

Support Directory

Professional Support Unit, HEIW

~ Preface ~

The Professional Support Unit (PSU) supports all doctors and dentists in training. We provide guidance, advice and information on maximising attainment and accessing support to any trainee who needs it. We also advise trainers and faculty who manage training progression about trainee support.

PSU services are available to any doctor or dentist within any specialty or grade within a Wales Deanery training programme.

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Modelled on the Welsh Pastoral Care Initiative by Dr Vazira Moosajee.

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EMOTIONAL & PSYCHOLOGICAL				
Addiction UK	All doctors	Emotional	Addiction UK is a major national drug and alcohol treatment charity in the United Kingdom.	www.addictionsuk.com/Addiction
Alcoholics Anonymous	All doctors	Emotional	Concerned with the personal recovery and continued sobriety of individuals who turn to the fellowship. The experience is freely available and fully confidential. Local and online meetings are available.	www.alcoholics-anonymous.org.uk
Alcohol Concern	All doctors	Emotional	Alcohol Concern acts as the national umbrella body for 500 local agencies tackling alcohol-related harm and offering help to the families and friends of those with alcohol-related problems.	www.alcoholconcern.org.uk
Beat Covid	All NHS Professionals	Emotional	Online platform to help healthcare workers keep a healthy mind and body during the COVID-19 pandemic, including mindfulness, home workouts, yoga, sleep and nutrition tips.	www.beatcovid.co.uk/
British Association for Counselling and Psychotherapy	All doctors	Emotional / Psychological	The BACP website provides a facility which enables one to search for a therapist in someone's area who might be able to help with whatever problems are presented.	www.bacp.co.uk
British Doctors' and Dentists' Group	All doctors	Emotional / Psychological	Mutual support society for doctors and dentists who are recovering, or wish to recover, from dependency on alcohol or other drugs.	www.bddg.org

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			Accepted medical ethics regarding confidentiality apply. Your name or contact details will never be shared with anyone under any circumstances without your express permission.	
BMA Counselling Service	All doctors	Emotional	24h telephone line staffed by accredited counsellors to help identify ways of addressing the root causes of problems, develop strategies to reduce the impact of the consequences and rebuild self-confidence. Telephone: 0330 123 1245	www.bma.org.uk/advice/work-life-support/your-wellbeing/counselling-and-peer-support
BMA Doctors for Doctors Service	All doctors and medical students	Emotional	Gives doctors and medical students in distress or difficulty the choice of speaking in confidence to another doctor. Telephone: 0330 123 1245	www.bma.org.uk/advice/work-life-support/your-wellbeing/counselling-and-peer-support
BMA Doctor Support Service	All doctors	Emotional	GMC investigation support: Confidential, emotional support for doctors going through fitness to practise procedures with the GMC, or at risk of having their licence withdrawn. Telephone: 020 7383 6707	www.bma.org.uk/advice/work-life-support/your-wellbeing/doctor-support-service
Body and Soul	All NHS Professionals	Emotional	Therapeutic Support: a charity that provides therapeutic support for people who have experienced complex trauma – bereavement, sexual abuse, life-threatening illness, domestic violence, etc. 100-plus fully-qualified	www.bodyandsoulcharity.bookinglive.com/

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			<p>psychotherapists offering free telephone sessions with 'any NHS worker and close family' who feels overwhelmed. It's really easy to book on your phone. You'll also have access to resources for children as well as follow-up psychological support down the line, should you need it.</p>	
<p>C.A.L.L. Community Advice & Listening Line</p>	Anyone	Emotional / Psychological	<p>Emotional support and information/literature on Mental Health and related matters to the people of Wales.</p> <p>Anyone concerned about their own mental health or that of a relative or friend can access the service. C.A.L.L. Helpline offers a confidential listening and support service.</p>	<p>www.callhelpline.org.uk/Default.asp</p> <p>Freephone: 0800 132737 Or text 'help' to: 81066</p>
<p>Campaign Against Living Miserably (CALM)</p>	All doctors	Emotional	<p>We're Campaign Against Living Miserably (CALM) and we're united against suicide.</p> <p>Telephone: 0800 585858 – 5pm to midnight every day.</p>	<p>www.thecalmzone.net/</p>
<p>Carers UK and Carers Online</p>	All doctors	Emotional	<p>Carers UK is the leading organisation representing the UK's 6.5 million carers.</p>	<p>www.carersuk.org</p>
<p>DocHealth</p>	All doctors	Emotional	<p>Confidential, not for profit, psychotherapeutic consultation service for all doctors.</p> <p>Telephone: 020 7383 6533</p>	<p>www.dochealth.org.uk</p>
<p>Doctors in distress</p>	All NHS Professionals	Emotional	<p>Support groups for health professionals. Doctors in Distress is working to provide mental wellbeing</p>	<p>www.doctors-in-distress.org.uk/</p>

