

Mentorship, Advice and Connection Hub Framework

Purpose

Mentorship is a relationship in which the mentor offers ongoing support and guidance to a mentee outside the clinical environment. Support can be given on various topics, such as career progression, work-life balance, exam performance and professional relationships. Informal meetings are held when advice and support are needed. When the mentoring relationship begins, it is important to decide the principle areas to be covered, but there needs to be an awareness that, as trust develops, new areas of discussion may arise. Mentoring is about talking through professional and personal issues in a confidential and supportive manner. In some situations, coaching may be more suitable to manage a work problem, so the mentor may need to pass this function on to a more experienced coach. As the mentee grows in professional confidence, it is likely that the mentoring will be less essential and the arrangement will come to a natural end.

Roles and responsibilities

- The **MACH Lead** will oversee the operational aspect of the Hub, as well as the quality control and quality assurance processes. They will also match mentors and mentees and deal with complaints or issues that have arisen from feedback.
- The **MACH administrator** will keep a database of mentors and mentees and contribute to quality control, by ensuring that mentors have completed mentorship training. They will also reply to requests for mentoring, collect signed mentorship agreements and feedback forms and be the primary contact for arising issues or enquiries.
- The **MACH team** will promote the Hub, organise training courses and help with administrative tasks.
- **Mentors** will be individuals that have undergone training in mentoring/coaching and are enthusiastic about mentoring others. They may have various levels of experience, from foundation doctors and core trainees to Consultants, as there are more junior colleagues they can mentor.
- **Mentees** will be medical students, Foundation doctors, core surgical trainees, specialist registrars and Trust grade doctors that would like support on a particular area by a mentor. They may also contact MACH if, after discussion with their AES, mentorship/coaching is advised. Mentoring may also be recommended as part of the ARCP process. In this case, having a mentor is considered mandatory.

How it works

- The database of mentors will be created by advertising the scheme and inviting individuals who would like to be mentors to participate.
- The mentee will contact the Mentorship, Advice and Connection hub team via email to request a mentor. The mentee registration form will be available on the MACH webpage on the HEENW website.

- On receipt of the completed mentee registration form, the database will be used to identify a suitable mentor, ideally within the first two weeks of their registration, but at the latest within three months. The support required, seniority, prior experience and geographical location will be taken into account during the matching process.
- The mentor will be informed about the mentee and the area they wish to be mentored on by the MACH team, to confirm willingness to be the mentor.
- Both parties will be informed about the mentor-mentee allocation and will be asked to sign the mentorship agreement form.
- The mentee should contact the mentor and arrange to meet within the first two weeks of allocation. If this is not possible, it must be within three months. It is advisable that the mentor and mentee mutually agree on the duration and frequency of the meetings.
- Where the need for a mentor is part of remediation, the MACH Lead will discuss with School of Surgery tutors or the trainee's AES who will be most appropriate to mentor. In this case, it is the mentor's responsibility to contact the mentee to organise the first meeting, and to advise the mentee of the reason for which support is needed.
- Meetings are confidential. However, if there are issues concerning patient safety or public safety, confidentiality will need to be breached. If this happens, the mentor will seek advice from the appropriate AES for the mentee.
- If the mentor or mentee think that they are not a suitable match, either can approach the MACH team and a new mentor will be allocated. A discussion between mentor and mentee should take place before speaking to the team. This can occur at any time in the process. If the mentee is not happy after being allocated two mentors, then the Mentor Lead will review whether mentoring is appropriate for the doctor.
- A mentor will have no more than 2 mentees at any one time.
- It is up to each mentor to decide whether to take notes at meetings. If notes are to be kept, this must be agreed with the mentee and shared if requested.

Quality control

Co-mentoring sessions will be made available to mentors, so that they are kept up to date and fit to practice. Mentors will also receive support from the Mentor lead and MACH through relevant courses and Hub away days.

Information

Information about MACH will be available on the HEENW School of Surgery website and include:

- this document, explaining how the scheme will run,
- the mentorship agreement, that both the mentee and mentor need to sign, and outlines the principles they need to adhere to,
- the mentor application form,
- the mentee application form.