional Training Days. The portal also has information on Study Leave.

Synapse: Synapse is a website that HEE uses to update trainees on several key things, such as their upcoming rotations, their regional training days, and other events and conferences that may be of interest. Pieces of news and updates are also posted here. A lot of this information is also sent out via a donotrespond email address, in order to maximise coverage to trainees.

EMS (Events Management System): This is the system that is used to track who has booked onto an event, such as a regional training day. This system should send you an automated confirmation email once you have signed up for an event, and will also send you reminders as the event gets closer. Regional Training Day sign up links are posted on Synapse.

PGMDE Support Portal

As mentioned above, the Support Portal is designed to provide answers to 'generic' questions whilst also allowing trainees to get in touch with the HET team with more specific of 'difficult-to-answer' questions. Please note that this portal works best on Chrome or Firefox.

This is the link the leads to the home page, which is shown below:
https://lasepgmdesupport.hee.nhs.uk/support/home

As shown, there are two options. If you have a query regarding your training specialty, you should click 'London/KSS'. If you have a recruitment query or want more information about Inter-Deanery Transfers, the right option is for you. Once you click the left button, there are several options.

The Trainee option, once clicked, will give the following view:

There are several options here. Specialty specific FAQs can be found by clicking the school or programme named tab.

However, there are also **the general information FAQs**. These contain lots of information on a variety of issues. Please find below a Hyperlinked list of these FAQs for quick reference:

LTFT links:

Trainee Applicant guide

LTFT Application Form

General LTFT FAQs

Events FAQ Links:

General Event FAQs: these include information on booking places on RTDs, how to cancel a place, event certificates, and where to find advertised events

Relocation FAQ Links:

Relocation Guidelines

Relocation FAQs

Please find information below the FAQs that are seen as relevant to all specialties. Each of these subheading has several specific FAQs. Below you can either click on 'Generic FAQ Links' to be taken to the whole list, or on the most specific sub-headings for FAQs relating to that issue:

Generic FAQ Links

- IDT questions
- Acting Up As a Consultant
- Additional Training Time
- ARCP questions
- ARCP Reviews and Appeals
- Military Trainee Questions
- Certification
- Changes in Circumstances
- Changes in Personal Details
- GMC National Training Survey (NTS)
- New Starter Registration
- Taking Time Out of Programme (Going on an OOP)
- Period of Grace
- Resignation
- Rotations
- Synapse
- Feedback on the Portal
- Deferrals
- Professional Support Unit information
- Integrated Academic Training

To submit a query to the HET Team:

If you cannot find an answer to your query in these FAQs or you want to double-check something, please do submit a query to the team. Below is the direct link to submitting a query:

Link to enquiry submission form

There are a few other ways to reach this page.

