

Professional Support Unit (PSU) – Coding Matrix

TRIGGER INDICATORS	LEVEL OF CONCERN			
PERFORMANCE (P)	Low (L)	Moderate (M)	High (H)	Descriptor
1 Patient safety			P1H	Any issue that could immediately threaten patient safety. This indicator merits an initial immediate escalation to high level of concern.
2 GMC			P2H	Any GMC referral coded as high level of concern initially.
3 Unsatisfactory ARCP		P3M	P3H	Outcome 3 & 4 should be coded as P3H; some outcome 2 usually P3M. Any unsatisfactory ARCP outcome may potentially threaten progress of training; hence initial level of concern should be moderate.
4 Significant Incidents		P4M	P4H	Significant untoward incidents from LEPs or Exit reports. Initial coding as moderate if verified.
5 Clinical competence	P5L	P5M	P5H	Unsatisfactory demonstration of knowledge, skills, work place based assessments (including logged cases) & mandatory course such as ALS.
6 Examination failure	P6L	P6M	P6H	Postgraduate professional examinations, part(s) of Membership/Fellowship
7 Complaints	P7L	P7M	P7H	Complaints from patients and colleagues which have been investigated and verified
BEHAVIOUR (B)	Low (L)	Moderate (M)	High (H)	Descriptor
1 Non-clinical attributes	B1L	B1M	B1H	This includes <i>unsatisfactory demonstration</i> of non-clinical attributes such as organisation, leadership, team working, situation &/or self-awareness, prioritisation, communication, cognition (loss of memory, concentration and attention), decision making, stress management and ability to cope under pressure (trainees utilising coping mechanism such as avoidance, dismissal and denial are more prone to experience high stress level).
2 Professionalism	B2L	B2M	B2H	Fail to demonstrate professionalism which defines a set of values (work, social & culture), behaviours, and relationships; specifically including integrity, compassion, altruism, continuous improvement, excellence, and engagement in working partnership with members of the wider healthcare team and their training portfolio.
3 Personality Traits	B3L	B3M	B3H	Personality factors that impact on performance: conscientiousness, emotional stability, openness, extraversion & agreeableness (The Five Factor Model).
HEALTH (H)	Low (L)	Moderate (M)	High (H)	Descriptor
1 Physical	H1L	H1M	H1H	Physical ill health
2 Psychological	H2L	H2M	H2H	Non-physical ill health eg depression, bereavement, PTSD
3 Substance misuse	H3L	H3M	H3H	Alcohol and drugs misuse
ENVIRONMENT (E)	Low (L)	Moderate (M)	High (H)	Descriptor
1 Work	E1L	E1M	E1H	Underperformance secondary to or contributed by work system and infrastructure issues
2 Home & family	E2L	E2M	E2H	Underperformance secondary to or contributed by domestic problems

LEVEL OF CONCERN GUIDE

Low (L)	Progression of training is unthreatened (no anticipated change of CCT date)
Moderate (M)	Progression of training may be threatened (CCT date may be changed)
High (H)	Progression of training is threatened (anticipated change of CCT date)

GENERAL GUIDE

Trainees with Low and/ or Moderate level of concern usually managed by LEP and/ or Specialty School trainers, and supported by the PSU
Trainees with High level concern should be referred to PSU at HESW
Trainees may be referred to PSU with more than 1 code (a trigger code is helpful for HESW)
Trainers can refer ANY trainee regardless of the level of concern to PSU
Trainees referred or self-referred are divided into 3 categories:
1. New trainees referral to PSU
2. Support to trainees initiated by PSU and requirement for regular review at PSU Expert Panel.
3. Trainees in whom regular review by Expert Panel is no longer required.
Automatic trigger to higher level
Trigger referral code to PSU (usually high level of concern but not exclusively)