NHS Tayside has now considered your request dated 21 January 2019.

NHS Tayside wishes to advise you that there are exemptions applicable to the information requested. Please refer to the exemptions section of this correspondence.

**Extract from Request**

“Overview: I would like to find out if the number of hospital staff accessing the board’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.

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

2. How many staff members used the service in 2016, 2017 and 2018?
   Please give a total for each calendar year not tax year if possible, so, for example, 100 in 2016, 100 in 2017 and 100 in 2018.

If the board manages more than one hospital, please confirm if the figures provided are for all hospitals (and which hospitals are included; you don't need to give the breakdown per hospital).

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.

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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Dundee, DD1 9SY (for mail) DD2 1UB (for Sat Nav)
Chairman, John Brown CBE
Chief Executive, Grant R Archibald
Response

1. The Board offers support to staff through Occupational Health, through the Staff Wellbeing Service and through normal management support structures and clinical supervision.

   The Staff Wellbeing Service offers one to one confidential support to staff experiencing difficulty with issues which may be work related, or which may be personal issues unrelated work, e.g. bereavement. The Staff Wellbeing Service also offers emergency individual and group support following challenging experiences, e.g. the sudden death of a colleague.

2. The support offered by the Wellbeing Service is not limited to a particular number of sessions. The support is person-centred and completion is negotiated with the member of staff according to need.

   The Wellbeing Service received the following self-referrals for one to one confidential support:
   2016 – 277
   2017 – 315
   2018 – 326

   Note: Staff is usually seen on more than one occasion; therefore the numbers above only represent the only one session per member of staff with Wellbeing Service, the number of sessions actually delivered is many times more that the figures provided above.

3. These figures provide above are for all hospitals/premises in the Board Area.

   Staff access the service for a variety of reasons – stress (work or home), grief, loss and bereavement, anxiety and depression, etc.

4. NHS Tayside does not hold information in the format requested.
Occupational Health Response

1. The Occupational Health (OH) Counselling Service offer one to one counselling to staff experiencing any difficulty either at work or in their personal lives.

   The counselling offered by OH is limited to 5 appointments but can be extended depending on circumstances. Staff members can self refer into the service or may be referred following an appointment with an OH physician or nurse.

2. The Counselling Service has received the following referrals for one to one counselling:

   • 2016 – 324 referrals
   • 2017 – 418 referrals
   • 2018 – 472 referrals

   Appointments are offered over 4 locations – Perth Royal Infirmary, Ninewells Hospital, Wedderburn House and Arbroath Cottage Hospital.

3. Whilst we do ask clients to complete a survey at the end of contact this will not capture all the information. The work related stressors are divided into 6 areas namely:

   • Demands
   • Relationships
   • Change
   • Role
   • Control
   • Support

We do not ask clients the nature of their personal stressor in the survey

4. Our recent survey results of the last 70 people to use the service were as follows:

   • 21% (15) - work related
   • 23% (16) - personal
   • 56% (39) - combined

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<th>FOISA Exemption Applied</th>
<th>Justification</th>
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<td>IGTFOISA5836</td>
<td>Section 17 – Information not held (Q4)</td>
<td>NHS Tayside does not hold information in the format requested for the Wellbeing Centre.</td>
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Under section 20 (1) of the Act, if you are dissatisfied with the way NHS Tayside has dealt with your request, you have a right to request a review of our actions and decisions in relation to your request, and you have a right to appeal to the Scottish Information Commission.

A request for an internal review must be made in writing no later than forty working days from receipt of this response and addressed to:

Tayside NHS Board Secretary
Tayside NHS Board Headquarters
Ninewells Hospital & Medical School
Dundee
DD1 9SY

If you are not content with the outcome of the internal review, you have the right to apply directly to the Scottish Information Commissioner for a decision. The Scottish Information Commissioner can be contacted at:

Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS

Or via the online appeal service: [www.itspublicknowledge.info/Appeal](http://www.itspublicknowledge.info/Appeal)
If you have any queries about this correspondence, please contact:

Information Governance Team
Maryfield House
30 Mains Loan
Dundee
DD4 7BT

Telephone - 01382 424413
E-mail: informationgovernance.tayside@nhs.net

Information Governance
NHS Tayside
08 February 2019