

**PORTSMOUTH HEALTHCARE NHS
TRUST**

EMPLOYEE ASSISTANCE PROGRAMME

ANNUAL REPORT
1 May 2000 to 30 April 2001

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July 2001



COMMENT

Attached to this overview of the year's activities are the cumulative figures for 2000-2001 as originally presented on 18th June. The breakdown of 1:1 Counselling Work/Career related problems by Division has been updated since then as a result of information received from counsellors in the interim. The charts appended at the rear of the report are intended purely for illustrative purposes, bearing in mind that the departments listed in the 1:1 Departmental Uptake Analysis changed at the beginning of the new contract year in May 2001.

1. HELPLINE

The total number of contacts in this first contract year amounted to 490, of which 88% were new contacts. The majority of new callers were female employees (82%) and most contacts were made during the early part of the week (61%).

23% of new calls emanated from within the Mental Health – St James' Hospital division, followed by those from Fareham & Gosport and Portsmouth City (16% respectively) and Elderly Medicine & Therapy Services and Learning Disabilities (13% respectively). Employees from within Rowans Hospice apparently did not utilise the Helpline, although it is possible that they did but were among the few callers who did not identify their division (8 out of the 29 Not Given, 21 being Dependants).

The highest number of most frequently presented problems related to requests for Legal advice (40%). Thereafter, problems mainly surrounded Emotional/Personal issues (26%), Marital/Family concerns (17%) and Work/Career difficulties (11%). A number of problems also concerned Other matters (5%) and a small number surrounded Drugs/Alcohol issues(1%).

Where workplace difficulties were identified, the majority related to Workplace Emotions (36%), Interpersonal Conduct (20%), Harassment (13%) and Aggression (11%). Other areas where problems were evident were Resources (9%), Organisation Problems (5%), Role Performance (4%) and Decision Problems (2%).

A total of three callers to the Helpline were onward referred for career counselling advice from a Coutts Consulting consultant but these figures are not included in the statistics for 1:1 counselling.

2. FACE TO FACE COUNSELLING

39% of contacts to the Helpline resulted in referrals for face to face counselling. Client were again mostly females (83%) and employees (92%). In addition, two referrals were instigated by Occupational Health and a number of calls from Dependants also resulted in 1:1 counselling (8%).

Most clients again emanated from within the Mental Health – St James' Hospital division (26%) but thereafter, the order differed from the Helpline. The next largest group of clients came from the Portsmouth City division (17%), followed by those from within Elderly Medicine & Therapy Services (14%), Learning Disabilities (12%), Havant & Petersfield (11%) and Fareham & Gosport (10%) with those from HQ making up the smallest group of clients. Dependants accounted for 16 out of 17 individuals who did not provide divisional information.

The majority of clients were aged between 30 – 39 (35%) followed by those from the 40 – 49 (25%), 50+ (22%) and 20 – 29 (15%) age ranges. One client declined to provide information on age and four clients were aged 19 or less (2%).

The problems most frequently presented related to Emotional/Personal issues (46%), followed by those connected with Marital/Family concerns (30%) and Work/Career difficulties (17%). Elements concerning Drugs/Alcohol problems and Other matters were identified (3% respectively) and legal/financial implications were also evident (1%).

Where workplace difficulties were identified, these mainly involved problems with Workplace Emotions (23%), Interpersonal Conduct (16%), Role Performance (13%) and Aggression (10%). Also appended at the rear of this report is a breakdown of the sub-categories of Work/Career related problems by Division, that has been updated to include information received from counsellors since the form was produced in June. The majority of work related issues were presented by clients from within the Mental Health - St James' Hospital and Learning Difficulties divisions.

Analysis of the face to face uptake reveals that the average number of sessions taken by clients, to the nearest whole number, amounted to 5 each. This average does not include sessions cancelled with less than 24 hours' notice or not attended. In addition, a total of 28 extra sessions were authorised following confirmation from Corecare's Clinical Director that there were sound clinical reasons why they were being requested. The 24 sessions used by counsellors are not included in the average above.

3. FEEDBACK

Excluding dependants and those clients who did not proceed with their counselling, 157 employees were requested to provide service feedback. 29% returned their service evaluation forms, a good return rate. Six of the forms were incomplete but the remaining 40 have been analysed and the results are appended at the rear of this report, together with a copy of the evaluation form for reference purposes.

