KSS External and Internal Sources of Support - Information for Educational Supervisors

KSS has access to a range of external support services and can make referrals where appropriate. Most of these sources of support are not provided in-house but are provided by external providers. Confidentiality is ensured for all of the support sessions. **If there are cost implications then the Dean Director’s authorisation must be sought and the referral should go through your specialty school.**

<table>
<thead>
<tr>
<th>The Deanery’s potential sources of support</th>
<th>Details</th>
<th>Available for Pharmacists/Dentists?</th>
<th>Does this service need to be referred via your specialty school/via STFS?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Counselling</td>
<td>NHS Trusts/ Occupational Health</td>
<td>Counselling may also be made available through a trust’s occupational health service</td>
<td>Yes</td>
</tr>
<tr>
<td>Practitioner Health Programme</td>
<td>KSS &amp; STFS trainees working in KSS can access the NHS Practitioner Health Programme – a service for doctors, pharmacists &amp; dentists who may be experiencing emotional, psychological and/or addiction problems: <a href="http://www.php.nhs.uk/">http://www.php.nhs.uk/</a>. For those who work and live in the London area, the service is funded through separate external arrangements. Doctors, pharmacists and dentists who don’t live and work in London are covered by the new KSS agreement with PHP, including STFS Foundation trainees who fall outside the external funding arrangements because they are not yet fully registered by the GMC.</td>
<td>Yes</td>
<td>Generally self-referral, however managed referral can be made.</td>
</tr>
<tr>
<td>MedNet</td>
<td>Only available to STFS foundation doctors in South London trusts. It is a self-referral service - <a href="http://www.taviport.org/consultationmednet">http://www.taviport.org/consultationmednet</a>.</td>
<td>No</td>
<td>Generally self-referral, however managed referral can be made. N.B. Only available to STFS foundation doctors in SL trusts</td>
</tr>
<tr>
<td>The Psychiatrist Support Service (PSS)</td>
<td>This is a telephone advice service offered to members and associates of the Royal College of Psychiatrists. Associate membership of the college is available to medical students and foundation doctors and is free. On the college website they have information for doctors experiencing difficulties in the workplace, and they have produced information leaflets on bullying and harassment, managing complaints, dealing with exams etc. The PSS has a manager who takes telephone calls from psychiatrists.</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>
appropriate the callers’ details are then passed onto one of the PSS’ advisers. In most situations the caller speaks to an adviser on only one occasion and solutions to manage the difficulty are generated. **The PSS is not a counselling service, or a long term support service, and contact is limited to telephone calls only.**

The PSS can be contacted by telephone (020 7245 0412) or email psychiatristssupportservice@rcpsych.ac.uk

| Coaching | Coaching can be used as a short-term intervention to support the development of new personal skills e.g. leadership and deal with areas of difficulty e.g. time management, team working etc. The COPMeD liberating learning report recommends coaching as a learning strategy to support skills development. A coach would normally work with a client to set achievable goals and objectives and help developing coping strategies. It can be helpful for the coach to be outside the educational and clinical management of the person being coached. | There are a number of organisations who accredit coaches and here I provide some specific examples. | **Accrediting bodies:**
http://www.coachfederation.org/ - the ICF is an American organisation with coaches on their database who work in the UK
http://emccaccreditation.org/ - EMCC is a Europe wide organisation

**Examples of coaching organisations in the UK:**
http://www.tavistockconsultancyservice.com/consultancy/executive_coaching
http://www.business.brookes.ac.uk/futures/cam/
http://thefortongroup.com/index.php
http://www.chacoaching.com/ | Yes | Yes |

| Mentoring | Mentoring is often seen as a longer term relationship and can be used to support a trainee’s development. | Medical Women’s Federation (For women only). The MWF offers mentoring services for its members: | http://www.medicalwomensfederation.org.uk/ | No | N/a |

| Royal Colleges | Some Royal Colleges run mentoring schemes, e.g. the Royal College of GPs, see: | | http://tinyurl.com/rcgpmentoring | No | N/a |

| Career Management | The trainee career support model works as a three tier | KSS Deanery Careers | | Yes | No |
The careers team at the Deanery assist trainees with a range of issues relating to their career choice and will develop an individual programme for each person they see. The programme is based on a four stage career planning framework and can include a range of exercises, assessments and activities.

