

North West Professional Support and Wellbeing Service

Phase 2 Referral Criteria

Version 3 - April 2025

Phase 2 Referral Criteria

The Professional Support and Wellbeing Service offers assistance to postgraduate doctors, dentists, pharmacists and public health clinicians who are referred to as multiprofessional trainees in this document.

- Any multiprofessional trainee with an ARCP Outcome 3 who would like support.
- Foundation doctors with level 1 (2 or 3) concerns. *
- Speciality doctors with level 2 or 3 concerns. *
- Any multiprofessional trainee who may be struggling with team working, difficulties with interpersonal communications, conduct, professionalism, organisational skills, timekeeping.
- Careers support.
- Exam support - Please note, this should be via the Exam Support TPD within the Specialty School in the first instance.

*Refer to the levels of concern section.

Referrals to the Professional Support and Wellbeing Service should be made by the multiprofessional trainees Educational Supervisor, Training Programme Director or Head of School via the [PSW Referral Form](#).

Please note we are unable to accept self-referrals from multiprofessional trainees.

Exam Support

Sitting and passing professional exams is an integral requirement to progressing in specialty training. Multiprofessional trainees may struggle to progress with exams for multiple reasons. The North West Deanery is committed to providing exam support for their multiprofessional trainees and has recruited Exam Support TPDs to each Specialty School.

The Professional Support and Wellbeing Service will work with the Exam Support TPDs to ensure support is available within the Specialty Schools for multiprofessional trainees who have failed their exams on two or more occasions.

Tier 0 - Personal Preparation: Personal exam preparation / works with ES / local trust resources.

Tier 1 - Specialty School: Specialty support for exams within regional teaching / mock exams / study groups.

Tier 2 - Exam Support TPDs: Multiprofessional trainees are to be directed to the Exam Support TPD following two fails at an exam. The Exam Support TPD can offer:

- Generic exam support / holistic view of exams / study skills / time management.
- Dyslexia screening +/- dyslexia assessment if appropriate.
- Referral to Westwood for coaching as required.

The Exam Support TPD will support, screen and advise as appropriate.

Multiprofessional trainees should be referred to the Professional Support and Wellbeing Service for Tier 3 support by the Exam Support TPD via the [PSW Referral Form](#).

Please note we are unable to accept self-referrals from multiprofessional trainees.

Tier 3 - Professional Support and Wellbeing Service: A referral to the Professional Support and Wellbeing Service is to be made for:

- Multiple fails at the same exam.
- Multiprofessional trainee on an ARCP outcome 3.

AND

- Coaching with Westwood has been completed.
- Specialist support from the School / Exam Support TPD has been received.

The Professional Support and Wellbeing Service can offer referral to a psychologist for specialist coaching and other support as required.

Levels of Concern

Adapted from the Revalidation Support Team, 2011.

Level 1	Level 2	Level 3
<p>Is a concern raised to an educator by any colleague that poses:</p> <ul style="list-style-type: none"> No harm to patients, multiprofessional trainee or staff. No risk to patients, multiprofessional trainee, staff or their reputations. 	<p>Is a concern raised to an educator by any colleague with:</p> <ul style="list-style-type: none"> Potential or actual harm to patients, multiprofessional trainee or staff. Potential or actual risk to patients, multiprofessional trainee, staff or their reputations. 	<p>Is a concern raised to an educator by any colleague where:</p> <ul style="list-style-type: none"> Harm has occurred to patients, multiprofessional trainee or staff. Reputations (personal / corporate) are at serious risk.
<p>Examples:</p> <ul style="list-style-type: none"> Incidents. Complaints. Failure to attain expected training goals. Self-limiting or well controlled chronic illness. 	<p>Examples - As level 1 plus:</p> <ul style="list-style-type: none"> Recurrent or persistent behavioural issues. Any issue requiring an extension of training e.g. health. 	<p>Examples - As level 2 plus:</p> <ul style="list-style-type: none"> Serious Untoward Incident. Formal complaint. Death. Criminal act e.g. theft, assault. Consideration of a GMC / GDC / NCAS referral. * <p>*The Postgraduate Dean must be informed of the likely referral via DCM</p>
<p>Actions:</p> <ul style="list-style-type: none"> Minor investigation / gather information (examples of observed specific behaviours) which can be fed back to the multiprofessional trainee to give them the opportunity to respond. 	<p>Actions - As level 1 plus:</p> <ul style="list-style-type: none"> Formal investigation HR involvement via Lead Employer OH involvement via Lead Employer Action plan with defined objectives Special interventions 	<p>Actions - As level 2 plus:</p> <ul style="list-style-type: none"> Formal investigation. Situation dependent but including consideration of cessation, or restriction of, clinical practice.

<ul style="list-style-type: none"> ○ Feedback and discussion with multiprofessional trainee. ○ Offer pastoral support. ○ Action plan with SMART* educational outcomes. ○ Resolution over short period of time. <p>*SMART = Specific, Measurable, Achievable, Realistic, Timely</p>		
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