80% of clients indicated they were highly satisfied, and 15% were satisfied, with the service received. Of the two individuals who were dissatisfied with the assistance received, one found it hard to relate to the counsellor. The other client, however, may have inadvertently marked 'Dissatisfied' on the feedback form as he/she was



positive with all other questions, apart from two that were apparently not applicable.

SUMMARY

The annual usage figures indicate that 9.8% of the eligible population contacted the Helpline, of which 8.7% were new callers. Of these, 3.8% were referred for face to face counselling and 3.4% proceeded with their entitlements. All of these figures are within the industry 'norm' ranges of between 8-10% for the Helpline uptake and 2-4% for 1:1 counselling.

The first year of Corecare's provision for Portsmouth Healthcare NHS Trust has therefore been well utilised and appreciated by employees and dependants alike and the transition from the Trust's previous provider seems to have been accomplished without disruption. At the start of the contract year, Corecare provided a comprehensive programme of briefings which, together with publicity packs and supplies of different posters throughout the year, have served to highlight the service provision to employees.

Regular review meetings have also been held throughout the year, both with Occupational Health contacts and with the User Group representatives and a good rapport/working relationship has been established which can only enhance the service provision during its second year.

Apart from the core provision of an Employee Assistance Programme, Corecare has also assisted the Trust with a Post Trauma debriefing and a Critical Incident Training Day. We have also received a number of personnel policies as well as information on the Trust's support group relating to domestic violence and a list of members has been provided to the Helpline for onward transmission to callers, should the occasion arise.

Corecare will continue to strive to improve upon its high quality standards of provision in the forthcoming year and maintain our close working relationship with Occupational Health for the benefit of Portsmouth Healthcare NHS Trust employees.

SIGNED:

DATE:

30 July 2001

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UTILISATION REPORT

Period: 01.5.00 - 30.4.01

Annual Report

	Cumulative Period	
		%
1. HELPLINE		
Total no. of contacts received	490	100
No. of new contacts	433	88
Gender		
Male	80	18
Female	353	82
Status		
Employee	412	95
Dependant	21	05
Department		
Elderly Medicine & Therapy Sers	56	13
Fareham & Gosport	68	16
Havant & Petersfield	33	08
Portsmouth City	68	16
Mental Health – St James' Hospital	98	23
Learning Disabilities	56	13
Headquarters Division	14	03
Health Authority	11	02
Rowans Hospice	-	-
Not Given	29	06
Day of Week		
Monday	85	20
Tuesday	87	20
Wednesday	90	21
Thursday	78	18
Friday	65	15
Weekend	28	06
Helpline Presenting Problems*		
Emotional/Personal	132	26
Legal/Financial	199	40
Marital/Family	88	17
Work/Career	56	11
Drugs/Alcohol	02	01
Other	25	05

Contd.....

1. HELPLINE cont'd

	Cumulative Period	
		%
Work Problems * (additional data)		
Interpersonal Conduct	09	20
Relationship Dissatisfaction	-	-
Organisation Problems	02	05
Role Performance	02	04
Decision Problems	01	02
Workplace Emotions	16	36
Resources	04	09
Aggression	05	11
Organisational Change	-	-
Discrimination	-	-
Harassment	06	13
Average duration of calls (mins): 16 each		

* Based on frequency of presentation of each issue as a percentage of the total number of issues raised.

Referral for Face to Face Counselling+:	Cumulative Period	
		%
Yes	189	39
No	301	61

	Cumulative Period	
		%
2. FACE TO FACE COUNSELLING		
Gender		
Male	33	17
Female	156	83
Referral Source		
Self	187	99
Occupational Health	02	01
Status		
Employee	173	92
Dependant	16	08
Age		
To 19	04	02
20 – 29	29	15
30 – 39	65	35
40 – 49	48	25
50+	42	22
Not given	01	01
Department		
Elderly Medicine & Therapy Services	25	14
Fareham & Gosport	18	10
Havant & Petersfield	20	11
Portsmouth City	32	17
Mental Health – St James' Hospital	48	26
Learning Disabilities	23	12
Headquarters	06	01
Health Authority	-	-
Rowans Hospice	-	-
Not Given	17	09
Nature of Problems Presented*		
Emotional/Personal	126	46
Marital/Family	81	30
Work/Career	46	17
Drugs/Alcohol	09	03
Legal/Financial	02	01
Other	07	03