<table>
<thead>
<tr>
<th>Dyslexia Support</th>
<th>The British Dyslexia Association</th>
<th>The British Dyslexia Association (<a href="http://www.bdadyslexia.org.uk/">http://www.bdadyslexia.org.uk/</a>)</th>
<th>Yes</th>
<th>Yes</th>
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<tbody>
<tr>
<td></td>
<td>This is a charity which aims to support people to develop their full potential. The website provides access to an initial test and the society offers more in-depth training and support to adults and employers (amongst others).</td>
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<tr>
<td>Fitzgibbon Associates</td>
<td>Fitzgibbon Associates (<a href="http://www.fitzgibbonassociates.co.uk">http://www.fitzgibbonassociates.co.uk</a>) is a firm of business psychologists who work with employers and employees and have a confidential consultation and psychometric assessment to determine if someone is dyslexic. A report with recommendations is provided.</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>The Adult Dyslexia Organisation Association</td>
<td>ADO is a national organisation, with wider concerns, run by dyslexics for dyslexics and all those concerned with adults with dyslexia regardless of race, gender or background. ADO advises supports and empowers dyslexic adults, taking account of their particular and very different needs. <strong>Dyslexia - Adult Dyslexia Organisation Association</strong></td>
<td>Yes</td>
<td>N/a</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Helpline: 020 7924 9559 Helpline: <a href="mailto:dyslexiahq@dial.pipex.com">dyslexiahq@dial.pipex.com</a></td>
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<tr>
<td>Occupational Health</td>
<td>An initial health assessment via the Occupational Health service provided by the trust is an important first step.</td>
<td>Health Management</td>
<td>In exceptional circumstances (usually if not currently in a post/programme) trainees can be referred to an independent occupational health service recommended by the Deanery if required. The Deanery uses Health</td>
<td>Yes</td>
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</tbody>
</table>
The Occupational Health doctor can ensure that all is being done to support the trainee to get well and/or stay well, and also identify recommendations for changes in the work place, i.e. restrictions or limitations, which may be temporary or long-term. Occupational Health will seek medical consent to share information with appropriate individuals, e.g. medical staffing/HR.

### Occupational Psychologist
The trust's Occupational Health services can recommend an Occupational Psychologist. Occupational Psychologists help organisations get the best from their workforce and help individuals to improve their job satisfaction. It could be that someone has problems working in a team or in a difficult working environment.

If a need for one is identified it's important that the trainee sees someone who is registered with the Health Professions Council and is a Chartered Psychologist and member of the Division of Occupational Psychology part of the British Psychological Society. There is a register on the BPS website - http://www.bps.org.uk/e-services/find-a-psychologist/register.cfm.

### Educational Psychologist
The trust's Occupational Health services can recommend an Educational Psychologist. Within the medical field Educational Psychologists tend to work with people where there are significant academic difficulties affecting an individual's performance. An example would be dyspraxia.

They need to be registered in the same way as occupational psychologists.
### 360 clinical feedback

360° feedback provides information on an individual from a number of sources, giving them better information about their perceived skills, performance and impact. As the term 360° suggests, the sources of feedback are those all around the individual both inside and outside the organisation.

- **NHS Institute for Innovation and Improvement**
  - Website: [http://www.lqf360.institute.nhs.uk/](http://www.lqf360.institute.nhs.uk/)
  - Yes
  - Yes

- **Recruit2Retain**
  - Website: [http://www.recruit2retain.com/](http://www.recruit2retain.com/)
  - Contact Sara Rowe (07973 963 406)
  - Yes
  - Yes

### Interpersonal/ assertiveness training

- **Lindsay Wright Associates**
  - Website: [http://www.lindsaywright.co.uk/](http://www.lindsaywright.co.uk/)
  - lindsaywright@lindsaywright.plus.com
  - Yes
  - Yes

