# Professional Support Unit

## Process Map for Communication Skills/Professionalism Cases

### Case Manager

- suspects that ‘communication skills’ or ‘communicating professionalism’ are relevant and important issues
- refers to Nick Maguire by email, attaching Form C
- completes and sends Form D to Julie Worthington

### Nick Maguire

- decides if he or Sri Kandiah are best placed to take the referral. Forwards to Sri as necessary with a copy to Julie Worthington
- if contact received: meeting arranged and takes place, after up to 4 sessions as necessary - writes brief report and sends to Case Manager and Trainee
- advises Julie Worthington that the assessment has been completed and attaches invoice
- if no contact received for 4 weeks: informs Case Manager and Julie Worthington and case closed for non-engagement

### Julie Worthington

- logs case as active on the Professional Support Unit spreadsheet
- sends Form D to the Deputy Deanery Business Manager
- if advised completed: logs number of sessions etc. and sends invoice to Deputy Deanery Business Manager
- if advised no contact: logs as closed for non-engagement

### Deputy Deanery Business Manager

- receives Form D and logs finance implications against trainee record on the PSU spreadsheet
- receives Nick Maguire or Sri Kandiah’s invoice(s) from Julie Worthington
- records actual expenditure on PSU spreadsheet