2. FACE TO FACE COUNSELLING contd

	Cumulative Period	
		%
Work Problems* (additional data)		
Interpersonal Conduct	12	15
Relationship Dissatisfaction	07	09
Organisation Problems	06	07
Role Performance	11	14
Decision Problems	05	06
Workplace Emotions	18	23
Resources	04	05
Aggression	08	10
Organisational Change	05	06
Discrimination	01	01
Harassment	03	04
Onward referral to further counselling/advice:		
Total number of 1:1 referrals	189	100
Number of definite onward referrals	10	05
Nature of onward referral		
- Private	04	40
- NHS/Agency/Other	06	60

* Based on frequency of presentation of each issue as a percentage of the total number of issues raised.

EXTRA SESSIONS AGREED

Code No.	Date Agreed	No. Agreed	Total Taken to Date
01	13/9/00	2	2
39	6/10/00	4	4
46	11/10/00	2	2
53	26/10/00	2	2
61	13/09/00	2	2
67	26/10/00	2	0
80	23/02/01	2	2
84	11/10/00	2	2
107	9/11/00	2	2
114	05/03/01	2	1
130	15/12/00	2	2
134	16/02/01	2	2
136	27/02/01	2	1

Annualised Usage (based on a headcount of 5,000 employees)

Total number of contacts to the Helpline	490	9.8%
New contacts to the Helpline	433	8.7%
Referrals for Face to Face Counselling	189	3.8%
1:1 Referrals that proceeded	170	3.4%



PORTSMOUTH HEALTHCARE NHS TRUST

1:1 Counselling Work/Career related problems by Division
(Updated 23/7/01)

Definition	Division									
	1	2	3	4	5	6	7	8	9	Not Given
Main category Work/Career:	5	4	6	7	16	7	3	-	-	1
Sub category:										
Interpersonal Conduct	-	1	-	1	5	4	1	-	-	-
Relationship Dissatisfaction	1	2	1	2	1	-	-	-	-	-
Organisation Problems	-	1	1	1	2	1	-	-	-	-
Role Performance	3	-	2	-	3	2	1	-	-	-
Decision Problems	-	-	1	-	1	2	1	-	-	-
Workplace Emotions	1	3	1	1	6	3	2	-	-	1
Resources	-	-	1	1	1	1	-	-	-	-
Aggression	1	-	-	1	4	2	-	-	-	-
Organisational Change	1	1	-	-	-	1	2	-	-	-
Discrimination	-	-	-	-	-	1	-	-	-	-
Harassment	-	1	-	-	1	1	-	-	-	-

Period covered: cumulative from 1 May 2000 to 30 April 2001

PORTSMOUTH HEALTHCARE NHS TRUST - Client Feedback Analysis for Contract Year May 2000 to April 2001

Code	Q1		Q2		Q3		Q4		Q6		Q7		Q8		Q9		Q10		Q11		D	S	HS										
	C	P	O	N/A	No	Yes	N/A	No	Yes	N/A	No	Yes	N/A	No	Yes	N/A	No	Yes	N/A	No				Yes									
2		1				1																		1									
5		1				1																		1									
21		1				1																		1									
22		1				1																		1									
23		1				1																		1									
32		1				1																		1									
36												Incomplete																					
37		1				1						1												1									
40												Incomplete																					
41		1				1						1												1									
43												Incomplete																					
45												Incomplete																					
46	1	1				1						1												1									
48		1				1						1												1									
53		1				1						1												1									
58		1				1						1												1									
60		1				1						1												1									
61												Incomplete																					
62		1				1						1												1									
65		1				1						1												1									
69		1				1						1												1									
72	1	1	1			1						1												1									
79		1				1						1												1									
82		1				1						1												1									
83		1				1						1												1									
84			1			1						1												1									
85		1				1						1												1									
97		1				1						1												1									
100		1				1						1												1									
101	1	1				1						1												1									
108		1				1						1												1									
113		1				1						1												1									
116		1				1						1												1									
121		1				1						1												1									
122		1				1						1												1									
123		1				1						1												1									
125		1				1						1												1									
139		1				1						1												1									
140		1				1						1												1									
142	1					1						1												1									
147		1				1						1												1									
153	1	1				1						1												1									
154		1				1						1												1									
165												Incomplete																					
168		1				1						1												1									
174		1				1						1												1									
	5	38	2	0	1	39	0	2	38	1	2	37	1	1	38	1	1	38	1	1	38	16	4	20	1	2	37	7	16	17	2	6	32

EMPLOYEE COUNSELLING FEEDBACK FORM

You have recently seen one of Corecare's Counsellors and we are keen to know your views on the service. Please could you complete the brief questionnaire below and return it to Corecare in the prepaid envelope provided. Your thoughts and opinions are invaluable for monitoring the quality of our programmes. This questionnaire is confidential. Thank you for your help.