1: When you arrive at the PSP Portal Homepage, you can now reach the query submission page in just two steps. Simply click on 'Trainee', and then you can select the 'contact us' option. This gives you the 'submit a query' option, but also has a link to the HET contacts page, which contains the phone numbers for each specific faculty team
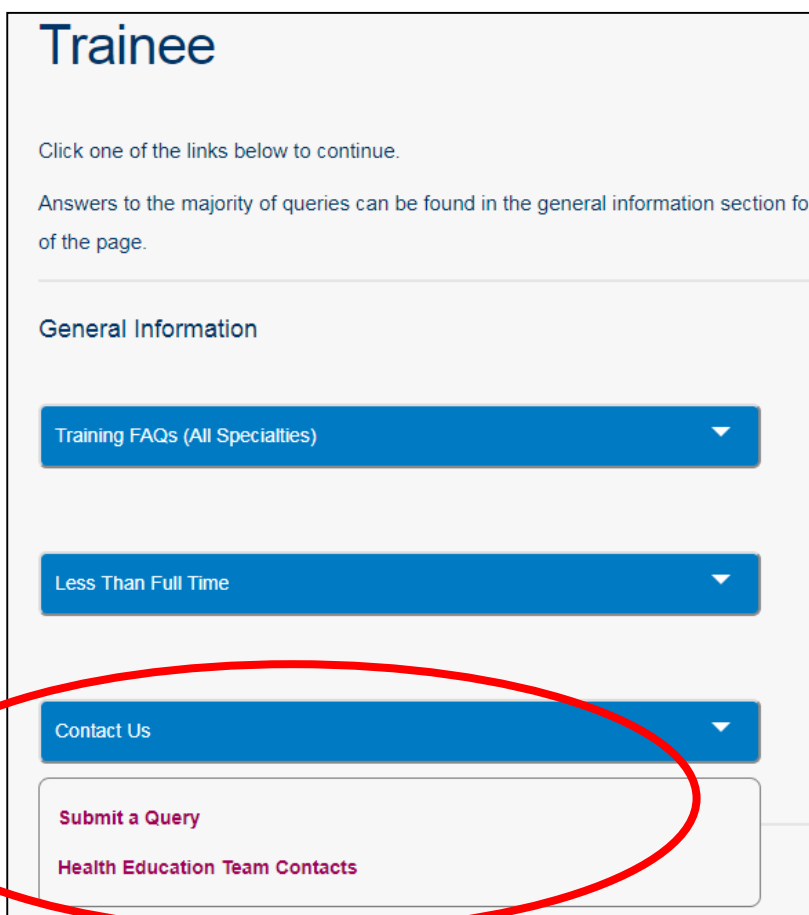
2: On **Generic FAQs**, the first FAQ you see is ['What if none of the FAQs answer my question?'](#)

This takes you to the below page. The link to submitting a query can be reached via the circled link.

This takes you to the query submission form. This form requires your **name, contact details** (email, phone number), **Specialty and training programme**, your **grade and GMC number** (to help with finding your profile on our database), and then **the sort of enquiry you are submitting** (rotations, military trainees, supporting documentation etc.). This allows your query to be tracked and sorted more easily. There is, as well, the **free text box** at the bottom of the page, where you would input your query.

Please note as well as you do NOT have to submit a new query if you want to reply to the answer of your query. You can simply send a message back from the reply you received.

Health Education England

If your query is not answered:

Please note: each query will be given a 'ticket number' which can be seen in the email response (see below screenshot).

Dear ICM ICM,

We would like to acknowledge that we have received your form.

Your form was:

test

And your ticket reference number is 66643

Yours sincerely,
HEE LaSE PGMDE Team
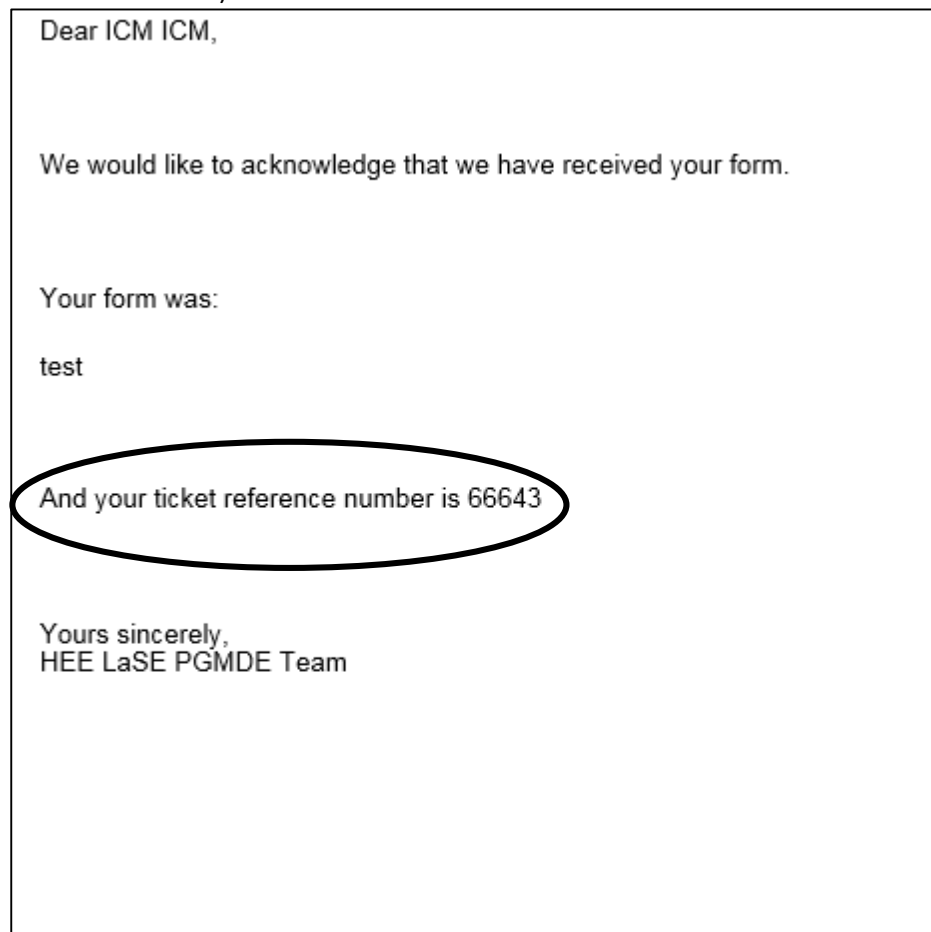
This ticket number is unique to your query. If your original query is not answered, or you receive a message saying your query was 'closed' or 'resolved', and you do not feel that it was or would like some clarification, you can refer to this number when you get in touch with the HET team, either by replying to that email, which you are able to do, or via a phone call.

