



Ref: FOIA Reference 2018/19-571

Royal Stoke University Hospital
Quality, Safety and Compliance Department
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 15th January 2019

Tel: 01782 676474
Email FOI@uhn.nhs.uk

Dear

I am writing in response to your email dated 3rd January 2019 requesting information under the Freedom of Information Act (2000) regarding Staff mental health/counselling service.

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1 Overview: I would like to find out if the number of hospital staff accessing the Trust's staff mental health/counselling service is increasing, and why.

Please note: Please just answer questions one, two and three if the statutory time limit is reached after question three.

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

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.

A1 UHNM does have a staff support and counselling service, and is called "Staff Support and Counselling Service". Access to the service is for either work or personal issues.

Q2 Please confirm what is provided, e.g. six free counselling sessions

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.

A2 Please see below (information prior to April 2017 not held)

Service Provided:

- Counselling services face-to-face, by telephone and on-line (number of sessions is not restricted)
- Counselling services to employees' family members
- Trauma and critical incident counselling sessions

Number of staff accessing the service:

2017 (April 17 – March 18) 352 staff referred to the service in this period

2018 (April 2018 – December 2018) 358 staff referred to the service

Q3 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.

A3 UHNM can confirm the reasons why staff access the service are recorded.

The reasons are split between personal and work issues and then subsequently broken down into issues, for example, anxiety, stress, bereavement etc.

Q4 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.

A4 Please see below:

2018 April – December 2018

- 70% of staff access the service for personal stressors
- 30% of staff access the service for work stressors

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.

Yours,



Leah Carlisle
Deputy Head of Quality, Safety & Compliance