The Wessex PSU is 10 years old! Take a look at what we’ve been up to.........

Triage Trial

The PSU wanted to find a way of standardising the Triage process for new referrals. It was agreed that a weekly triage meeting would be held.

Additional reasons for adopting a more active Triage process were:

- to ensure that all referrals are appropriate for Level 3 so that existing resources are targeted efficiently
- to ensure good communication between the referrer and the PSU.

The triage trial covered a period of 6 weeks; 22 cases were reviewed. The team concluded that this enhanced triage model is fostering good PSU Team communication and better knowledge of new referrals and therefore should continue.

User feedback — A Survey monkey has been created to gather feedback from Trainees whose cases have been closed. (the survey was introduced in Nov 2013)

- 21 out of 35 Questionnaires have been returned so far (response rate 60%)
- 13 felt the support they had received helped a lot to resolve the initial problem
- 8 Felt it helped a little
- 0 Felt it didn’t help at all
- 17 of the trainees have returned to training with 2 obtaining Consultant /GP positions

"Outstanding - a really good service and one that gives me faith in the profession and the deanery."

"Holistic and multi-faceted. I was encouraged to recognise my strengths and given support as I worked on those areas needing development. At all times, my mentor was positive and forward looking."

Audit of Referrals to Wessex Professional Support Unit (PSU) in 2013

An audit was carried out looking into the time from referral to PSU to first meeting with Case Manager. The Standard for audit: 6 weeks (= 42 days) from referral received by PSU to first meeting with CM. Please find below a brief summary of the results:

- Total referrals received during audit period 01/01/2013 – 3/12/2013: 107
- Full information available for audit: 103
- Audit standard not applicable: 7 (4 non-engagements by doctor referred; 1 on long-term sick leave; 2 issues resolved before CM allocated)
- Audit standard applied: 96
- Audit standard met: 77%
- Audit standard not met: 23%. Reasons for not meeting the standard were analysed, and the most common reason was a mutually agreed later date for first meeting.

The findings of the audit will be shared with the PSU Team and the Case Managers and a discussion on how to improve these results and the appropriateness of the standard will be held. Following these discussions the audit will be repeated for the current year 01/01/2014 to 31/12/2014.
### Feature - Coaching

**Why access coaching?**

Whilst a great many definitions exist, in essence coaching is about helping people find their own answers and solutions to a situation or area in their work or home life they want to change or gain clarity on. This might be in relation to career decisions, life choices, developing leadership skills, gaining confidence or managing a tricky work relationship, to name but a few examples. Originating from the sports world, coaching has gained in both profile and popularity. It is used globally by private and public sector organisations alike and over recent years has been embraced by a significant number of NHS organisations where it used to underpin leadership development programmes or support managers and clinicians transitioning into new or more demanding roles. More recent developments see coaching approaches being used within clinical settings, for example, patients with long term conditions and self-care needs.

Coaching provides a safe and confidential space within which to work. Together the coach and coachee agree the length, frequency and timing of sessions. Referrals for coaching (such as those made on behalf of doctors in training by case managers within the Deanery) will normally identify why coaching is being considered and this will inform subsequent coaching goals.

A coach will draw on a range of tools and techniques, using active listening, questioning and challenge to help the coachee move forward on their particular issue. Central to coaching is the belief that the coachee is resourceful and has the answers within them, so unlike a mentoring relationship it is not for the coach to give answers or be prescriptive.

Above all coaching is a developmental relationship where trust, rapport and challenge are present. Coaching works best when the coachee is motivated to change and committed to the coaching process.

Wessex currently has 3 fully qualified coaches; Sally Gore, Anneliese Guerin-Le Tendre & Rosalyn Jack.

### Website Updates

Updates and additions to the PSU web pages include:

- Forms A & B have been updated to ensure that the Trainees have actually seen the referral forms before being sent to the PSU.
- Form C has been updated to collect further important information such as the date of initial contact between a Case Manager and the Trainee.

Coming soon...... Coaching page including Coach profiles

As always updates can be accessed via: [http://www.wessexdeanery.nhs.uk/professional_support_unit.aspx](http://www.wessexdeanery.nhs.uk/professional_support_unit.aspx)

If you have any suggestions for the website please do not hesitate to let us know.

### Changes to the PSU Team

Following the Case Manager induction held on the 4th February 2014 we are pleased to welcome 4 new Case Managers to the Professional Support Team. Dr Hilary Swales (Anaesthetist), Dr Patrick Williams (GP), Dr David Read (GP) & Dr Paula Hunt (GP).

### Referrals

So far in 2014 the PSU has received:

- 36 Referrals including 4 re-referrals
- 29% - Medicine Trainees
- 16% - GP Trainees
- 10% - Obstetric and Gynaecology Trainees
- 10% - Surgical Trainees
- 10% - Anaesthetic Trainees

### PSU Contact Details

You can contact the Professional Support Unit whenever you have a query relating to our work, or if you’re looking for advice on a referral or active case.

If you have a general query you may find the answer on our web pages: [http://www.wessexdeanery.nhs.uk/support/support/professional_support_unit.aspx](http://www.wessexdeanery.nhs.uk/support/support/professional_support_unit.aspx)

Alternatively you can contact us individually as below:

**Mrs Julie Worthington**, PSU Administrator: [julie.worthington@wessex.hee.nhs.uk](mailto:julie.worthington@wessex.hee.nhs.uk)
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