Date:

Reference Code:

Nature of employment:

No. of sessions attended:

Please tick relevant box.

1) What was the nature of counselling received?

Legal Financial
 Career Personal
 Other *please specify*

2) Do you think the first appointment was early enough?

N/A No Yes

3) Do you think the Counsellor understood your problem(s)?

N/A No Yes

4) Did you feel that the Counsellor was concerned to help?

N/A No Yes

6) Did you feel more able to handle your difficulties after you finished your counselling?

N/A No Yes

7) Would you recommend a friend to get help this way?

N/A No Yes

8) Do you think your organisation is spending its resources wisely on this service?

N/A No Yes

contd....



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 Other please specify

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N/A No Yes

7) Would you recommend a friend to get help this way?

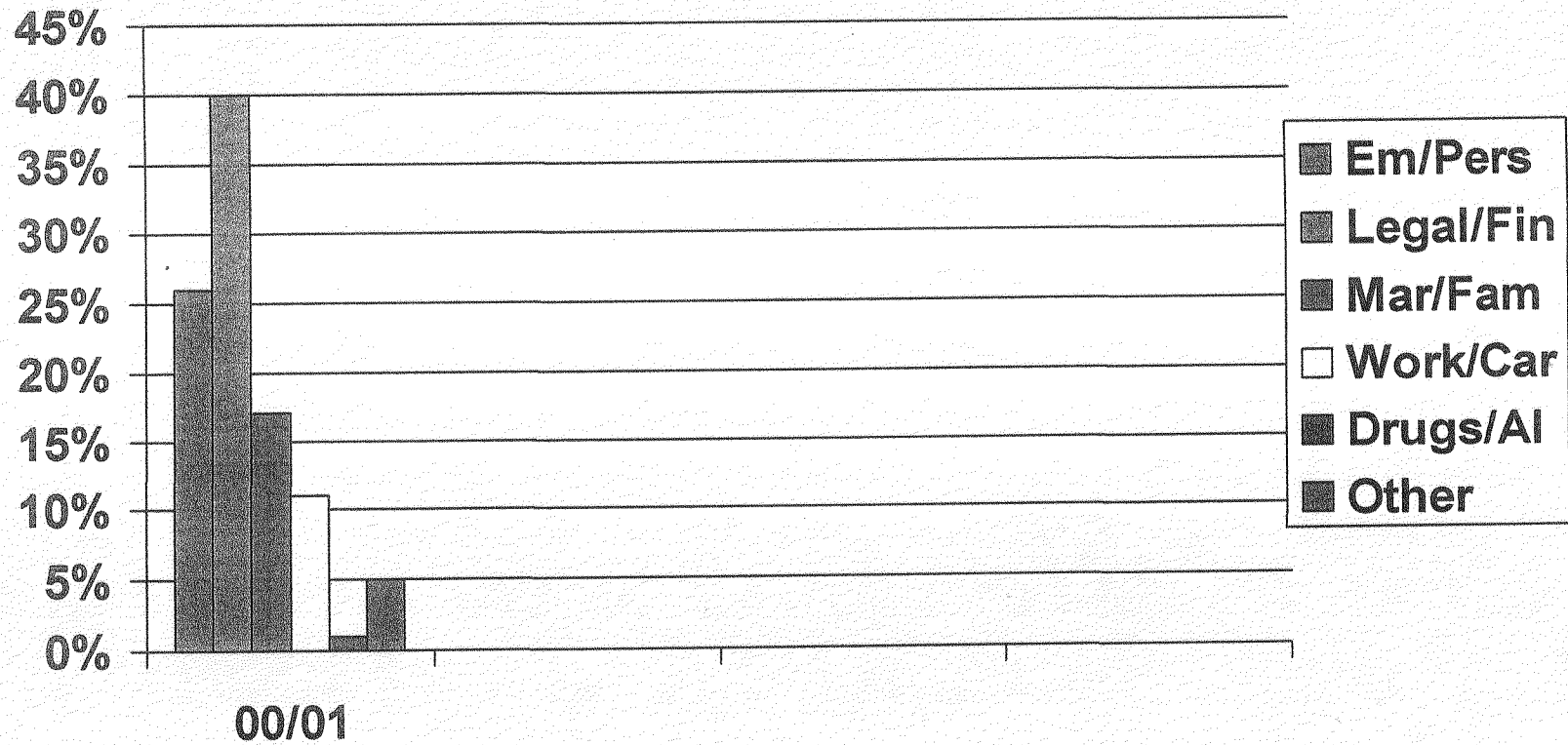
N/A No Yes

8) Do you think your organisation is spending its resources wisely on this service?