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			support for all healthcare workers across the UK through confidential, facilitated peer support groups.	
Doctors' Support Group	All doctors	Emotional	The Doctors Support Group (DSG) aims to provide support to any medical professional or dentist facing suspension, exclusion, investigation of complaints and/or allegations of professional misconduct	www.doctorssupportgroup.com
Doctors Support Network	All doctors	Emotional / Psychological	Local Groups, fully confidential, friendly peer support group for doctors and medical students with mental health concerns including stress, burnout, anxiety, depression, bipolar disorder, psychoses and eating disorders.	www.dsn.org.uk
Doctors support service	All doctors under GMC investigation	Emotional	Any doctor, where a complaint has been made to the GMC can ask for support from the Doctor support service 6 hours of telephone support, subject to availability, from the time a complaint is received by the GMC until the matter is concluded Face to face support, subject to availability of supporters, on the first day of a hearing and one further day.	www.bma.org.uk/advice/work-life-support/your-wellbeing/doctor-support-service

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			An orientation visit on the morning of your hearing.	
Duty to Care	All NHS Professionals	Emotional	Access for NHS workers to free online sessions to improve and sustain mental health and wellbeing.	www.dutytocare.info/nhs/s/
Family Group of the BDDG	Families of doctors and dentists	Emotional / Psychological	Possible resource for a trainee doctor if their partner has a drinking problem. The Families Group of BDDG is an independent self-help group which offers help, support and recovery for all family members who are suffering, or have suffered, from the effects of a doctor's or dentist's alcohol or drug addiction.	http://www.bddg.org/families-group-of-bddg/
Frank	All doctors	Psychological	Free and fully confidential advice regarding drug use and recovery.	www.talktofrank.com
Gamblers Anonymous	All doctors	Emotional	Gamblers Anonymous is a fellowship of men and women who have joined together to do something about their own gambling problem and to help other compulsive gamblers do the same.	www.gamblersanonymous.org.uk
Harley Therapy	All NHS Professionals	Emotional	Free 1-to-1 support session with a professional therapist.	www.harleytherapy.com/we-can-help-with/free-support-sessions-for-nhs-workers-from-qualified-therapists

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Canopi	All doctors working in Wales	Emotional	This is a free, confidential service available to all NHS and social care staff across Wales. They are open Monday to Friday 9am to 5pm (excluding Bank Holidays) and can be contacted via 0800 058 2738 .	Canopi
Medical Council on Alcohol	All doctors	Emotional	The MCA is an organisation of registered medical practitioners with a view to understanding of alcoholism and its prevention and the treatment and after-care of alcoholics.	www.m-c-a.org.uk/Home/home
Narcotics Anonymous	All doctors	Emotional	NA is a non-profit, international, community based organisation for recovering addicts that's active in over 60 countries. NA members learn from one another how to live drug free and recover from the effects of addiction in their lives.	www.ukna.org
NHS confidential staff support line	All NHS Professionals	Emotional	7am – 11pm, every day; : text FRONTLINE to 85258 or call 0800 069 6222	
NHS England Coaching	All NHS Professionals	Emotional	NHS England Coaching for all primary care staff	www.people.nhs.uk/lookingafteryoutoo/
NHS Practitioner Health Programme	All doctors and dentists	Emotional / Psychological	Support for any registered doctor or dentist who has: <ul style="list-style-type: none"> •A mental health or addiction concern (at any level of severity). 	www.php.nhs.uk

