



**University Hospitals
Coventry and Warwickshire**
NHS Trust

University Hospital
Clifford Bridge Road
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Coventry
CV2 2DX

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Our ref: FOI – 5115

Date: 30th January 2019

By email only

Dear

We write further to your request for information under the Freedom of Information Act received 3rd January 2019. We have set out your request, together with our response below.

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, University hospitals Coventry and Warwickshire have a staff Psychology and counselling service for staff under the umbrella of the Occupational health service which provides staff support.

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.

Due to limited resource staff access the service via the Occupational health advisors and where there are work related issues impacting on individuals ability to remain or return to work, they are referred to either the counsellor or psychologist. For non-work related issues contact details for local and national services such as IAPT/Mind etc are given.

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

Six sessions are generally offered.



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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.

2017/18 - 90 staff seen (340 sessions undertaken)
2016/17 - 93 staff seen (396 sessions conducted)
2015 - 86 staff seen (489 sessions conducted)

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

Yes

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.

We are unable to provide this information in the time available.

As we have provided the information that we do hold your request is now closed. We trust that this is satisfactory but if you are dissatisfied with the way that it has been handled you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Geoff Stokes, Director of Corporate Affairs, UHCW, Clifford Bridge Road, Coventry CV2 2DX.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

Andrea Phillips
FOI & Access to Health Records Manager