

Northwest Professional Support & Wellbeing Service Phase 2

PSW has increased its staffing and now has the following members of the team:

Deputy Dean for Learner Support & PSW: Tamsin Dunn
Associate Dean for Foundation & PSW: Joanne Rowell
Business Programme Manager HCC School Liaison: Claire McGovern
Programme Support Manager: Claire McNally
Programme Support Coordinator: Fran McLaughlin
Programme Administrator: Kerri Ann Weir

We have also recruited 7 case managers to work as part of the PSW team. This means we are now able to move from phase 1 to phase 2 of the PSW and extend our referral criteria.

The PSW Team can be contacted via england.PSW.NW@nhs.net

Phase 2 PSW Referral Criteria:

- Any trainee with an ARCP Outcome 3 for reasons other than solely exam failure
- Foundation trainees with level 1 (2 or 3) concerns*
- Speciality trainees with level 2 or 3 concerns*
- Any trainee who has been involved in whistleblowing or has raised a grievance and would like external support
- Any trainee who may be struggling with team working, difficulties with interpersonal communications, conduct or professionalism, organisational skills, timekeeping **and** coaching support from Westwood has already been provided
- Careers Support
- Exam Support – please see further detail below for exam support – (Phase 2 Tier 3 referral)

*see levels of concern section

Trainees should be referred into the PSW via the [PSW referral form](#) by their Educational Supervisor, TPD or HoS.

Phase 2 of the PSW does not accept trainee self-referrals.

Exam Support

Sitting and passing professional exams is an integral requirement to progressing in specialty training. Trainees may struggle to progress with exams for multiple reasons. The NW deanery is committed to providing exam support for their trainees and has now recruited Exam Support TPDs within each Specialty School.

The PSW will work with the Exam Support TPDs to ensure support is available within schools for trainees who have failed their exams twice or more.

Tier 0: Personal Preparation

Personal exam preparation / works with ES / local trust resources

Tier 1: Specialty School

Specialty support for exams within regional teaching / mock exams / study groups

Tier 2: Exam Support TPDs

Triggers when trainee fails exam for 2nd time

Dyslexia screening +/- dyslexia assessment if appropriate

Generic exam support / holistic view of exams / study skills / time management

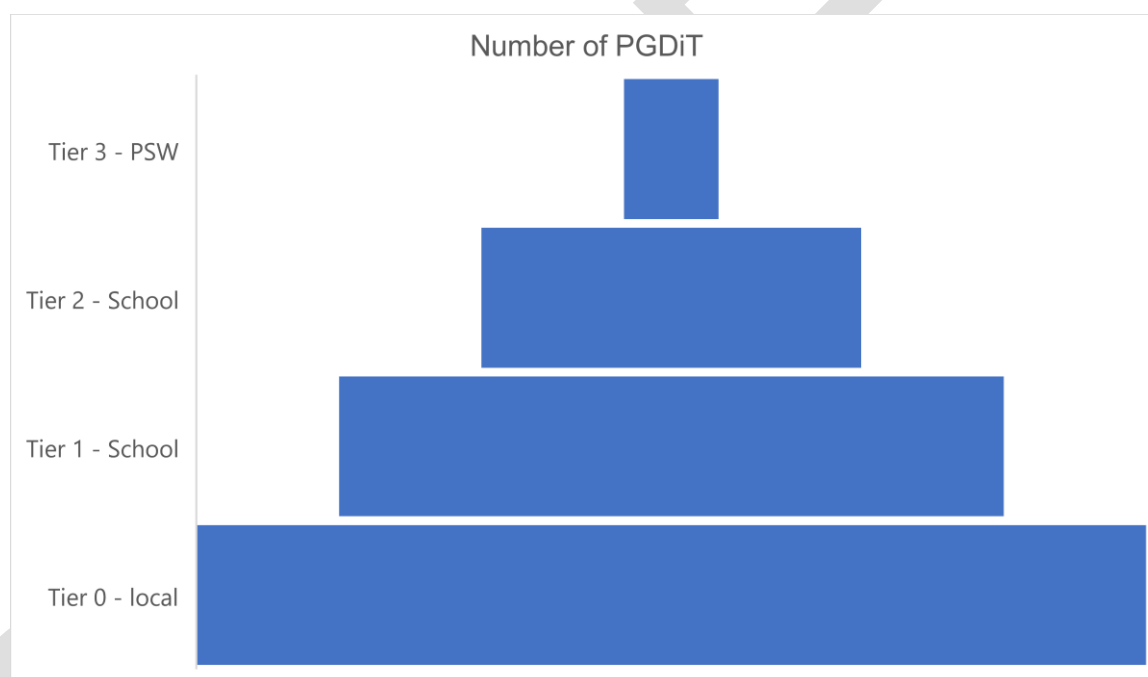
Referral to Westwood coaching as required

Tier 3: PSW

Multiple fails at same exam

Referral to Psychologist for specialist coaching

Support as required



Phase 2 Tier 2: Exam Support TPD

- If Exam Support TPD thinks a dyslexia screening is appropriate, then refer to PSW team via this form: [PSW NW Dyslexia Screening Referral](#)
- If referral to Westwood coaching is felt to be appropriate do so by contacting the Programme Support manager for the specialty school who will make the referral for you.

Phase 2 Tier 3: PSW Exam Support Referral Criteria:

- Multiple fails at same exam
- On ARCP outcome 3

AND

- Coaching with Westwood Coaching completed
- Specialist Support from School / Exam Support TPD already received

Trainees should be referred into the PSW via the [PSW referral form](#) by their Exam Support TPD

Exam Support PSW does not accept trainee self-referrals.

Levels of Concern for Trainee Events:

LEVEL 1 Concern

A concern raised to an educator by any colleague that poses

- No harm to patients, trainee or staff
- No risk to patients, trainee, staff or their reputations

Examples:

- Incidents
- Complaints
- Failure to attain expected training goals
- Self limiting or well controlled chronic illness

LEVEL 2 Concern

A concern raised to an educator by any colleague

- Potential or actual harm to patients, trainee or staff
- Potential or actual risk to patients, trainee, staff or their reputations

Examples: As level 1 plus:

- Recurrent or persistent behavioural issues
- Any issue requiring an extension of training e.g. health

LEVEL 3 Concern

A concern raised to an educator by any colleague,

- Harm has occurred to patients, trainee or staff
- Reputations (personal / corporate) are at serious risk

Examples: As level 2 plus:

- Serious Untoward Incident
- Formal complaint
- Death
- Criminal act e.g. theft, assault
- Consideration of a GMC / GDC / NCAS referral*

*The Postgraduate Dean must be informed of the likely referral