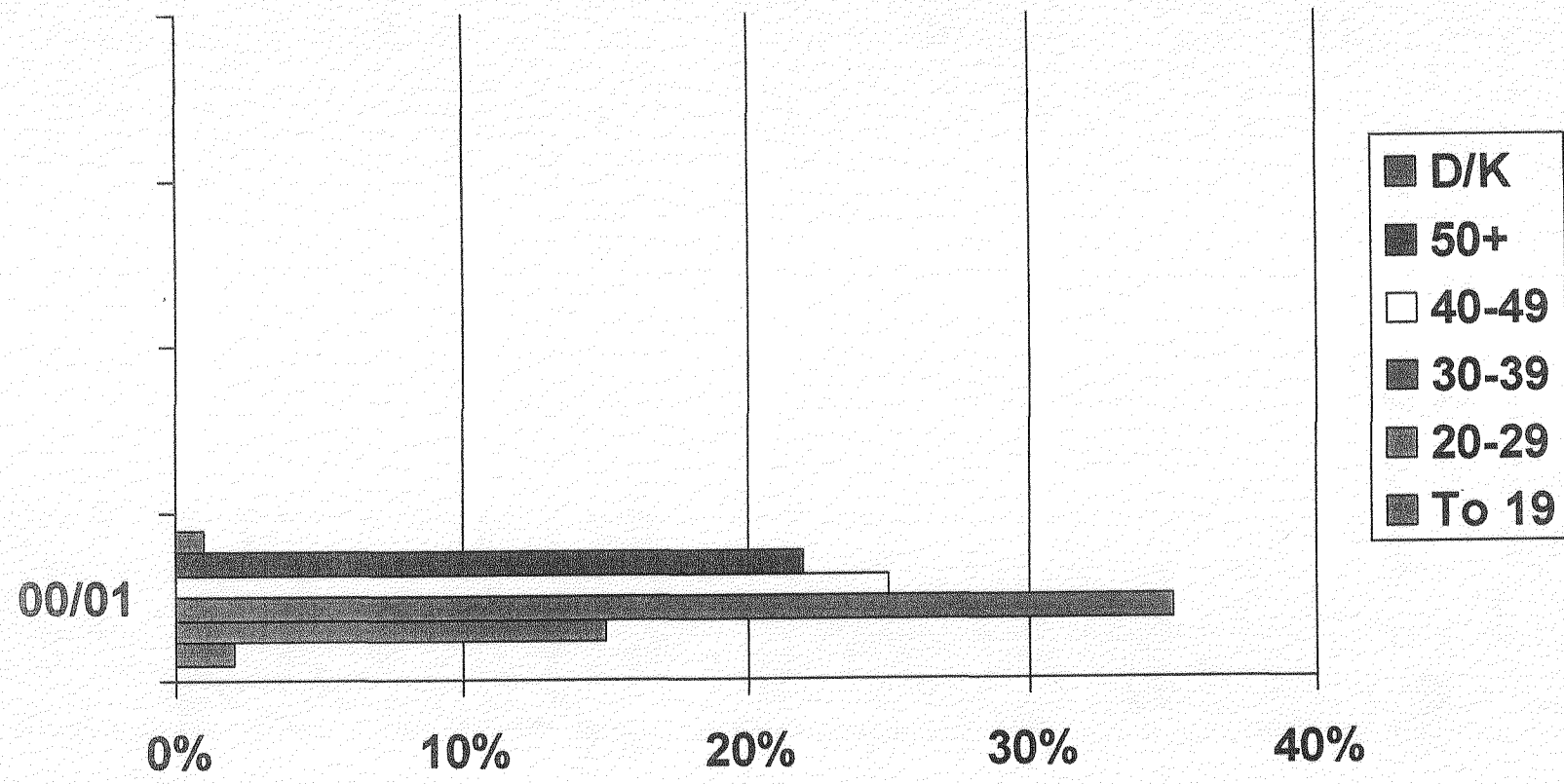
N/A No Yes

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