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			<ul style="list-style-type: none"> •A physical health concern (where that concern has raised a performance issue). <p>Includes 121 support and virtual staff common rooms.</p> <p>Telephone: 0203 049 4505</p>	
NHS GP Health Service	All NHS Professionals	Emotional/ Psychological	<p>Practitioner Health is a free, confidential NHS primary care mental health and addiction service with expertise in treating healthcare professionals.</p> <p>Telephone: 0300 0303 300</p> <p>Email: gp.health@nhs.net</p>	www.gphealth.nhs.uk/
Project Five	All NHS Professionals	Emotional	<p>Project5 will give NHS staff access to free one-to-one support sessions with either accredited clinical psychologists, mental health experts or coaches, via an online booking system.</p>	www.project5.org/
Psychiatrists' Support Service - Royal College of Psychiatrists	All doctors	Emotional	<p>The Psychiatrists' Support Service is a free, confidential support and advice service for psychiatrists at all stages of their career who find themselves in difficulty or in need of support. The service is available during office hours Monday to Friday.</p>	www.rcpsych.ac.uk/workinpsychiatry/psychiatristssupportservice.asp
Release	All doctors	Emotional	<p>Release offers a range of specialist services to professionals and the public concerning drugs and the law. It provides advice to drug users, their families, friends, and statutory and voluntary</p>	www.release.org.uk

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			agencies. Advice is free, professional, non-judgmental and confidential.	
Resilient Practice	All NHS Professionals	Emotional	Formed to raise awareness of the importance of personal resilience in modern life. They show you how to measure your current resilience with Resilience Gap Analysis, and provide you with the opportunity to improve your self-awareness. You will learn about a range of practical skills from which you can create your own be-spoke resilience toolkit.	www.resilientpractice.co.uk/
Samaritans	All doctors	Emotional	Samaritans is available 24 hours a day to provide confidential emotional support for people who are experiencing feelings of distress or despair, including those which may lead to suicide.	www.samaritans.org
Sick Doctors Trust	All doctors	Emotional / Psychological	Provision of early intervention and treatment for doctors suffering from addiction to alcohol or other drugs. Telephone: 0370 444 5163	www.sick-doctors-trust.co.uk
Tea and Empathy:	All NHS staff	Emotional	Facebook support group for NHS staff. www.facebook.com/groups/1215686978446877/	www.facebook.com/groups/1215686978446877/
The Help Hub	All NHS Professionals	Emotional	For families and friends: set up to support members of the public who may need someone to talk to at what is an anxious time for us all. The network of therapists aim to provide a free service for as many people as possible by listening,	www.thehelphub.co.uk/

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			supporting and helping where they can. This may be particularly useful if your family or friends are expressing anxieties and need someone to discuss these with, other than you.	
Trauma Response Network	All NHS staff	Emotional	TRN is a registered charity that provides free and anonymous trauma support by qualified EMDR therapists. TRN is endorsed and supported by the EMDR Association UK. It is currently offering FREE therapy to support people online suffering from acute anxiety or PTSD due to Coronavirus (COVID-19).	www.traumaresponsenetwork.org/turn-to-us-covid19
Victim Support Line	All doctors	Emotional	Victim Support is the national charity which helps people affected by crime and traumatic events. They provide free and confidential support to help deal with the experience, whether or not the crime is reported.	www.victimsupport.org.uk
Welldoing.org	All NHS Professionals	Emotional	Therapists are offering free sessions to NHS staff at this time. All therapists have been verified and are members of their appropriate professional bodies.	www.welldoing.org/
With you in mind	All NHS Professionals	Emotional	Members of the Institute of Psychoanalysis are volunteering their time to offer support sessions about professional or personal matters, or your situation at work.	www.psychoanalysis.org.uk/with-you-in-mind-consultations-in-crisis

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BEREAVEMENT				
Cruse Bereavement Care	All doctors	Emotional	Cruse Bereavement Care offers free information and advice to anyone who has been affected by a death; provides support and counselling one to one and in groups; offers education, support, information and publications to anyone supporting bereaved people; increases public awareness of the needs of bereaved people through campaigning and information service.	www.cruse.org.uk
CAREER GUIDANCE				
AAGBI Mentoring Scheme	All doctors	Mentoring	Voluntary scheme for both mentors and mentees. Regional mentors can be identified via the AAGBI website. Accepted medical ethics regarding confidentiality apply. Services provided free of charge.	http://www.aagbi.org/professionals/welfare/mentoring/aagbi-mentoring-scheme
BMA Careers Services	All doctors	Careers	As a BMA member, you have exclusive access to specialist careers information, tools, skills development workshops and coaching through BMA Careers Services. Check out the range of new career management and professional development workshops on offer to all doctors.	www.bma.org.uk/advice/career

