

## **Request under Freedom of Information Act 2000**

Thank you for your request for information which we received on 12 October 2018.

I am pleased to confirm the following.

- 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.**

Yes, The Trust has an Employee Assistance Programme (EAP) called Care first.

**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.**

All staff can access it for any issue at all, work or non-work related.

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

Staff are entitled to 6 sessions of face to face or telephone counselling; emergency or ad hoc telephone advice; specialist advice from CAB trained adviser; lifestyle app and website.

- 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.**

The service started September 2015 therefore the annual figures run from Sept - Aug

Sept 15 – Aug 16	135
Sept 16 – Aug 17	112
Sept 17 – Aug 18	72

The figures are for the one hospital which the Trust manages.

- 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.**

Yes

**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.**

These figures are for Sept 17 – Aug 18

**Personal**

Alcohol	2	3%
Bereavement	11	15%
Debt	-	-%
Domestic Abuse/Violence	-	-%
Drugs	-	-%
Family	12	16%
Gambling	-	-%
General Finance	-	-%
Health - Emotional	31	42%
Health - Physical	6	8%
Housing	-	-%
Relationship	8	11%
Retirement	-	-%
Traumatic Incident	4	5%

**Work issues**

Absence/Attendance	-	-%
Abuse/Violence by Colleagues	-	-%
Abuse/Violence by Members of Public	-	-%
Bullying & Harassment by Colleagues	1	3%
Bullying & Harassment by Managers	2	7%
Bullying & Harassment by Members of Public	-	-%
Changes at work	2	7%
Critical Incident (attendance offered)	1	3%
Disciplinary	-	-%
Grievance	1	3%
Industrial Injury	-	-%
Information	-	-%
Mediation	-	-%
Media Attention	-	-%
Performance - General	1	3%
Performance - Target Related	-	-%
Racist Incident	-	-%
Redundancy	-	-%
Relationships at work with colleague	1	3%
Relationships at work with manager	4	13%
Retirement	-	-%
Role Ambiguity	-	-%
Traumatic Incident	3	10%
Work Control	2	7%
Work Life Balance	2	7%
Work Overload	1	3%
Work Related Health - Emotional	7	23%
Work Related Health - Physical	2	7%

Work Underload  
Workplace Environmental Conditions  
TOTAL

-	-%
-	-%
<b>30</b>	

You are advised that this information is provided in accordance with the Freedom of Information Act 2000 and is for your personal use. Any re-use of this information will be subject to copyright and the Re-Use of Public Sector Information Regulations (1st July 05) and authorisation from Milton Keynes Hospital NHS Foundation Trust will be required. In the event of any re-use, the information must be reproduced accurately and not used in a misleading manner.

If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD. If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Freedom Of Information Co-ordinator  
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

Any re-use of this information will be subject to the  
'Re-use of Public Sector Information Regulations' and best practice.