### Time management courses

- **University of London**
  - Website: [http://www.london.ac.uk/143.html](http://www.london.ac.uk/143.html)
  - Yes
  - Yes

### Charitable organisations

- **Sick doctors trust**
  - Website: [www.sick-doctors-trust.co.uk](http://www.sick-doctors-trust.co.uk)
  - No
  - N/A

- **Royal medical benevolent fund**
  - Website: [http://www.rmbf.org/](http://www.rmbf.org/) and [www.support4doctors.org](http://www.support4doctors.org)
  - No
  - N/A

- **Hope 4 Medics**
  - Website: [www.hope4medics.co.uk](http://www.hope4medics.co.uk)
    - is a charity which specifically offers support to doctors with a disability. Karen Allman is the Deanery contact and HR have used them in relation to recruitment advice.
    - No
    - N/A

### GMC support

- **The Doctor Support Service for any doctor involved in a fitness to practise case**
  - Website: [http://www.gmc-uk.org/concerns/doctors_under_investigation/13013.asp](http://www.gmc-uk.org/concerns/doctors_under_investigation/13013.asp)
    - The GMC has commissioned BMA Doctors for Doctors to provide dedicated confidential emotional support to any
    - No
    - N/A
<table>
<thead>
<tr>
<th>Doctor involved in a fitness to practise case who would like it.</th>
</tr>
</thead>
</table>

Your health matters

http://www.gmc-uk.org/concerns/11542.asp

GMC link to ‘Your health matters’ – a website for doctors with health concerns.

| No | N/a |
KSS Medical Trainee Support Card
KSS/STFS have developed a card that is given to all new trainees at induction. (contact careers@kssdeanery.ac.uk if you would like further copies of this card). The latest version of the card includes the following information:

### Side one – Sources of support provided by your NHS trust

Support is available from your NHS trust, these are some of the places that are here to help:

- Educational Supervisor/training programme director
- Postgraduate centre team including Medical Education Manager
- Clinical Supervisor
- Head of School
- Occupational Health
- Trust’s employee assistance programme
- Medical staffing

More information available at [www.stfs.org](http://www.stfs.org) and [www.kssdeanery.ac.uk](http://www.kssdeanery.ac.uk)

### Side two – Sources of support linked to health and wellbeing

(NB Each item has a QR Code associated with it to take you to the correct webpage if you scan it on a smart phone)

- **Practitioner Health Programme** [www.php.nhs.uk](http://www.php.nhs.uk)
  KSS & STFS trainees working in KSS can access the NHS Practitioner Health Programme – a service for doctors, pharmacists & dentists who may be experiencing emotional, psychological and/or addiction problems.

- **BMA Counselling Service** [www.bma.org/doctors_health/](http://www.bma.org/doctors_health/)
  BMA Counselling Service provides 24/7 telephone counselling by qualified counsellors. Free for BMA members.

- **Mentoring Schemes** tinyurl.com/rcmentor
  Various Royal Colleges and other organisations run mentoring schemes.

- **GMC** [http://www.gmc-uk.org/concerns/11542.asp](http://www.gmc-uk.org/concerns/11542.asp)
  GMC link to ‘Your health matters’ – a website for doctors with health concerns.

- **Hope4Medics** [www.hope4medics.co.uk/homepage.php](http://www.hope4medics.co.uk/homepage.php)
  Is a charity which specifically offers support for disabled doctors

- **Doctors’ Support Network** [www.dsn.org.uk](http://www.dsn.org.uk)
  This network provides on-going confidential advice and support to doctors with mental health problems. All calls are dealt with by doctors.

- **Sick doctors Trust** [www.sick-doctors-trust.co.uk](http://www.sick-doctors-trust.co.uk)
  Doctors who have problems with an addiction to drink or drugs can contact the Sick Doctors Trust on 0370 444 5163
Support4Doctors www.support4doctors.org
Getting the work/life balance right, handling pressure, dealing with career, health and financial issues. These are just some of the challenges you may be facing as a doctor. Support4Doctors offers independent information, advice and support.