

Guidance on use of the “Support Request Form” for medical students

Introduction

1. The request for support procedure helps identify medical students experiencing, personal, professional, emotional or health problems which will enable the school to secure the appropriate level of support.
2. Filling in a support request form is important as part of the strategy in place to cultivate a positive and supportive environment for medical students. In most cases when a support request is received a student will receive guidance and help to address the area of concern. Unless a student difficulty is known, support and advice cannot be given.
3. The form may be used by other students, clinical staff responsible for supervising medical students, by other academic staff, by administrative staff or health professionals with whom the student might come in contact.
4. The form may also be used for self-referral by medical students who have worries about their own well-being.
5. This procedure accompanies the Request for Intervention procedure which gives additional provision for escalation to mandatory or disciplinary action if required.
6. A support request usually results in the student having a meeting to address the issue through appropriate guidance and pastoral care. In rare occasions it may result in a transition to the intervention procedure.

Notes

1. Requests raised anonymously will not normally be considered.
2. All issues raised will be treated in confidence but we cannot guarantee that the identity of the person raising a matter will not be revealed.
3. Requests for support will be kept on a student's file. This is to allow review over time in case a pattern of issues develop that requires wider consideration.