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BMJ Careers	All doctors	Careers	The best place to look for jobs, background information on the latest government initiatives on training and education, information about developing your career, pointers about different career options, short courses on offer and - for a little light relief - some of the unusual things your colleagues manage to find time for when they are not working.	www.careers.bmj.com/careers/hospital-medical-healthcare-doctors-jobs.html
Medical Forum	All doctors	Careers	The Medical Forum provides career guidance programme for those who are thinking about a change in career direction.	www.medicalforum.com
Medical Women's Federation	All doctors	Careers	The MWF represents the interests of women doctors to government and national bodies, bringing together women trying to advance their medical careers.	www.medicalwomensfederation.org.uk/
Women in Surgical Training - The Royal College of Surgeons of England	All doctors	Careers	Women in surgery is a national initiative dedicated to encouraging, enabling and inspiring women to fulfil their surgical career ambitions.	www.rcseng.ac.uk/careers-in-surgery/women-in-surgery
DISABILITIES				
Association of Disabled Professionals	All doctors	Disability	Drawing on the expertise of disabled professionals to improve the educational and employment opportunities of disabled people.	www.adp.org.uk

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Association of Medical Professionals with Hearing Loss (AMPHL)	All doctors	Disability	AMPHL provides information, advocacy and mentorship, and creates a network for individuals with hearing loss interested in or working in health care fields.	www.amphl.org
BMA's Reasonable adjustments for students and doctors with disabilities	All doctors	Disability	A reasonable adjustment is any change that can be made to assist disabled people in participating in normal day-to-day activities. This is any change that your medical school, deanery or hospital can make to assist your learning, or help that will enable you to overcome difficulties you may have, when compared with a non-disabled student or colleague.	www.bma.org.uk/advice/work-life-support/your-wellbeing/reasonable-adjustments
British Dyslexia Association	All doctors	Disability	The BDA is the voice of dyslexic people. Our vision is that of a dyslexia friendly society that enables dyslexic people to reach their potential.	www.bdadyslexia.org.uk
Deaf Professionals Network	All doctors	Disability	This group provides an opportunity to network to share experiences. The website is primarily for d/Deaf Professionals who live in and around London. This website can also be used as a resource for other deaf professionals who cannot attend the network meetings.	www.deafprofessionals.wordpress.com
DIAL UK (Disability Information and Advice Line)	All doctors	Disability	DIAL UK is a national organisation for a network of approximately 130 local disability information and advice services run by and for disabled people.	www.sightlinedirectory.org.uk

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Disabled Living Foundation Helpline	All doctors	Disability	A national charity that provides free, impartial advice about all types of disability equipment and mobility products for older and disabled people, their carers' and families.	www.dlf.org.uk
Dyslexia Action	All doctors	Disability	Dyslexia Action is a national charity and the UK's leading provider of services and support for people with dyslexia and literacy difficulties.	www.dyslexiaaction.org.uk
Hope 4 Medics	All doctors	Disability	A support group for doctors with disabilities.	www.hope4medics.co.uk
Mencap	All doctors	Disability	Mencap is the UK's leading learning disability charity working with people with a learning disability and their families and carers.	www.mencap.org.uk
RNIB (Royal National Institute for the Blind)	All doctors	Disability	The RNIB supports blind and partially sighted people.	www.rnib.org.uk
Action on Hearing Loss	All doctors	Disability	RNID supports deaf and hard of hearing people.	www.actiononhearingloss.org.uk
Wales Council for the Blind	All doctors	Disability	The aim of the WCB is to promote the welfare of blind and partially sighted people and the prevention of blindness. WCB is the umbrella body for visual impairment in Wales. It is an independent organisation for Wales.	www.wcb-ccd.org.uk/

