

Date: 29/01/2019

FREEDOM OF INFORMATION REQUEST 014546 – Staff counselling services

1. Does the hospital trust have a staff support and counselling service? If yes, what is it called? e.g. the Staff Support and Counselling Service

The Trust provides support/counselling to its staff, via the following routes:

Telephone Employee Assistance Programme ( EAP), provided by BHSF employee Benefits and funded by the Trust.

Online support is also available via bhsf. The employee Assistance Programme is available 24/7, 365 days per year, via self-referral.

Mental Health and Wellbeing counselling service delivered by Remploy via self referral and onsite sessions.

Face to Face counselling is provided at the Occupational Health Department by a Counsellor, via self-referral.

Please clarify whether the service is specifically for staff wanting support with work related issues, or whether staff can access the service for any personal issues unrelated to work -

The Trust supports both work related issues and personal issues.

Please confirm what is provided, e.g. six free counselling sessions: -

6 free counselling sessions, face to face. Remploy session over 6 months and ongoing support via BHSF.

2. How many staff members used the service in 2016, 2017 and 2018? -

Please give a total for each year, so, for example, 100 in 2016, 100 in 2017 and 100 in 2018.

If the trust manages more than one hospital, please confirm if the figures provided are for all hospitals.

BHSF and Remploy only commenced late 2018, both companies support figures on a quarterly basis which have not been received yet.

3. Please confirm if you record the overall reasons why staff are accessing the service; e.g. you may have headings like, 'personal stressors (including anxiety/depression)' and 'work related stressors (including anxiety and depression)', etc. -

The majority of the referral are self referrals hence the overall reasons are not recorded on our central system. Once we start receiving the quarterly report we will be able to identify the main reason for referral.

4. If time allows, please give a breakdown of the reasons staff are accessing the service, e.g. 2018, 40%/40 people for personal stressors and 60%/60 people for work related stressors. -

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