

# Employee Assistance Programme Usage Report

# **Portsmouth Healthcare NHS Trust**

# February to July 1998



				DOH601274-0002
Portsmouth Healthcare Additional Usage	NHS Trust	Additio	nal Usage Report	Page 2
Critical Incidents - Group a	nd Individua	l debriefi	ing on site	
No. of incidents: Total no. of employees invo	lved 3	• • •		
Mediation	r 	a Line a	•	Ja · M
No. of occasions Total no. of employees invo	0 lved 0		2	TRA
Issues Raised No	).	<u></u>	Percentage of total	cases
Calls related to:		,		
Personal problems19'Work problems4'			82.1 17.9	
Personal Problems				
Relationship44Emotional Health52Information34Legal44Financial2	8 0 8		16.6 24.2 12.5 20.0 8.8	
Total 19'	7		82.1	
Work Problems	•			
Emotional Health1Career Development2Benefits2Policies2Performance2	9 4 3 0 3 5 9		3.8 5.8 1.2 0.0 1.2 2.1 3.8	a Contraction of the second se
Total 43	3		17.9	



<u>Analysis</u>	<u>No.</u>	•	Perce	entage of tota	l cases
Critical Factors	,				
Suicide Risk	1		•	0.4	
Substance Abuse	1			0.4	
Violence Risk	1	Р. — — — — — — — — — — — — — — — — — — —		0.4	
Not able to Work	11			4.6	
		•		<b>b</b> 1	
<u>Divisions</u>					
City Division		Personal	60		
		Work	7		
Havant and Petersfield.		Personal	32		
		Work	5		
Fareham and Gosport		Personal	32		
		Work	11		
Social Care Division		Personal	6		
		Work	0		
Elderly Medicine	•	Personal	11		
•		Work	5		
Trust Central Office		Personal	5		
·		Work	1	•	
Other		Personal	32		
· · · ·		Work	<b>7</b> ·		
Specialist Division		Personal	19		
▲ 		Work	7		

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### COMMENTARY ON LEVEL OF USAGE

#### **Portsmouth Healthcare NHS Trust**

# Contents

Summary of Usage	1
Overall Usage Breakdown	2
City Division	3,
Havant & Petersfield	7
Fareham & Gosport	11
Social Care Division	15
Elderly Medicine	18
Trust Central Office	22
Unknown Division	26
Specialist Division	30



Portsmouth Healthcare NHS Trust February to July 1998



#### COMMENTARY ON LEVEL OF USAGE

#### **Portsmouth Healthcare NHS Trust**

#### Service Commencement Date: 1st February 1996

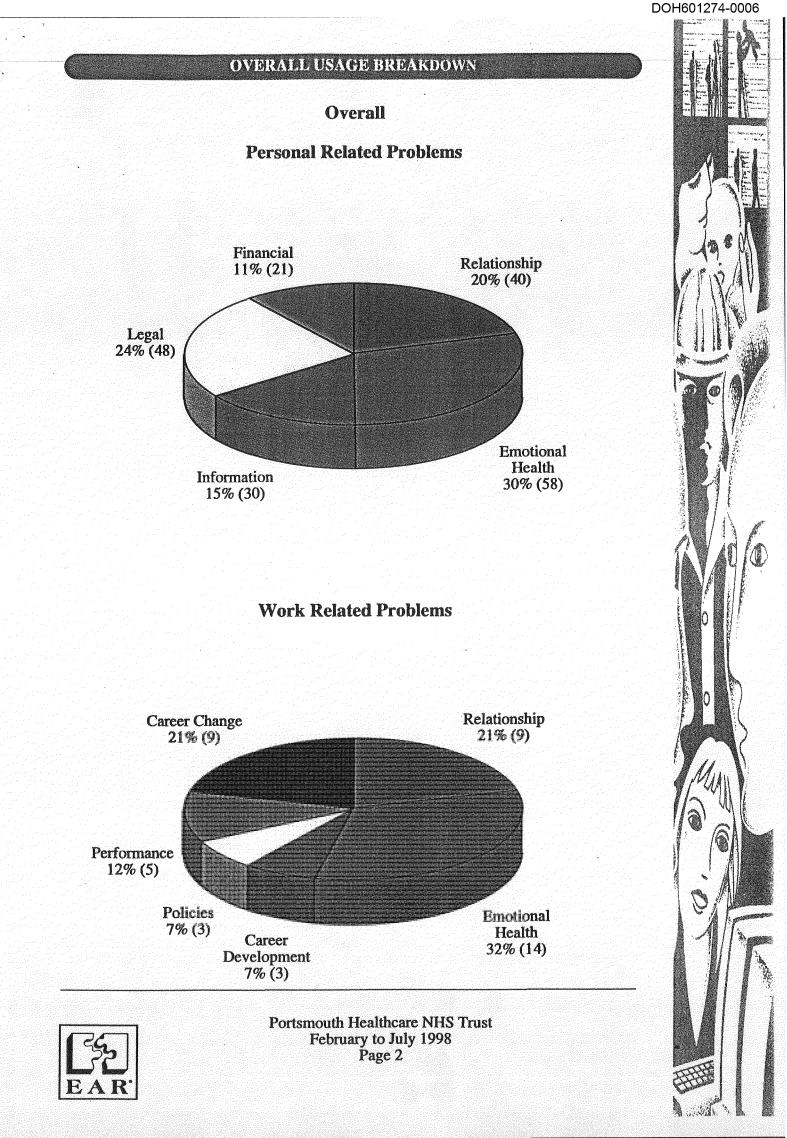
	Head Count	Usage %	<b>Total Cases</b>
Feb 96-Jan 97	4789	12.1	579
Feb 97-Jan 98	4764	11.3	537
Feb 98-Jul 98	4764	5.0	240