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EMPLOYMENT & LEGAL ADVICE				
Advisory, Conciliation and Arbitration Service (ACAS) - Wales	All doctors	Advocacy	Independent and impartial; offering advice to help employers and employees solve problems on a range of employment relations, employment rights, HR and management issues.	<p><u>Helpline Online:</u> www.acas.org.uk/index.aspx?articleid=4489</p> <p>Website: www.acas.org.uk/index.aspx?articleid=1390</p>
BMA Employment Advisers	All doctors	Advice	For all new employment advice and information queries (8.30am to 6pm Monday to Friday, not UK-wide bank holidays).	www.bma.org.uk/contact-bma
British Medical Association	Members Only	Advocacy Legal	Professional Association and trade union for doctors. Offering: advice & support, negotiation & representation. Online help and legal services.	www.bma.org.uk
Citizens Advice Bureau – Wales	All doctors	Legal/ Financial	Citizens Advice Bureaux give free, confidential, impartial and independent advice on a limitless range of subjects, including debt, benefits, housing, legal matters, employment, immigration and consumer issues. Bureaux are open to everyone regardless of race, gender, sexuality or disability.	www.citizensadvice.org.uk
Disability Rights Commission	All doctors	Advice	For some advice about the Disability Rights Commission Act 1999.	www.drc.org.uk

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The Equality and Human Rights Commission	All doctors	Advice	The Equality and Human Rights Commission champions equality and human rights for all, working to eliminate discrimination, reduce inequality, protect human rights and to build good relations, ensuring that everyone has a fair chance to participate in society.	www.equalityhumanrights.com/en
Hospital Consultants and Specialist association	Members Only	Advocacy Legal	UK's only Professional Association and trade union dedicated to hospital consultants and specialist and trainees. Offering: advice & support, negotiation & representation, online help, Free personal injury service, free ½ hour legal consultation, Reduced rate legal services.	www.hcsa.com
LawWorks	All doctors	Legal	Charity connecting volunteer lawyers with people not eligible for legal aid and cannot afford to pay and with the not-for-profit organisations that support them. They offer free legal advice, mediation and casework assistance.	www.lawworks.org.uk
Legal and Financial Advice Clinic	All doctors	Legal/ Financial	University of South Wales free service, offering legal advice by trained Student Volunteers supervised by practicing solicitors and barristers.	https://www.southwales.ac.uk/south-wales-business-school/south-wales-business-school-facilities/legal-advice-clinic/
Medical Defence Union	Members only	Legal	For MDU members, the union provides expert help and advice on medico-legal and ethical matters including handling complaints, claims and GMC cases. It is staffed by a team of medico-legal advisers.	www.themdu.com

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Medical Protection Society	Members only	Legal	The Medical Protection Society is the leading provider of comprehensive professional indemnity and expert advice to doctors, dentists and health professionals around the world.	www.medicalprotection.org.uk
National Clinical Assessment Service (NCAS)	All doctors	Advice	NCAS is a division of the National Patient Safety Agency, established on 1 April 2001 following recommendations made in the Chief Medical Officer's report, Supporting Doctors, Protecting Patients (November 1999) and Assuring the Quality of Medical Practice: Implementing Supporting Doctors, Protecting Patients (January 2001). The Service's aim is to assist the NHS in handling concerns about the performance of doctors and dentists.	www.ncas.nhs.uk
NCAS Directory of Resources to Support Doctors and Dentists	All doctors	Advice	This directory is intended to help with the implementation of recommendations following an NCAS assessment of a doctor or dentist. In addition, it should also be useful in supporting educational programmes for doctors and dentists generally and for identifying further training / programmes following determinations made by the General Medical Council or General Dental Council.	www.ncas.nhs.uk/resources
Public Concern at Work	All doctors	Advocacy	Advise individuals how to go about raising a matter of concern in the appropriate way.	www.pcaw.org.uk/