IF you think an FAQ is wrong, out of date, or if you have an idea for a new FAQ

We are of course always keen for feedback on our FAQs. If you feel that an FAQ is unclear, misleading or out-of-date please do let us know.

To do this:

Under each FAQ is a question**: did you find this FAQ helpful?**

If you select NO, this brings up a free text box and some tickboxes which you can send through to the team here.

Synapse

Synapse Is a web-based service that is designed to communicate updates on training for specific specialties, as well as a number of services for trainees. This includes:

- Form R generation for ARCP/Revalidation

- Rotation Information

- Specialty training updates and links

- Regional Training Day information and booking links

Every trainee has a Synapse Account. The link to Synapse is below:

https://synapse.nhs.uk/

If you cannot remember your login details

If you cannot remember your details or have never been sent your login details, please try using the 'Forgotten your password?' function. If this does not work, please send an email to

servicedesk@hee.nhs.uk including the information about which programme you are on, which region you are in, and which grade you are, as well as your up-to-date email address.

Form R Generation for ARCP/Revalidation

As you know, the Form R is a crucial part of your annual ARCP process. The form itself has recently been updated: it used to be Part A and Part B, and now it is just Part B, so don't worry if you are trying to find a link to part A.

To generate your Form R, log into Synapse, and on your homepage you should see a link in left hand corner saying 'Form R':

Click on this, make sure your information is up-to-date, and then generate your form R. Please note that previously, we required that the form R have a physical signature on it. However, there is a button now in the generation process that acts as an electronic signature, so you no longer need to print it out and scan it, you can just generate it as a PDF and then either attach it to your e-Portfolio or send it in an email.

Rotation Information

Synapse is a tool that HEE use to inform trainees of their upcoming rotations. You should be made aware of any upcoming rotations no less than 12 weeks before your start date. In some cases, you may receive this information later or your information may change, for example if you are going on an OOP. If you have NOT received your rotation information, please do get in touch with the HET team, either by submitting a query on PSP or by giving us a phone call on the number listed above.

Your rotations can be found on Synapse by clicking on the 'Rotations' link, as shown in the above screenshot. This will take you to a page where your rotations are listed and colour-coded: Green for upcoming rotations, amber for current rotations, and red for past rotations.

Specialty School Homepages

An important part of Synapse for a trainee is the specialty school Homepages.