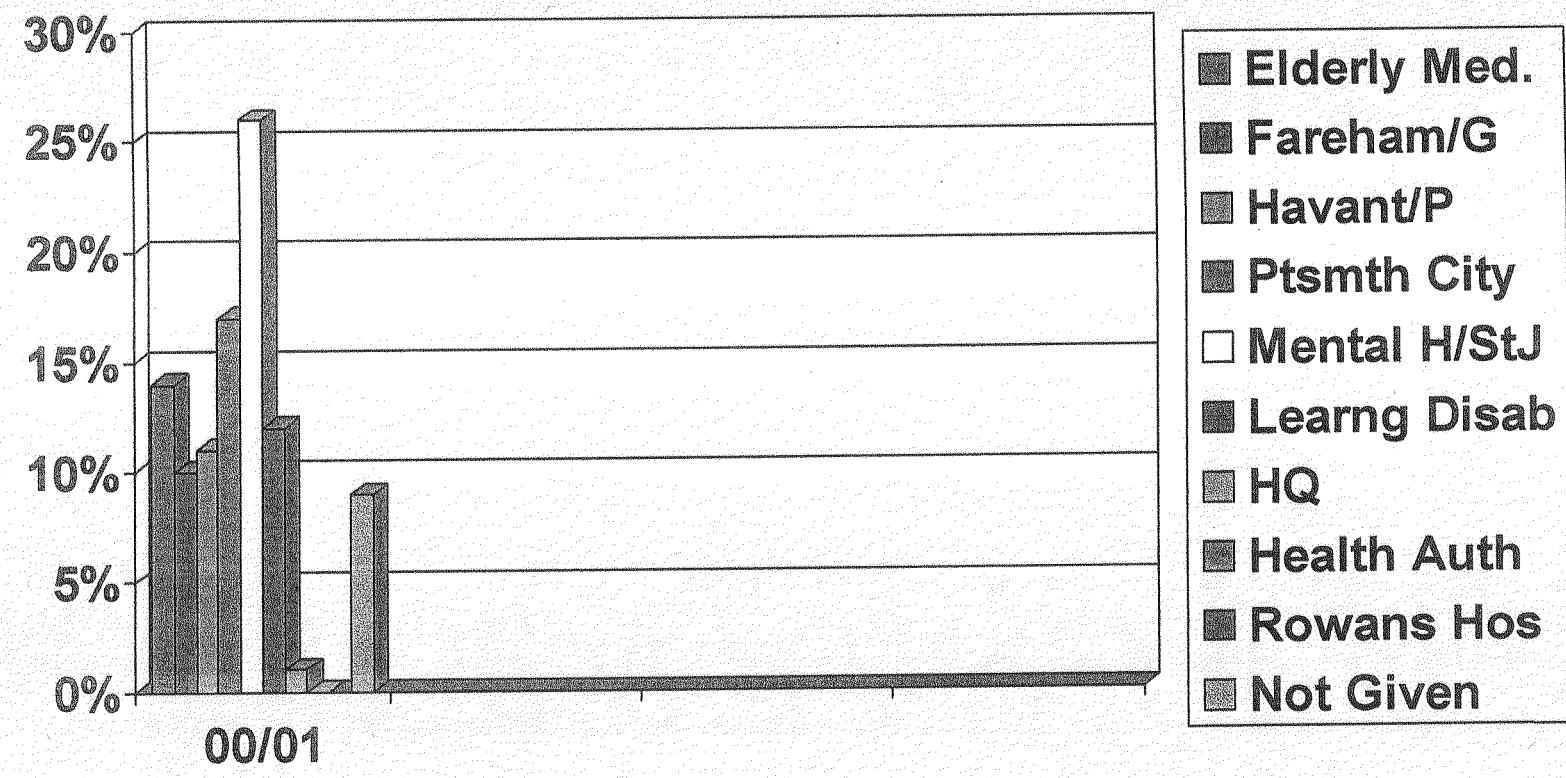
HELPLINE PRESENTING PROBLEMS



