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