This can also be found by clicking 'Schools and Organisation' tab on the landing page when you log in, and then selecting your school.
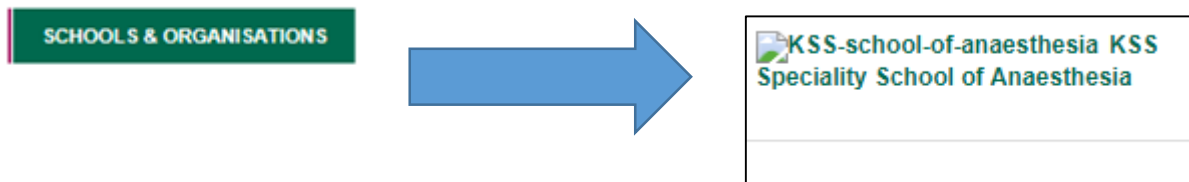
On the homepage are several important links found on the right hand side of the page, highlighted below.
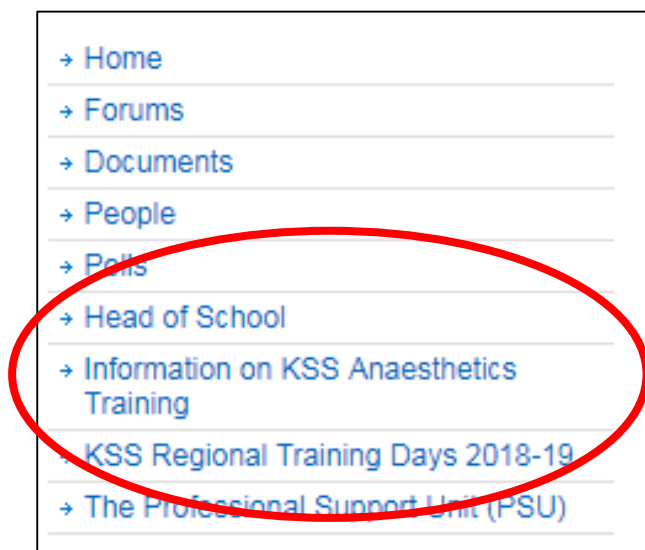
As well as this, lower down on the page is a NEWs section, where training days, special interest applications, and notices for events and conferences will be posted.

Regional Training Day information and booking links

As shown above, information on Regional Training Days can be found on Synapse.

This link takes you to the page displayed as below:

KSS Regional Training Days 2018-19

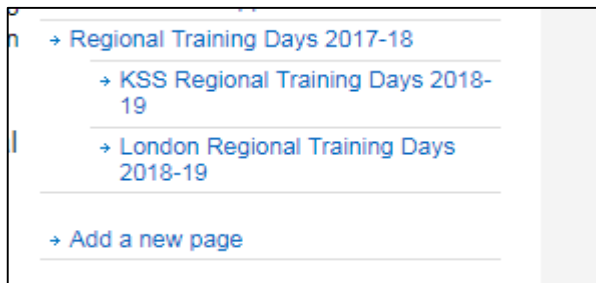| Event Date	Event Timings	Level	Training Day Name	Venue	Event Booking Link
10/09/2018	10:00-16:00	CT1,ACCS CT2,New ST3 Starters	KSS Anaes Induction Day	Event Centre, Stewart House, 32 Russell Square, London, WC1B 5DN	Click Here
25/09/2018	10:00-16:00	ST5 (ST4+)	ST5 Anaesthetic Indcution	Room 10,Event Centre, Stewart House, 32 Russell Square, London,WC1B 5DN	Click Here
02/10/18	08.30-16.30	ST3+	KSS BSUH Intermediate Paediatric Anaesthesia Training Day	Lecture Hall, Audrey Emerton Building, Eastern Road, Brighton	Click here
08/10/18	09.30-17.30	CT2&3	Basic Competency Level Obstretic Anesthesia	Events Centre, Stewart House, 32 Russell Square, London, WC1B 5DN	Click here
09/10/18	09.00-17.00	ST3+	Regional Sim Training Day Obstrectics	Education Centre, Conquest hospital, St Leonards on sea, TN37 7RD	click here
12/10/18	08.15-17.00	Core Anaes & ACCS	Buscipan Basic Ultrasound Competency in Probe and Needling	Post Graduate Education Centre, Frimley Park Hospital, Portsmouth Rd, Frimley, Camberley GU16 7UJ	Click here
19/10/18	08.30-17.00	Core Anaes CT1&2 ACCS CT2's	Primary FRCA Viva Practice	Post graduate Centre, level minus 2 , Tunbridge Wells Hospital, Tunbridge Rd, Tunbridge Wells	Click here
26-27/11/2018	08:00-17:00	CT1	Novice Anaesthetics Training simulation	Royal Surrey County Hospital, Egerton Road, Guildford, GU2 7XX	Click Here

