



# PROFESSIONAL SUPPORT UNIT

ARCP Guidance Document for trainee support

December 2017

## **Part 1: What we cannot offer**

The Professional Support Unit (PSU) are working under a new process which affects when and how referrals should be made. Our new process means we consider referrals made with the following concerns differently:

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**Counselling:** We are unable to offer this as a support option except for exceptional circumstances.

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**Anxiety** is classed as a mental health issue which on some occasions can be supported with counselling or coaching. Before a referral is made trainees should be advised to contact their GP and/ or the Trust's HR department for advice about free counselling sessions.

**Time Management/ Communication/ Confidence** issues can be supported through peer support and or mentoring through clinical colleagues, trainees should be encouraged seek support to allow for this to happen. There are also several courses available and ran by the PSU which are based on demand. The Head of School can arrange these through us.

**Health Issues:** PSU are unable to support trainees with health issues therefore trainees should contact their GP. If the health issue is affecting their training, please refer to OH via our referral form which can be found on the PSU website.

**Exams:** we have a responsibility to support trainees with Learning Difficulties therefore referrals should be made where this has been discussed. We have an online assessment tool and can make a referral for a full educational psychology assessment if necessary and or a referral for study support.

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### **We no longer accept referrals relating to:**

**Leadership:** The East Midlands Leadership Academy have a number of courses which can be accessed via their website, please advise trainees to review these via <http://www.leadershipeastmidlands.nhs.uk/>

**Career:** HEE now have a National Careers service which can be accessed via <https://connect.hee.nhs.uk/Interact/Pages/Content/Document.aspx?id=2651&SearchId>

**Personal:** As the PSU support training issues there are some personal issues which cannot be supported, however these are considered on a case by case basis and therefore a referral should be considered.

**E-portfolio:** The PSU are not trained to support trainees with their e-portfolio, we recommend trainees are supported through peer support and or mentoring.

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**GP Trainees Only:** Perfect Day is an alternative intervention supported by the PSU which helps with CSA preparation. Please see further details on our website.

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In addition, our new referral form has a section regarding 'actions taken to date'; this is where information and evidence must be supplied. We expect minutes from meetings, SMART Plans, appraisal dates and outcomes.

**Should you have any concerns or queries regarding this process please contact Laura Meaney, Professional Support Unit Manager, [psu.em@hee.nhs.uk](mailto:psu.em@hee.nhs.uk)**

## **Part 2: What we can offer**

**One – to – one support:** The PSU will continue to support trainees, covering a wide range of areas. We have access to specialist **coaches, counsellors** and **study tutors** across the east midlands. Our new referral form, attached to the back of this guide, highlights the main areas in which the PSU can currently assist in. This is not an exhaustive list and each case is handled separately.

**Courses:** Alongside one – to – one support, the PSU have developed a variety of courses which can tackle common issues; Communication, Stress, Confidence and exam support are to name a few. These will only be available based on demand and it will be the responsibility of the training programme to organise this through the PSU. We will also work with individual schools to look at common referral reasons and then put on preventative workshops.

## **Part 3: How to make a referral**

If it is agreed by the panel that a referral to the professional support unit should be made, then a referral form must be filled out and sent to our inbox. We recommend that the trainees supervisor fill out the form, as they would usually have a better understanding of the case and be able to explain the steps that they have already taken in solving it.

Please note that outcome letters do not count as a referral, even if they have the PSU as a recommendation. It is also not the responsibility of the trainee to chase this with us, as we do not accept self-referrals.

Further details can be found at our website or by contacting us at the below email address.

[Psu.em@hee.nhs.uk](mailto:Psu.em@hee.nhs.uk)

**\*Please find attached referral form template attached to the back of this document.**