# Summary Of Current 6 Months Usage: 5.0% Employees Family 212 28

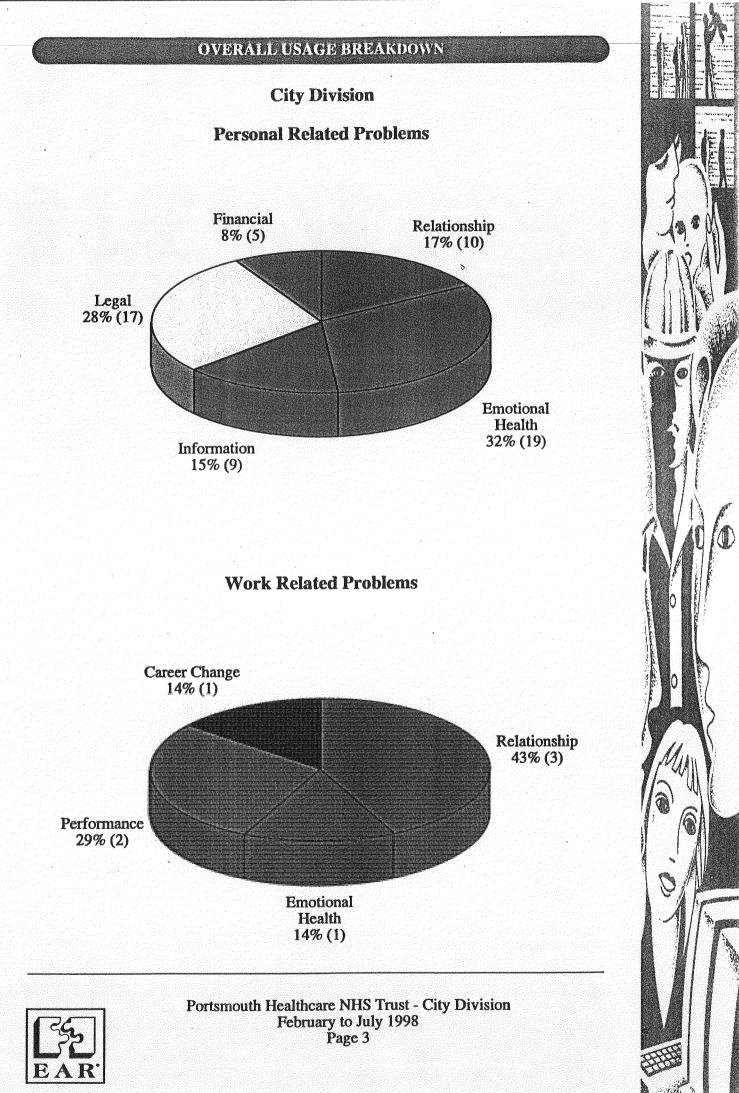
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CONTRACTOR OF THE CONTRACTOR O			Tatio T		I T				l I			
	Feb	<b>598</b>	Ma	r 98	Apr	<b>9</b> 8 <sup>·</sup>	May	<b>98</b>	Jun	• <b>98</b>	Jul	<b>9</b> 8
	Presenting	e Secondary	Presenting	Secondary	Presenting	Secondary	Presenting	i Secondary	Presenting	Secondary	Presenting	Secondar
Relationship												
-neighbour						· .						
-family							1		1	1		1
-marital			1		1	1	3	1			1	
-sexual												
-relationship	1	1	1			1				1		
<b>Emotional Health</b>											4	
-emotional health		1	1	3	5	5		2	1		2	2
-mental health				2								
-psychiatric condition												
-addiction	1			Γ	1	1		·				
-physical health		1										
-bereavement	1	1	1	1	2	1	1	1			1	2
-suicide risk		<u> </u>										
-stress	1		2		1	1	·	1				
Information	1	L		<b>.</b>				I				<b></b>
-housing	1			<u> </u>								
-education	1											
-consumer	1		1	1								
-insurance	1										1	
-state benefits				<b> </b>	1						1	1
-health					[		1	1			1	1
-family	1											
-other	1			1	1	1			1	1	1	1
Legal		I		J		L				<b>1</b>		
-matrimonial	2	1	2	1	2	2	1		1	1	1	1
-civil litigation			†							1		
-housing		1			<u> </u>							
-consumer	<u> </u>								1	1	.,	
-criminal litigation	1										·	
-probate	1											
-immigration	1	1			1							
-other	2	2	3	2							1	1
Financial	<u>†                                    </u>	L		L	<sup> </sup>	L		<b>I</b>		I		<b>.</b> .
-mortgage	1	1					· .					
-tax												:
-pensions											1	1
-debt	1	1	1	1							·	
-investments												
-child support					·			1		••••	1	1
-other	<u> </u>				1							
	I	L	L		*				· · · · ·	L		