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BMA Charities	All doctors	Financial	The BMA Charities are two charities which help all doctors, and their dependents, and medical students in times of financial crisis. These are the BMA Charities Trust Fund and The Dain Fund.	www.bma.org.uk/about-us/who-we-are/bma-charities
Cameron Fund	All doctors	Financial	The Fund is a charity for doctors who are, or have been, general practitioners, and for their dependants. It offers help in times of poverty, hardship or distress. The Fund aims to meet the needs of its beneficiaries in the fullest and most practical ways possible.	www.cameronfund.org.uk
Department for Work and Pensions - Disability and Carers Service	All doctors	Financial	The Disability and Carers Service (DCS) is an executive agency of the Department for Work and Pensions (DWP). With offices across the country, the agency provides financial support for disabled people and carers through the administration of: Disability Living Allowance (DLA), Attendance Allowance, Carer's Allowance, Vaccine Damage Payments.	www.gov.uk/browse/benefits/disability
Help me, I'm a doctor	All doctors	Financial	Brings together five independent charities that support doctors when they need confidential financial assistance. These benevolent funds provide vital support to help doctors in genuine financial need get their lives and careers back on track.	www.doctorshelp.org.uk/

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Royal Medical Benevolent Fund (RMBF)	All doctors	Financial	<p>Provide financial support, money advice and information when it is most needed due to age, ill health, disability and bereavement. The RMBF provides support for doctors and their families through all stages of their career and beyond. Help ranges from financial assistance in the form of grants and loans to a telephone befriending scheme for those who may be isolated and in need of support.</p> <p>Telephone: 0208 540 9194</p>	www.rmbf.org
Royal Medical Foundation	All doctors	Financial	<p>The Royal Medical Foundation, a medical benevolent charity assists UK medical practitioners and their dependants who find themselves in financial hardship.</p>	www.royalmedicalfoundation.org
INTERNATIONAL DOCTORS				
British Association of Physicians of Indian Origin	All doctors	Support	<p>The Physicians of Indian origin have made significant contributions in building and sustaining the National Health Service. The Indian Origin implies people who have origins in the countries of the Indian sub-continent including India, Pakistan, Bangladesh, Sri Lanka and Nepal. BAPIO was</p>	www.bapio.co.uk

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			formed in 1996 in Bedford and was launched in 1998. It has close links with the American Association of Physicians of Indian Origin.	
British International Doctors Association	All doctors	Support	BIDA aims to protect and promote the interests of overseas doctors, by highlighting the problems they face and by developing policies on the health care of ethnic minorities.	www.bidaonline.co.uk
The General Medical Council (GMC)	All doctors	Support	The General Medical Council (GMC) registers doctors to practise medicine in the UK. Our purpose is to protect, promote and maintain the health and safety of the public by ensuring proper standards in the practice of medicine.	www.gmc-uk.org
MENTAL HEALTH (INCLUDING EATING DISORDERS AND PHOBIAS)				
Anxiety UK	All doctors	Support	Anxiety UK is a national registered charity providing support for those affected by anxiety disorders.	www.anxietyuk.org.uk
Beat	All doctors	Eating Disorders	The leading UK charity for people with eating disorders and their families.	www.beateatingdisorders.org.uk
Doctors Support Network	All doctors	Advice	Provision of ongoing confidential advice and support to doctors with mental health problems. Including online support forum	www.dsn.org.uk
MIND	All doctors	Advice	Provide advice and support to empower anyone experiencing a mental health problem.	www.mind.org.uk

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The Mental Health Foundation	All doctors	Advice	The Mental Health Foundation provides the latest news and events on mental health issues, as well as information on problems, treatments and strategies for living with mental distress.	www.mentalhealth.org.uk
National Centre for Eating Disorders	All doctors	Advice	NCFED has a team of experts with specialist training in different aspects of eating disorders as well as our national network of counsellor practitioners who are specially trained to work with eating disorders and weight problems.	www.eating-disorders.org.uk/
SANE	All doctors	Support	SANE provides emotional support and information to anyone affected by mental illness, including families, friends and carers.	www.sane.org.uk
RELATIONSHIPS				
Marriage Care	All doctors	Support	Specialise in helping couples build and sustain strong, fulfilling, healthy relationships, and in providing support in times of relationship difficulty.	www.marriagecare.org.uk
National Family Mediation	All doctors	Support	NFM is a network of local not-for-profit Family Mediation Services in England and Wales which offers help to couples, married or unmarried, who are in the process of separation and divorce. We are committed to providing high quality mediation to everyone who needs it in all communities.	www.nfm.org.uk

