

London and South East Professional Support Unit

Frequently Asked Questions

We, the London and South East Deanery Professional Support Unit ("we", "our" or "PSU"), want to ensure that you are comfortable when using our services. Please take a moment to read these frequently asked questions which will provide you with some further information about accessing the services that we offer.

1. How can I access PSU services?

Access to PSU services is on a self referral basis.

2. Does my supervisor/line manager need to know that I am contacting you?

No, as set out above, we work with you as an individual on a self referral basis.

3. I have been told to contact you but I don't feel that the PSU services are right for me. Do I have to?

No. However, we suggest that you let your supervisor, employer or Trust know if you are not pursuing a point of action that they have suggested for you.

4. Do I need permission from my Trust before I contact the PSU?

No. However, if you are in a group that does not provide free access to PSU services you will need to let your Trust know if you want them to contribute towards the cost.

5. Who has free access to PSU Resources?

Doctors and dentists on Shared Services managed postgraduate training schemes and doctors on return to practice schemes. In addition free access to certain services is available to other specified groups. Please consult the relevant area on the PSU web pages for the further information.

6. I am an employer / responsible officer. Will I know if one of my clinicians is in contact with the PSU?

As set out above access to the PSU is by self-referral. We will not provide feedback to you directly without the knowledge and permission of the clinician concerned and in accordance with our Confidentiality and Privacy Policy.

7. What do I do if I cannot afford the PSU services?

If you are not in one of the groups which has free access to PSU services and you are not in a position to fund the costs yourself or through your employer / contractor there are a number of options that can be considered. For example, medical benevolent charities such as the Royal Medical Benevolent Fund, offer support. You can contact the Royal Medical Benevolent Fund by clicking [here](#).

8. Can I access more than one PSU service?

Yes. However, we recommend that you do not try to take on too much too quickly. When you contact us we can help you to choose which services are best for you at any one time.

9. I would like to develop my career pathway but I am not sure which service(s) I should be looking at. What can I do?

You can complete the General Enquiry Form by clicking [here](#). We will then contact you to discuss your requirements.

10. What information will be recorded when I contact the PSU?

We will record your name, GMC/GDC number, career grade, employer and responsible officer. We will also record the particular services you access and your appointment dates.

11. Why do you record this information?

We record this information to check that you are eligible to access the service, to monitor resource allocation, to ensure that we are offering an optimal range of services and generally for us to administer the provision of our services.

This information may only be disclosed in certain circumstances, such as where there is a regulatory requirement to share information about your professional development. You can find full details in our [Confidentiality Policy and Privacy Notice](#).

12. Will the detail of my use of PSU services be confidential?

Yes, the details recorded in your casework record when you receive a PSU service are confidential. However, in restricted, rare circumstances (for example, if your safety is at risk) we may disclose this information. You can find full details in our [Confidentiality Policy and Privacy Notice](#).