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WORK	REL	ATE	D PR	OBL	em a	REA	BRE	AKD	OW	1		
	Feb			r 98 Secondary		98 Secondary	May			98 Secondary	Jul	
Relationship	i icaciumig	000000000	Ticschang	i occonom y	1 resenting	beconds y				,,	•	
-management consultancy												
-interpersonal												
-discrimination					,							
-harassment						1	1	1			1	1
-family employment											1	1
Emotional Health												
-stress					1							
-emotional health												
-job anxiety												
-job insecurity								>				
-critical incident												
Career Development												
career												
reorganisation												
training												
family employment												
Policies										r		
equal opportunities												
alcohol											;. 	
policies												
immigration				1				·				
harassment								1				: 
EAP												
health and safety												
other												
family employment				L				l		L		
Benefits	r			r								
pay								- <u>.</u>		·····		
maternity						*						
pensions												
benefits in kind												
family employment Performance												
attendance	T											
sickness / absence												
performance discipline							1	1	1		· · · ·	
industrial accident												
family employment Career Change												
redundancy		T										
retirement												
dismissal												
termination												·
redeployment												
relocation				<u> </u>					····			·
promotion												
transfer of undertakings			· · ·									1
uansici vi unucitakings										· · · · ·		
contractual terms		1		· 1						1		I 1