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Relate	All doctors	Support	Relate is the UK's largest and most experienced relationship counselling organisation helping people to work through their relationship difficulties and reach their own decisions about the best way forward.	www.relate.org.uk
Women's Aid	All doctors	Support	Women's Aid is the key national charity working to end domestic violence against women and children; supporting a network of over 500 domestic and sexual violence services across the UK.	www.womensaid.org.uk

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Association of Anaesthetists of Great Britain and Ireland	Members only	Various: Professional Emotional Educational	Contact from members about any health and well-being issue is welcomed.	www.aagbi.org
British medical Association - Career Advisor	Members only	Various: Professional Emotional Legal	Offers a confidential telephone line as a point of personal contact. Act as an informed signpost to appropriate sources of advice and support.	www.bma.org.uk/advice/employment/raising-concerns/dealing-with-complaints
Conference of Postgraduate Medical Deans of the United Kingdom (COPMeD)	Members only	Various: Professional Emotional Legal	COPMED holds all the name and addresses of postgraduate deans and training programme directors in the UK.	www.copmed.org.uk
Medic support	All doctors	Various: Professional Educational Emotional	Confidential service that supports people with physical mental health or performance related issues. A mixture of free and paid services are available. Financial assistance is often available.	www.medicine.cf.ac.uk/medical-education/undergraduate/medic-support-cardiff/
National Clinical Assessment Service (NCAS)	All doctors	Professional	NCAS works to resolve concerns about the practice of doctors. They work with all parties to clarify the concerns, understand what is leading to them and make recommendations to help practitioners return to safe practice.	www.ncas.nhs.uk/
Professional Support Unit (Wales)	Welsh Trainee	Various: Professional	Meet and offer advice, guidance and support in the professional context. Separately and objectively	www.psu.walesdeanery.org/

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	Doctors and Dentists	Emotional Educational	look at the situation outside the clinical environment and help draw up an action plan. Provide access to experts who can deal with specific areas.	
Royal College of Anaesthetists	Members	Professional	The Royal College of Anaesthetists is the professional body responsible for the specialty of anaesthesia throughout the United Kingdom. Its principal responsibility is to ensure the quality of patient care through the maintenance of standards in anaesthesia, pain management and intensive care.	www.rcoa.ac.uk
The Royal College of Ophthalmologists	Members	Professional	The College is the guardian of excellence in the practice of ophthalmology. They champion quality in the care delivered to patients, through the setting of professional standards and through education and training.	www.rcophth.ac.uk
The Royal College of Paediatricians and Child Health	Members	Professional	The RCPCH plays a major role in the postgraduate medical education and in setting of professional standards for Paediatricians.	www.rcpch.ac.uk
Royal College of Psychiatrists	Members	Professional	The Royal College of Psychiatrists is the professional and educational body for psychiatrists in the United Kingdom and the Republic of Ireland.	www.rcpsych.ac.uk
The Royal College of Physicians	Members	Professional	The Royal College of Physicians is a registered charity that aims to ensure high quality care for patients by promoting the highest standards of medical practice. It provides and sets standards in	www.rcplondon.ac.uk/

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			clinical practice and education and training, conducts assessments and examinations, quality assures external audit programmes, supports doctors in their practice of medicine, advises the Government, public and the profession on health care issues.	
Royal College of Surgeons Confidential Support and Advice Services for Surgeons (CSAS)	Members only	Various: Professional Emotional Legal	CSAS offers a confidential telephone line as a point of personal contact between surgeons which is intended to offer a listening ear and will act as an informed signpost to appropriate sources of advice and support.	www.rcseng.ac.uk/standards-and-research/support-for-surgeons-and-services/professional-support-for-surgeons/csas
STRESS				
International Stress Management Association	All doctors	Support	The International Stress Management Association exists to promote sound knowledge and best practice in the prevention and reduction of human stress.	www.isma.org.uk

