



England

The Professional Support Unit

Presented by:
Dr David Mendel, Head of Professional Development



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](#)



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 (also other neurodivergence)

Assessments for possible ADHD or ASC are normally by GP referral (there are exceptions)



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 can we 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 can we help

1-2-1

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

Workshops

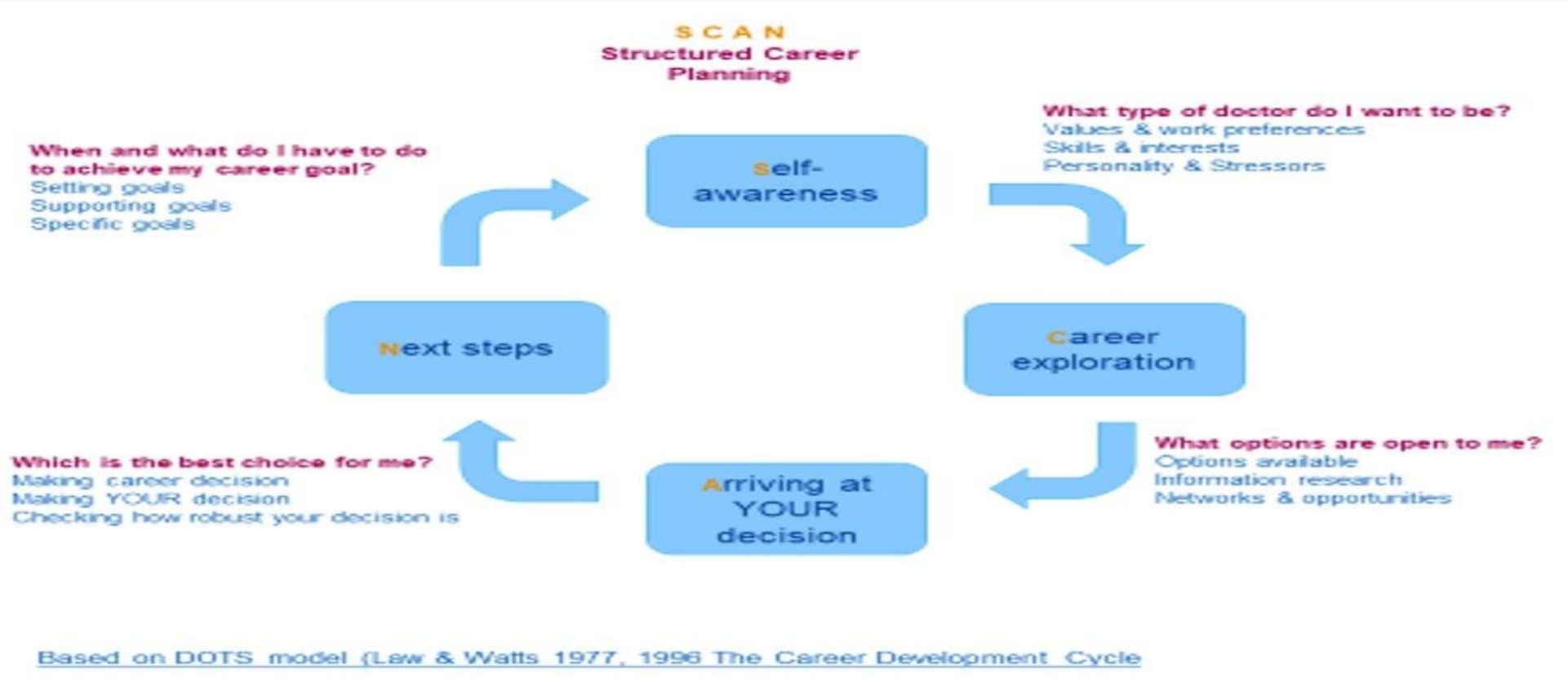
- [V-Space peer support](#)

Online

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

Career Planning and Leadership

Career Choice, career progression, Portfolio working



Career Planning & Leadership – How we can help

Online

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

Workshops

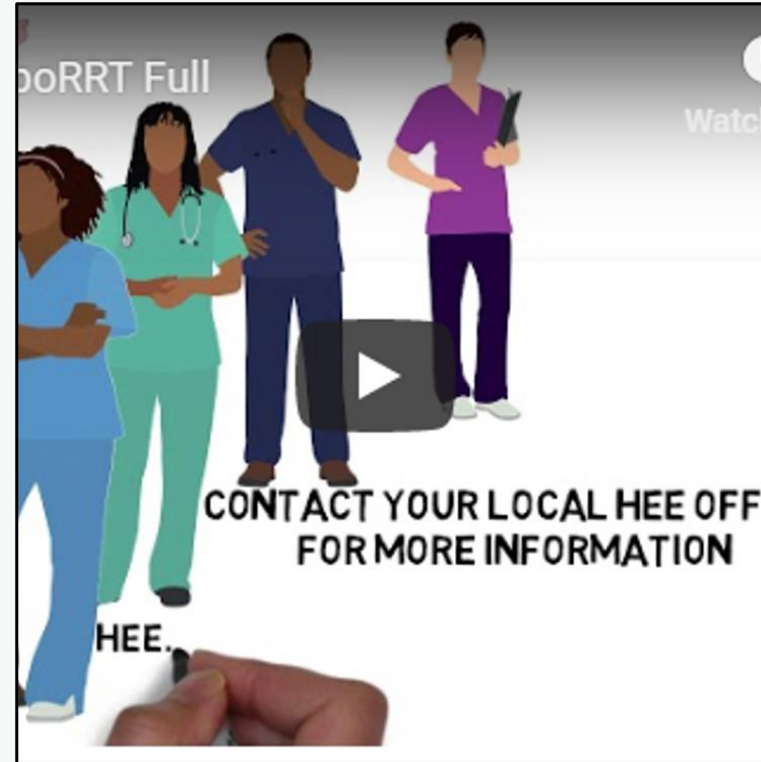
- Mentoring for senior registrars
- [Leading through education for excellent patient care](#)
- [The consultant Interview: preparing for success](#)
- [Open MIC \(Mock Interview Clinic\)](#)