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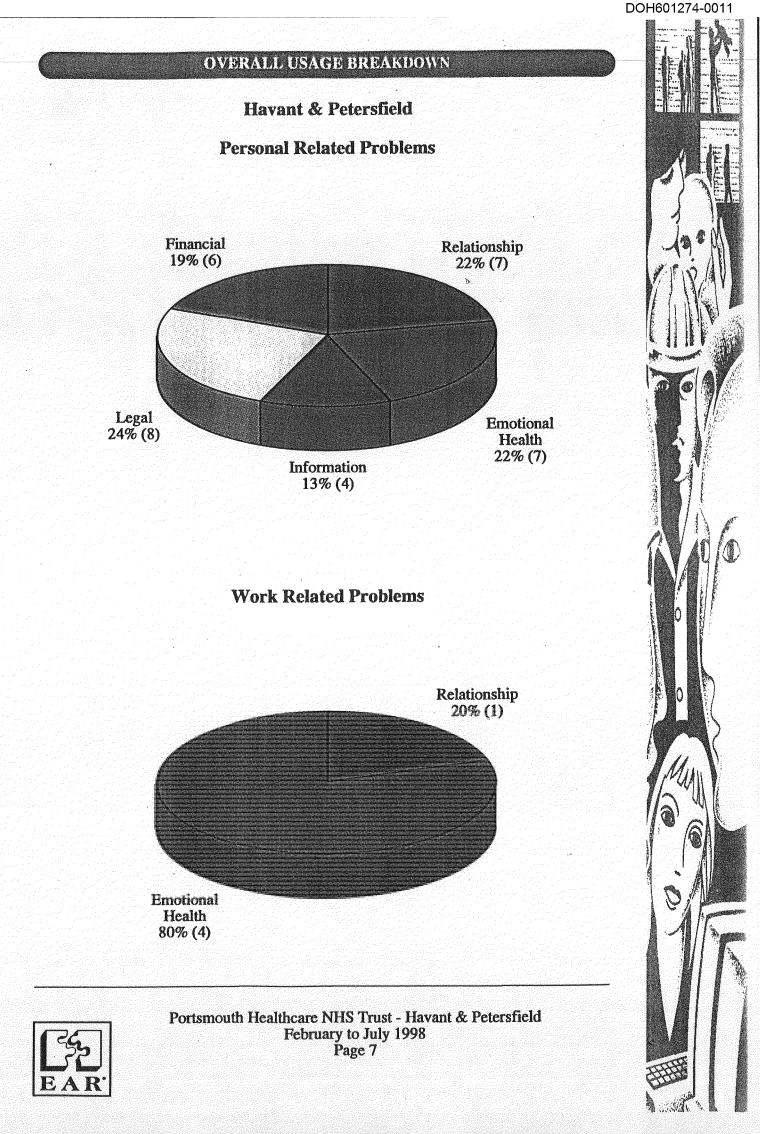
# ANALYSIS BY MONTH OF CLIENT CONTACT

			· · · · ·	- 	<b></b>		
		Feb 98	Mar 98	Apr 98	May 98	Jun 98	Jul 98
Time:	9.00 a.m 12.00 noon	4	8	10	5	1	10
•	12.00 noon - 6.00 p.m	5	2	4	3	5	2
	6.00 p.m - 10.00 p.m		3	1	1		3
	10.00 pm - 9.00am						
Status:	Employee	7	10	14	7	6	15
	Family Member	2	2	1	2	-	
	Significant Other		1		-		
Gender:	Male	3	1	6	<u>े</u> 1	1	3
	Female	6	12	9	8	5	12
Knowledge o	f			-			
Service:	EAR Induction				1		
	Family/Friend	2	1		2		
	Card/Poster	6	12	13	5	6	15
	Manager Referral				1		
	Personnel Referral						
	Medical Referral	1		2			
Route:	Telephone	9	13	15	8	6	15
	Answering service				1		
Critical							
Factors:	Suicide Risk						
	Violence Risk				1		
	Substance Abuse			1			
	Not able to work						1
Referral to:	Face to Face (short-term)	2	4	8	4	1	5
	Career Counsellor					ľ	
	Long Term						
	GP						
	Special Agency			2			
	Legal Financial Resource	1	3		1		
	EAR debt specialist		1		]		
	Telephone Counsellor		1		2		
	Back to Company						
	No Referral	6	4	5	2	5	10
Total calls in month		9	13	15	9	6	15

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PERSON	AT, RE	HAT	FDP	ROP	I EN	IAR	ēa r	REA	KDO	WN		
					Ī						<u>1</u>	
	Feb	<b>98</b>	Ма	r 98	Apı	98	May	y 98	Jun	• <b>98</b>	Jul	98
	Presenting	Secondary	Presentin	g Secondary	Presentin	g Secondary	Presenting	Secondary	Presenting	Secondary	Presenting	Seconda
Relationship												•
-neighbour			1							·		
-family	ŀ		1	1					1		1	
-marital		1	1	1			1	1				
-sexual												
-relationship	1									· ·	1	
Emotional Health												
-emotional health	1	1							2	2	2	3
-mental health											L	
-psychiatric condition												
-addiction												
-physical health		1							L			
-bereavement											1	1
-suicide risk	,											
-stress				1						2	1	1
Information												
-housing '												
-education												
-consumer	2	2										
-insurance												
-state benefits												
-health	1	1	1	1								
-family										1		
-other												
Legal				- <b></b>								
-matrimonial		·	2		1						1	
-civil litigation		1										
-housing				Γ		1	. /					
-consumer		[										
-criminal litigation				1			1	1				1
-probate												
-immigration												
-other	1		1						1			
Financial												
-mortgage		· ·										
-tax												
-pensions	1											
-debt	-			1	1	1			1	1	1	1
-investments												
-child support											1	1
-other							1	1			1	1

