

The Professional Support and Wellbeing Service (PSW)

**A Guide for Postgraduate Doctors,
Dentists, Pharmacists and Public Health
Clinicians in the North West**

Version 1: May 2025



What is the PSW?

The PSW is a pastoral service designed to offer support to Postgraduate Doctors, Dentists, Pharmacists and Public Health Clinicians on a training programme with NHS England North West, who may be experiencing difficulties.

The PSW is provided by NHS England North West and is supported by the Lead Employer - Mersey and West Lancashire Teaching Hospitals NHS Trust.

What services are provided?

The PSW currently offers:

- [Coaching via Westwood Coaching](#)
- Careers Advice
- Exam Support
- Case Managers for Coaching and Pastoral Support
- [Neurodiversity Assessments via Genius Within](#)

What services are not provided?

The PSW do not manage health conditions, for this you should contact your GP or self-refer to [Practitioner Health](#).

How to access the PSW?

Referrals to the PSW are made by senior educators including Educational Supervisors, Training Programme Directors or Heads of School.

We are unable to accept self-referrals.

What happens following a referral to the PSW?

The PSW team will review the referral and decide on an appropriate course of action.

The outcome is then communicated to the doctor and the referrer.

Who is my information shared with?

Records are stored on the PSW SharePoint site, only members of the PSW team have access.

Your records are managed according to the General Data Protection Regulations (GDPR).

Your referrer is copied into the e-mail informing of the outcome of your referral.

Any further information is only shared with your consent.

PSW expectations

Referrals to the PSW are voluntary, however, it is expected that you engage fully with the services provided.

You should respond to e-mails from the PSW team, Case Managers or other support services in a timely manner.

It is expected that you comply with the principles outlined in any agreements provided.

See the [Professional Support and Wellbeing Service](#) pages of the website for more details.

Other Useful Information and Resources

Supported Return to Training (SuppoRTT)

The Supported Return to Training team provide support to those who:

- Have been out of programme for any reason for 3 months or more.
- Have had parental leave, long-term sickness, OOPs, breaks prior to starting a new programme (i.e. F3), bereavement, carers leave, disciplinary action etc.
- IMGs new to the NHS in their first training post or who started in the last 6 months. GP IMGs who start their training in a practice and are moving on to a hospital placement.

See the [SuppoRTT pages of the website](#) for more details.

The Directory of Services

The [Directory of Services](#) contains information and resources on a range of topics, including addiction, bereavement, domestic violence and health.