Regional Training Days are logged on EMS (the Events Management System). This is an automated system that creates a register of attendees, sends out reminder emails, and attendance certificates as well. As you can see, this page contains the dates, times and venues for each training day. The circled link is the booking link for the day itself. Once you click on this, you have to fill out the required information, and choose the default time slot (please remember to do this!).

KSS Anaesthetic ST3+ Obstetric Anaesthesia Crisis Resource Management Simulation Course
24 Jan 08:30 - 17:00

2
AVAILABLE

Register your place on the event

Salutation/Title *

> Dr

First name *

Last name *

Email *

Mobile number

To register please choose available time slot and complete the events booking form. You must register to attend the event email confirmation with you.

If you have any questions about your booking, please review the FAQs via our customer service portal https://lasepgmdes submit a query to the team via the portal if you cannot find the answer to your question.

Thu 24th Jan 2019

Time slot	Default structure	Remove booking?
08:30 - 17:00	○	●

📅 **Register**   Cancel

Once you fill this in and register, you should receive a **confirmation email** on the email account you used. You should also receive reminder emails 2 weeks, 1 weeks and 1 day before the event itself. **Please note that these emails are automatically generated from a website, and as such may be put in your junk or spam inboxes, so please remember to check there if you have not received on.**

Important information regarding Booking onto Regional Training Days

Please note that HEE is unable to issue certificates for attendance of training days when we do not have evidence that you attended. Please ensure that you keep a hold of your confirmation email or get in touch if you have not received one. As well, many events will have a physical register. Please ensure that you sign in on the day.

IF the event has space, online registration for RTDs is open up until 3 hours AFTER the start of the event.

If you are able to attend last minute, but are struggling to sign up on the day, **please contact the Business Support team**, either by submitting an online query, or by giving them a call.
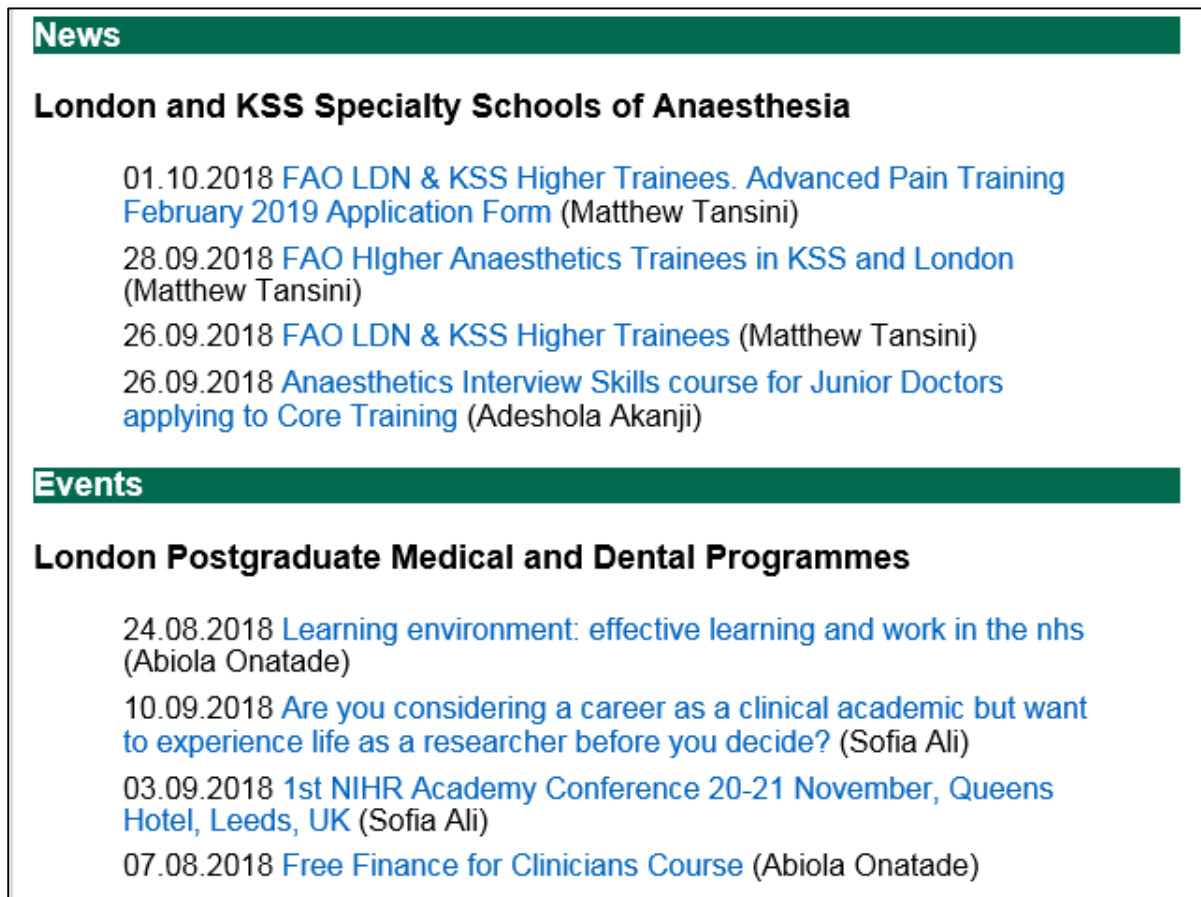
- [Link to enquiry submission form](#)