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WORK	DINE	Amm	1,1010	ADT	TNALA	DEA	21227	AKD		Y COM		
WURIN						5					7 1	
		5 98 6 Secondar		r 98 g Secondary		- 98 Secondary	May		Jun		Jul	
Relationship											-	
-management consultancy				Ι								
-interpersonal					1	1						
-discrimination												
-harassment			1									l
-family employment												L
Emotional Health						_				•		
-stress	1	1										1
-emotional health									1			
-job anxiety		<b></b>						•			1	
-job insecurity			<u> </u>					<u> </u>		ļ		
-critical incident	1	1								L		L
Career Development		<b>.</b>						<b></b>		<b></b>		·
-career					ļ			ļ				
-reorganisation	ļ	ļ	<b> </b>	ļ								
-training				ļ	ļ	ļ	· · · · · · · · · · · · · · · · · · ·		<u> </u>	L		
-family employment			<b> </b>			2				I		İ
Policies	·	<b>r</b>						1		·		· · · · ·
-equal opportunities				<u> </u>						ļ		
-alcohol				ļ						ļ		
-policies												
immigration	<u> </u>			ļ								
-harassment												
-EAP						,						·
-health and safety			· · ·	ļ								
-other			<u> </u>	ļ								L
-family employment			ļ					<u> </u>				
Benefits		· ·				1		r		F		r
-pay		ļ	L	<b>_</b>			L			ļ		
-maternity	ļ	<b>_</b>		ļ		[				ļ		
-pensions	ļ		Į	ļ					· · · · · ·			
benefits in kind	· .		ļ	ļ			ļ		·			
-family employment				L		<u> </u>		L		L		L
Performance		r				r				r		·
attendance			<b></b>	L								
-sickness / absence	L		ļ				·					1
performance		L						· · · ·				
discipline		ļ	·		-							
industrial accident												
family employment					L	I			L	l	L	Ĺ
Career Change		1		r							[	
redundancy				ļ								
retirement										·		
dismissal				ļ								
termination												
redeployment				ا.				·				
relocation												
promotion				L								
transfer of undertakings								<b> </b>				
contractual terms			ļ									
family employment			L			LI						

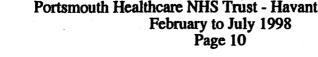


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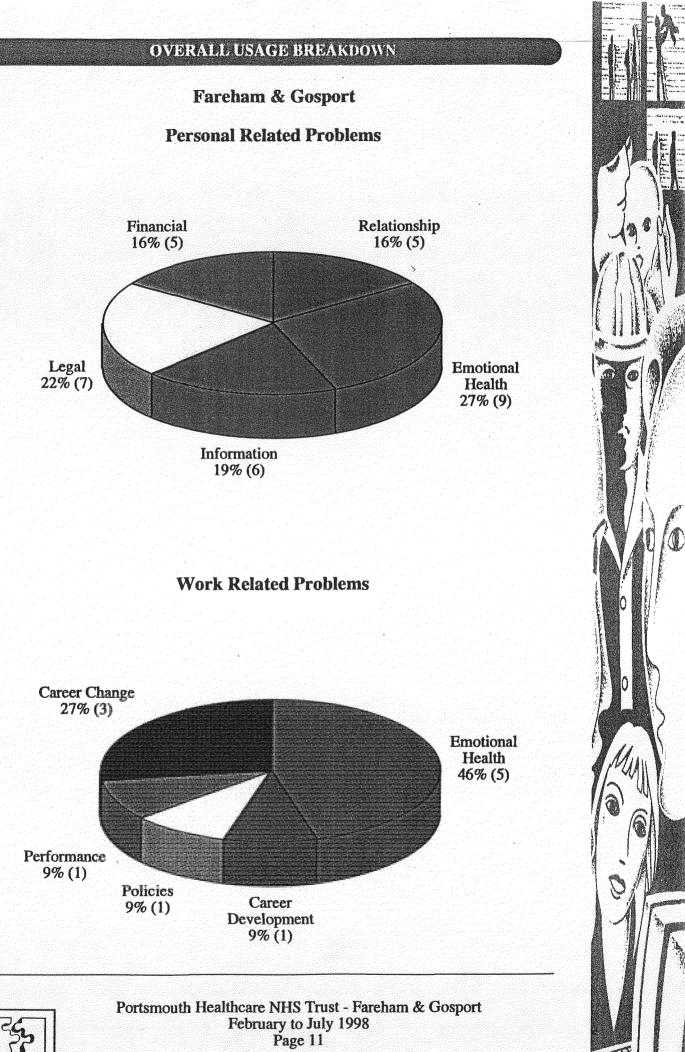
# ANALYSIS BY MONTH OF CLIENT CONTACT