1-2-1

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

SuppoRTT overview

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



[SuppoRTT Animation](#)

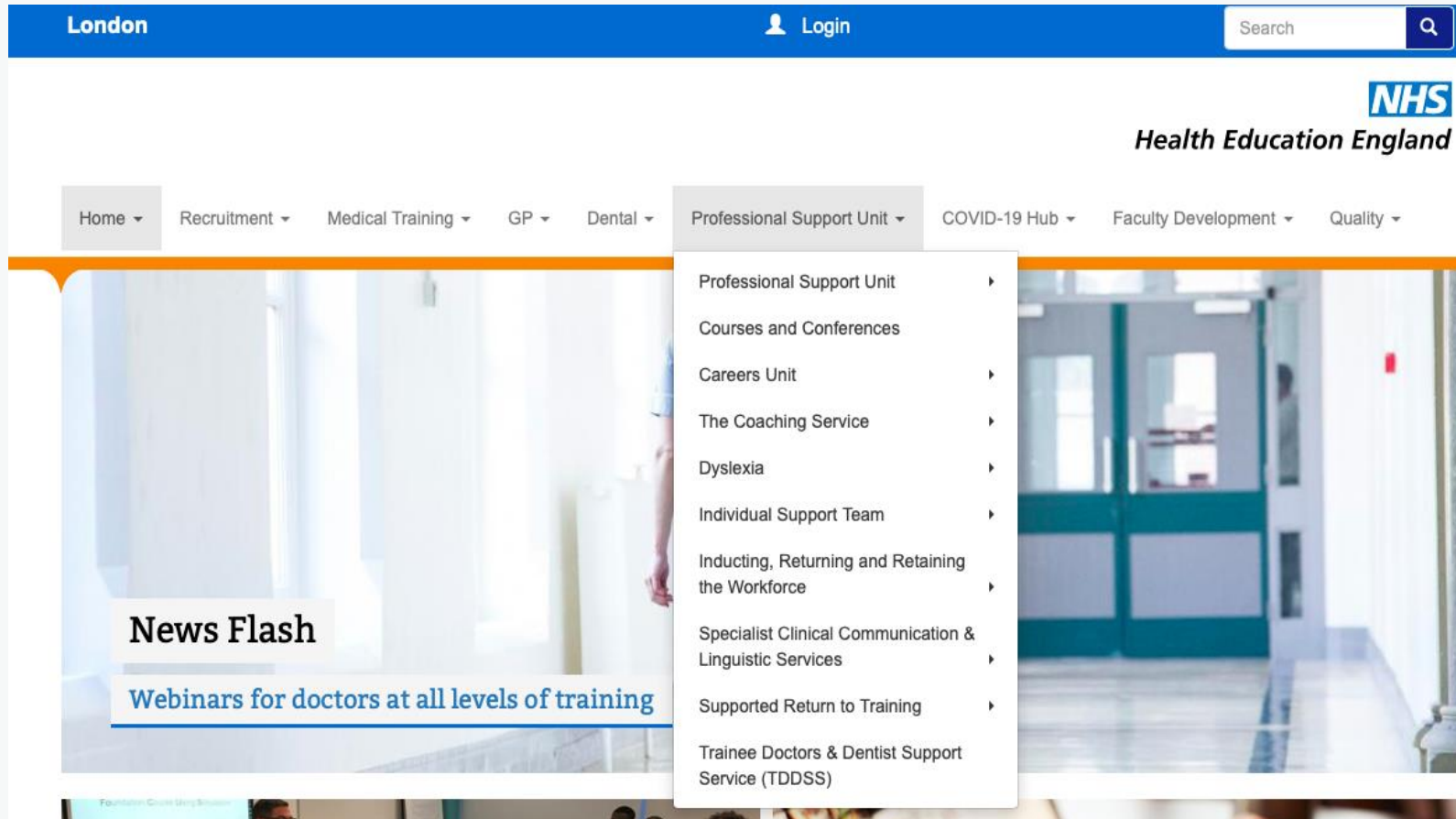


Differential Attainment

- 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](#)

How to access the PSU

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





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

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?...

Thank You



[@nhsengland](https://twitter.com/nhsengland)



[company/nhsengland](https://www.linkedin.com/company/nhsengland)



[england.nhs.uk](https://www.england.nhs.uk)