- 020 7866 3247

As listed above in the PSP section, there are several useful FAQs regarding Events and Regional Training Days on the following link:

[General Event FAQs](#)

Synapse notification emails

Every member of Synapse should receive a notification email, which looks like the below screenshot:

News

London and KSS Specialty Schools of Anaesthesia

01.10.2018 FAO LDN & KSS Higher Trainees. Advanced Pain Training February 2019 Application Form (Matthew Tansini)

28.09.2018 FAO HIgher Anaesthetics Trainees in KSS and London (Matthew Tansini)

26.09.2018 FAO LDN & KSS Higher Trainees (Matthew Tansini)

26.09.2018 Anaesthetics Interview Skills course for Junior Doctors applying to Core Training (Adeshola Akanji)

Events

London Postgraduate Medical and Dental Programmes

24.08.2018 Learning environment: effective learning and work in the nhs (Abiola Onatade)

10.09.2018 Are you considering a career as a clinical academic but want to experience life as a researcher before you decide? (Sofia Ali)

03.09.2018 1st NIHR Academy Conference 20-21 November, Queens Hotel, Leeds, UK (Sofia Ali)

07.08.2018 Free Finance for Clinicians Course (Abiola Onatade)

It is important to note several things regarding these emails.

1: The dates on the left-hand side of the News Items and Events are the date that each item was POSTED, NOT the date of the event/training day itself. The new protocol will be to include this information in the title of item

2: These emails are not being received by everyone, and for many people some of the highlighted information is not relevant. This is something that has been raised and is being looked into. However, it is also important to ensure that your account details are correct as well (please see below segment).

Checking Synapse account details

To check your account setting, please click on your name on the Synapse homepage: this should be in the top right-hand corner.

This brings you to a page that looks like the below screenshot:

One thing to be aware of is the Email alerts, circled on the right hand side. These have 3 settings for email notifications from Synapse: daily, weekly, and never. If your account is set to 'never' then this may explain why you are not receiving emails.

Another thing to check is what training programme your account is attached to (circled in the centre of the above screenshot).

Please see the following page for details on how to edit the training programme you are attached to, along with other details of your training programme.

To do this, click 'edit', which fill bring up the page screenshotted below:

You can also change your current trust and other details if you wish to.

Please remember to click update at the bottom of the page when you have done this.