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ARTICLES & NOTES OF INTEREST		
Article Title	Focus of Help	Open Access Internet URL
Managing Doctors in Difficulty A Guide for Educational Supervisors (Newcastle Hospitals)	Educational Pastoral	www.newcastle-hospitals.org.uk/downloads/policies/Info%20And%20Resource%20Packs/Doctorsindifficulty200706.pdf
Exploring the experience of doctors who have been through the GMC's complaints procedures	Professional	www.gmc-uk.org/GMC_doctors_FtP_experience_report_FINAL_3_.pdf_58703741.pdf
A guide for doctors referred to the GMC	Professional	www.gmc-uk.org/concerns/doctors_under.../a_guide_for_referred_doctors.asp
I've had a letter from the GMC- what happens next	Professional	www.careers.bmj.com/careers/advice
Consultants launch support network for junior doctors	Pastoral	www.careers.bmj.com/careers/advice/Consultants_launch_support_network_for_junior_doctors
Providing pastoral care to junior doctors in paediatric intensive care	Pastoral	www.careers.bmj.com/careers/advice/view-article.html?id=20007008
What should I do if I think my rota is unsafe?	Legal	www.careers.bmj.com/careers/advice/What should I do if I think my rota is unsafe%3F

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Assessing doctors in difficulty: the assessor's experience	Pastoral	www.careers.bmj.com/careers/advice/Assessing doctors in difficulty%3A the assessor's experience
Managing trainees in difficulty	Pastoral	www.nact.org.uk/getfile/2725/
Tools to support performance management	Pastoral	www.ncas.nhs.uk/resources/
Doctors Support Service – Information leaflet	Pastoral	www.bma.org.uk/-/media/files/pdfs/practical%20advice%20at%20work/doctors%20wellbeing/doctor-support-service-leaflet.pdf
How to Handle Patient Complaints	Professional	www.bma.org.uk/connecting-doctors/the_practice/b/weblog/posts/how-to-handle-patient-complaints
Dealing with Patients Complaints – Information about Complaint Procedures.	Professional	www.bma.org.uk/connecting-doctors/the_practice/b/weblog/posts/how-to-handle-patient-complaints
Information regarding the personal impact of a GMC complaint on the doctor	Pastoral	www.bma.org.uk/news/2015/february/stand-by-me-surviving-a-gmc-investigation
GMC internal review into Suicide in Fitness to practice procedures	Professional	www.bma.org.uk/connecting-doctors/bmaspace/b/weblog/posts/gmc-report-on-doctors-suicides-what-do-you-make-of-the-recommendations
Brief notes on dealing with an internal complaint	Professional	<ol style="list-style-type: none"> 1. Make contemporaneous notes of the event and all interactions involving the event. (Sign an date or write an e-mail to yourself) 2. Do not talk openly about the complaint.

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		<ol style="list-style-type: none"> 3. Run all correspondence past the union representative 4. Informal mediation - with someone within the department 5. Formal mediation with professional mediators - immediately available through every HR department 6. Occupational Health- signpost you towards counselling and CBT for intrusive thoughts etc and various helplines which are free 7. Union - BMA or HCSA 8. HR appoint an investigating officer usually a manager within the Health board 9. When meeting an investigating officer take your union representative.
Signs of Compassion Fatigue	Emotional	<ol style="list-style-type: none"> 1. Becoming preoccupied with those you are helping 2. Not finding satisfaction with ones work 3. Experiencing a loss of energy 4. Finding difficulty separating one's own feelings from problems at work 5. Increased irritability in everyday matters 6. Concluding that one's working activities are not worthwhile
The Vital Signs	Emotional	<p>This guide, written exclusively for the RMBF by Dr Richard Stevens, sets out the key stress and pressure points for doctors, provides practical advice, and signposts support and resources for those experiencing stress and difficulty. It also provides background on how the culture of the medical profession contributes to stress and isolation for doctors.</p> <p>www.rmbf.org/data/files/rmbf-the-vital-signs.pdf</p>

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Support 4 Medics	Various	Website offering information to free and fee paying services for UK doctors. Areas covered include: Career & Employment, Education & Training, Work/ Life Balance, Mental & Physical Help, Practical and Financial Help. www.support4doctors.org/organisations.php?action=list&cat=14
Moodjuice Self Help Guides	Emotional	Website designed to help you think about emotional problems and work towards solving them. Self-help and relaxation audio and PDF guides introduce common problems and provide methods for overcoming them. PDF Guides www.moodjuice.scot.nhs.uk/professional/pdfGuides.asp Audio Guides www.moodjuice.scot.nhs.uk/asppodcast.asp