	1		I	1	r	r
	Feb 98	Mar 98	Apr 98	<u>M</u> ay 98	Jun 98	Jul 98
9.00 a.m 12.00 noon	2	4	1		3	4
12.00 noon - 6.00 p.m	4	2	2	3	2	6
6.00 p.m - 10.00 p.m	2					
10.00 pm - 9.00am					1	1
Employee	6	5	2	3	6	9
Family Member	2	1	1			2
Significant Other						
Male	3	1	1	8	3	2
Female	5	5	2	3	3	9
f Contraction of the second seco						
EAR Induction						
Family/Friend	1	1	1			2
Card/Poster	7	5	2	3	6	6
Manager Referral						1
Personnel Referral						
Medical Referral	-					2
Telephone	8	6	3	3	5	10
-					1	1
<u> </u>						
Suicide Risk			- 			
Violence Risk						
Substance Abuse						
Not able to work						2
	4	1	1	1	. 1	4
Career Counsellor			4.			
			•			
-						
		1			2	
		-	1	. 1		1
-			-	-		1
-					1	2
-	i.				-	_
	4	3	1		2	3
	- <b>T</b>		4		~	
	8	6	3	<b>a</b> .		11
	12.00 noon - 6.00 p.m 6.00 p.m - 10.00 p.m 10.00 pm - 9.00am Employee Family Member Significant Other Male Female <b>f</b> EAR Induction Family/Friend Card/Poster Manager Referral Personnel Referral Personnel Referral Medical Referral Telephone Answering service Suicide Risk Violence Risk Substance Abuse Not able to work Face to Face (short-term) Career Counsellor Long Term GP Special Agency	9.00 a.m 12.00 noon212.00 noon - 6.00 p.m46.00 p.m - 10.00 p.m210.00 pm - 9.00am2Employee6Family Member2Significant Other3Male3Female5fEAR InductionFamily/Friend1Card/Poster7Manager ReferralPersonnel ReferralMedical ReferralTelephone8Answering serviceSuicide RiskViolence RiskSubstance AbuseNot able to workFace to Face (short-term)4Career CounsellorLong TermGPSpecial AgencyLegal Financial ResourceEAR debt specialistTelephone CounsellorBack to CompanyNo Referral4	9.00 a.m 12.00 noon2412.00 noon - 6.00 p.m216.00 p.m - 10.00 p.m2110.00 pm - 9.00am21Employee65Family Member21Significant Other31Male31Female55fEAR Induction1Family/Friend11Card/Poster75Manager ReferralPersonnel ReferralPersonnel Referral8Medical Referral5Suicide Risk5Violence Risk5Substance Abuse4Not able to work1Face to Face (short-term)4GPSpecial Agency1Legal Financial Resource1Back to Company4No Referral443	9.00 a.m 12.00 noon24112.00 noon - 6.00 p.m4226.00 p.m - 10.00 p.m2110.00 pm - 9.00amEmployee652Family Member21Significant OtherMale311Female552fEAR Induction11Family/Friend11Card/Poster752Manager ReferralPersonnel ReferralMedical ReferralSuicide RiskViolence RiskSubstance AbuseNot able to workFace to Face (short-term)41Career CounsellorLong TermGPSpecial Agency1-Legal Financial Resource-1EAR debt specialist-1Telephone Counsellor1Back to Company-1No Referral431	9.00 a.m 12.00 noon       2       4       1         12.00 noon - 6.00 p.m       4       2       2       3         6.00 p.m - 10.00 p.m       2       1       1       1         Employce       6       5       2       3         Family Member       2       1       1       1         Significant Other	9.00 a.m 12.00 noon       2       4       1       3         12.00 noon - 6.00 p.m       4       2       2       3       2         6.00 p.m - 10.00 p.m       2       1       1       1       1         Employee       6       5       2       3       6       6         Family Member       2       1