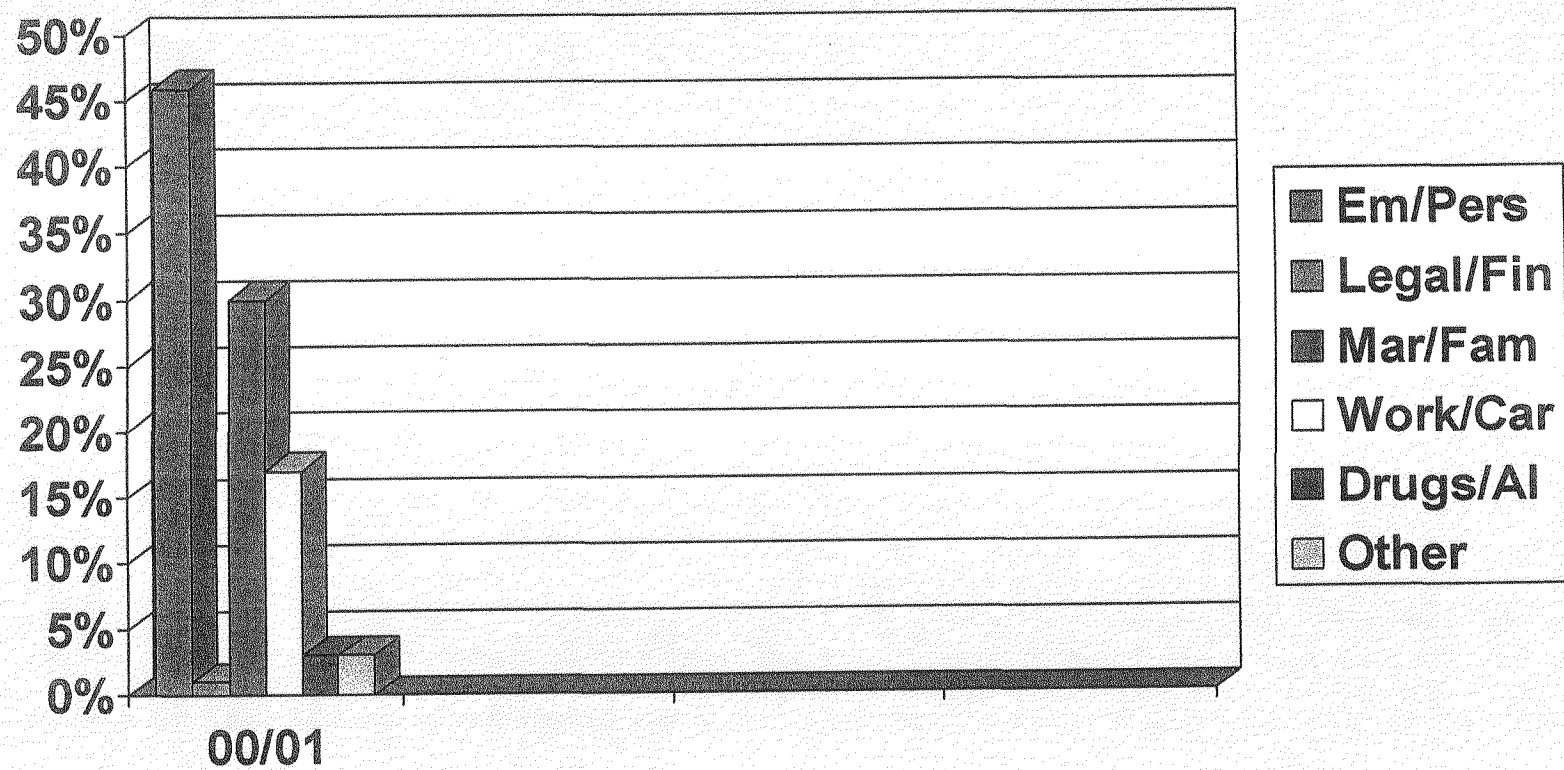
1:1 USERS BY AGE GROUP



1:1 DEPARTMENTAL UPTAKE ANALYSIS



1:1 PRESENTING PROBLEMS



1:1 WORK ISSUES BREAKDOWN

