



# **Psychiatrists' Support Service EAPH Monday 20 April 2015**

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# The Psychiatrists' Support Service



- Developed in 2006
- Telephone helpline service
- Free
- Confidential
- Neutral/independent
- Short term, focused support, advice and signposting
- Colleague/peer support
- Responds to personal and professional difficulties

# Issues facing psychiatrists (1)

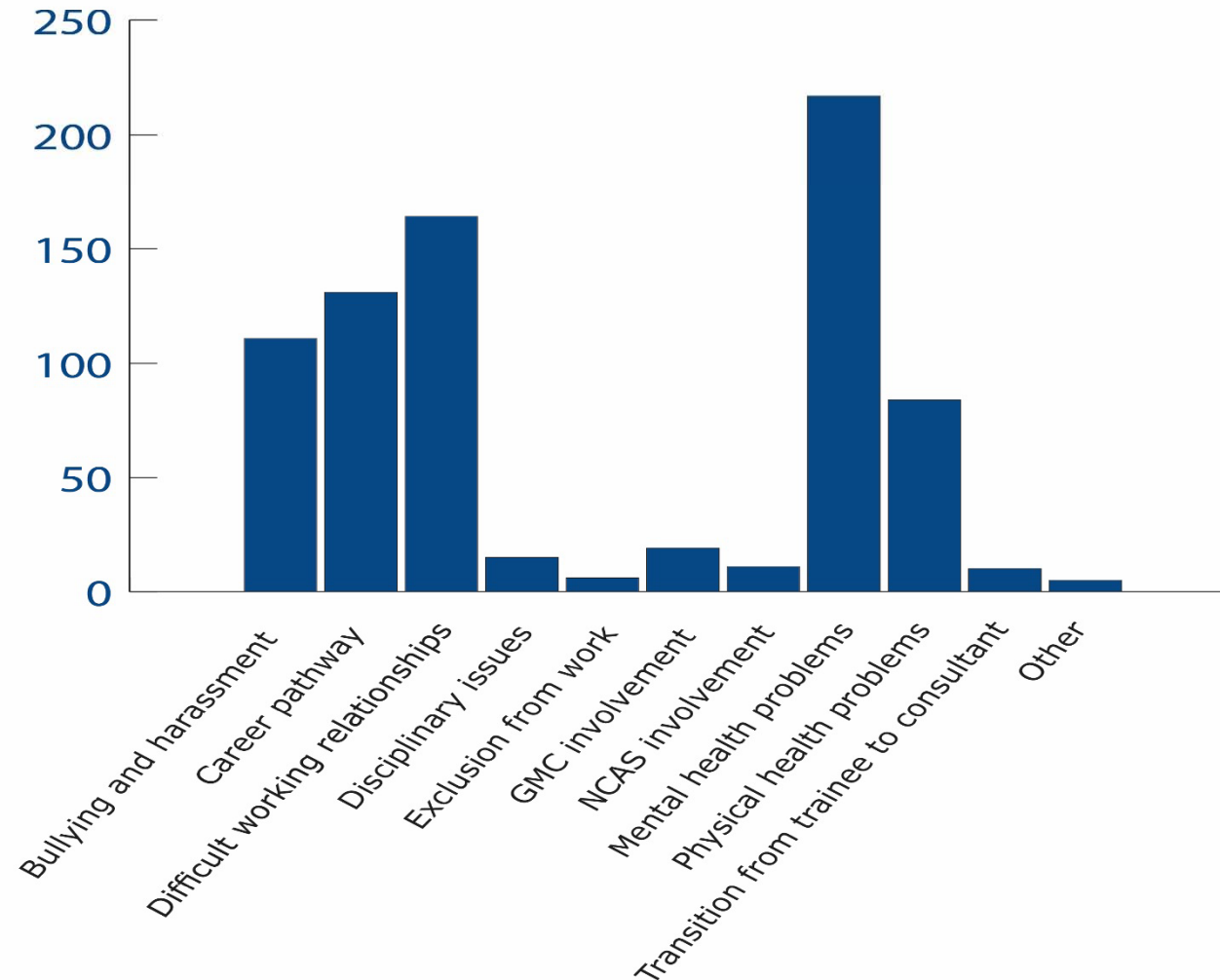


# Issues facing psychiatrists (2)

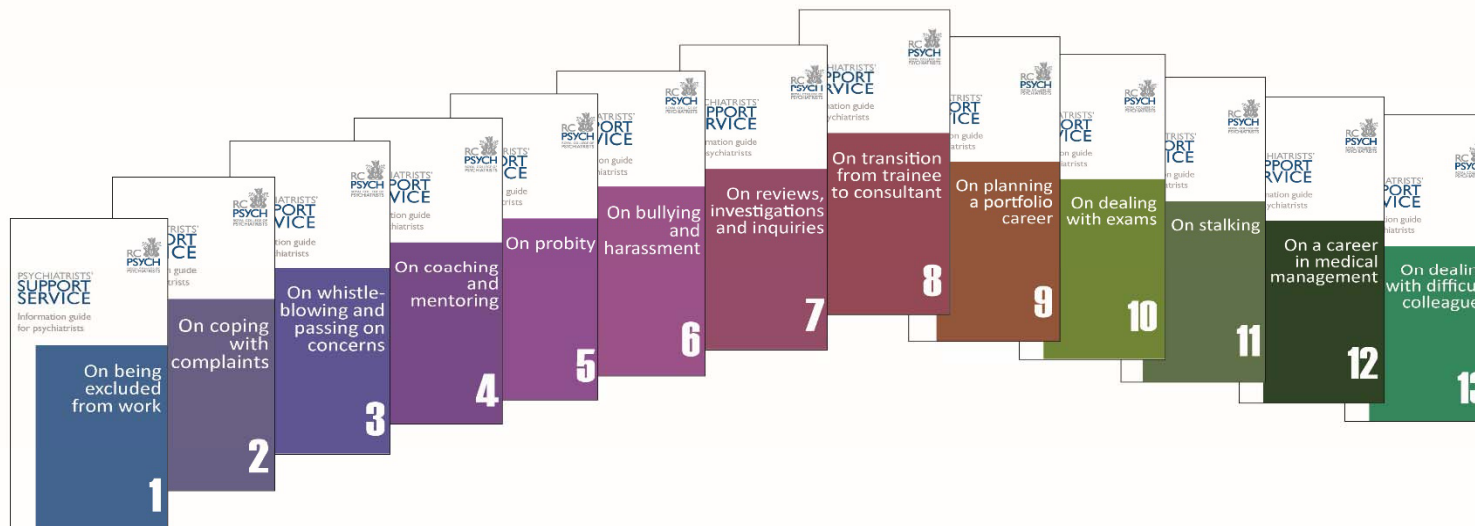


- Before the service was introduced we heard that psychiatrists were often:
  - Isolated
  - Lonely
  - Did not know how/where to access help
  - Were not always supported in their own organisations

# Type of issues



# Information guides



# Group work session



# Scenario 1 health issue



A doctor is coming to work late on a regular basis. Recently it seems he is not able to see all his patients on time and has become snappy with his junior doctors and secretary.

He confides in a colleague that he has been drinking more than usual. He feels he is not supported at work and is stressed due to a recent bereavement in his family. He feels that drinking helps him relax and get through the day. He does not think it has become a problema for which he needs profesional help.



# Scenario 2 Workplace relationship difficulties



A consultant has recently joined a new job. Before him, there were a series of temporary doctors in the post. The team manager has been running the show. He has been telling the consultant how things were done there. The consultant feels that the team is not very efficient and the number of patients seen can be increased but the team manager does not agree.

The team is becoming more hostile towards the consultant as they do not want to be told that they need to improve their working.

The consultant is feeling undermined and thinking that he should look for another job. His own manager wants him to stay as the manager thinks the consultant is good and will be able to improve working of this particular department that has been underperforming for some time now.

# Scenario 3 Disciplinary issues



A consultant has received a number of complaints from various patients. These were investigated. Recently there was another complaint where a patient alleged that the consultant was inappropriate towards the patient. The patient says that the consultant made inappropriate remarks of a sexual nature and suggested to the patient to meet him outside of work.

The patient also says that the consultant tried to contact her out of hours and found her home address as well as email to contact her.

The consultant says that this is not the entire story. He says he went out of his way to help this patient and there was no other motive behind his actions.

The organisation has decided to suspend the consultant and an investigation has been ordered into these allegations.

# Summary and close



**Thank you for your participation in this workshop**

# Contact details



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