

Freedom of Information request 39-19

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.

Response

- NHS Borders has a work and wellbeing department which supports staff. Appointments can be accessed by staff for any issues or concerns (6 sessions) and can be either staff support or counseling.
- NHS Borders staff accessing these services per calendar year are as follows:

2016	Counselling	128
	Staff Support	191
2017	Counselling	105
	Staff Support	184
2018	Counselling	142
	Staff Support	230

- Reasons are not documented for Staff Support appointments however we do document whether counseling appointments are work or personal related and use the headings as below:

Health Related Issues
Non Work Related Issues
Work Related Issues

4. Where Reasons were recorded:

Health Related Issues	3%
Non Work related Issues	71%
Work Related Issues	26%

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or foi.enquiries@borders.scot.nhs.uk.

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **39-19** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.