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PERSON	AL RE	LAT	ED P	ROB	INGA	IAR	EAB	REA	KDO	WN		
	Feb	98	Ma	r 98		• 98 <sup>·</sup>	Мау	y 98	Jun	<b>9</b> 8	Jul	
Relationship	Presenting	Secondary	L.ICBCIKIN	Secondary	ar rescrand	Secondary	1.10003494	( Soconaa )	r rescande		ricocaning	OCCORDEN
-neighbour		[		r				r				
-family		<b> </b>						1	1	1		
-marital					2	1		<u>├</u>	1	1	1	1
-sexual					<u> </u>							
-relationship										·		
Emotional Health		L		L		l		L			·	L
-emotional health	3	2	2	2		1			1			
-mental health					<u> </u>		1					
-psychiatric condition				<u> </u>				>				
-addiction				<u> </u>	<u> </u>							
-physical health												
-bereavement					1							
-suicide risk				<u> </u>								
-stress	_	1		·		1	1	1				1
Information				· · · · ·		L	<b></b>	L		l		
-housing		[		r	<u> </u>	<u> </u>		r				
-education												
				ļ					<b> </b>			
-consumer				<b> </b>								
-insurance -state benefits	·			1	1	2		ļ	1			
-state benefits			1	1		2						
			1	1								
-family	_					<b> </b>	1	1			· · · ·	
-other	1			1		L				l		
Legal		F		1		1	<u> </u>	1	1	2		
-matrimonial	1	 							1	2		
-civil litigation					ļ				1	1		
-housing				ļ					1	1		
-consumer				ļ		<b> </b>	<b> </b>					
-criminal litigation				<b> </b>					1	1		
-probate							ļ	<b> </b>	1	1		
-immigration				ļ			<b>_</b>		-	2	·	
-other		<u> </u>		L	1	2	ļ	I	2	2	l	l
Financial		r		1	ļ	r		r				r
-mortgage		L			L		<b> </b>					
-tax	·		1					ļ	2	2		
-pensions		1	·	<b> </b>				ļ				
-debt					ļ				1	1		
-investments					<u> </u>				L		1	1
-child support		1			<b></b>		L					
-other			<u> </u>		l		L		L			L



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WORK				file hoge p		$P = \frac{1}{2} $						
		<del>98</del>		r 98		r 98	Мау			n 98 g Secondary	Jul	
Relationship	Presentin	f Secondary	Presentin	g Secondary	Presentin	g Secondary	r icsciring	Secondary	PICBURN	g Sccondary	ricaciting	SCOOTER
-management consultancy		Τ		Τ		T	-			Ι		
-interpersonal	-					1						
discrimination						†						
harassment						1				1		
family employment	1											
Emotional Health	1			. <b>4</b>								
-stress	1	1		<u> </u>	1						1	
-emotional health	1											
-job anxiety				1						1		
-job insecurity								\$				
-critical incident							1	1			1	1
Career Development	1	<b>4</b>				·						
career							1	1				
reorganisation				1								
training	1											
family employment	1			1								
Policies	·	•				•				•		
equal opportunities				T								
alcohol		İ										
policies				1								
immigration									·			
harassment	1											
EAP												
health and safety									1			
other												
family employment							·					
Benefits		· · · · · · · · · · · · · · · · · · ·										
pay				1								
maternity												
pensions												
benefits in kind	1 ·							·				
family employment	1					1	· · · · · · · ·					
Performance	1			J								
attendance	1											
sickness / absence	1				1	1						
performance												
discipline	1											
industrial accident												
family employment Career Change												
Career Change			·····	<b>k</b>								
redundancy												
retirement									· ·			
lismissal												
ermination												
redeployment							1					
relocation	[											
promotion												
transfer of undertakings												
contractual terms					1				1	1		
family employment	t		1	1						t		



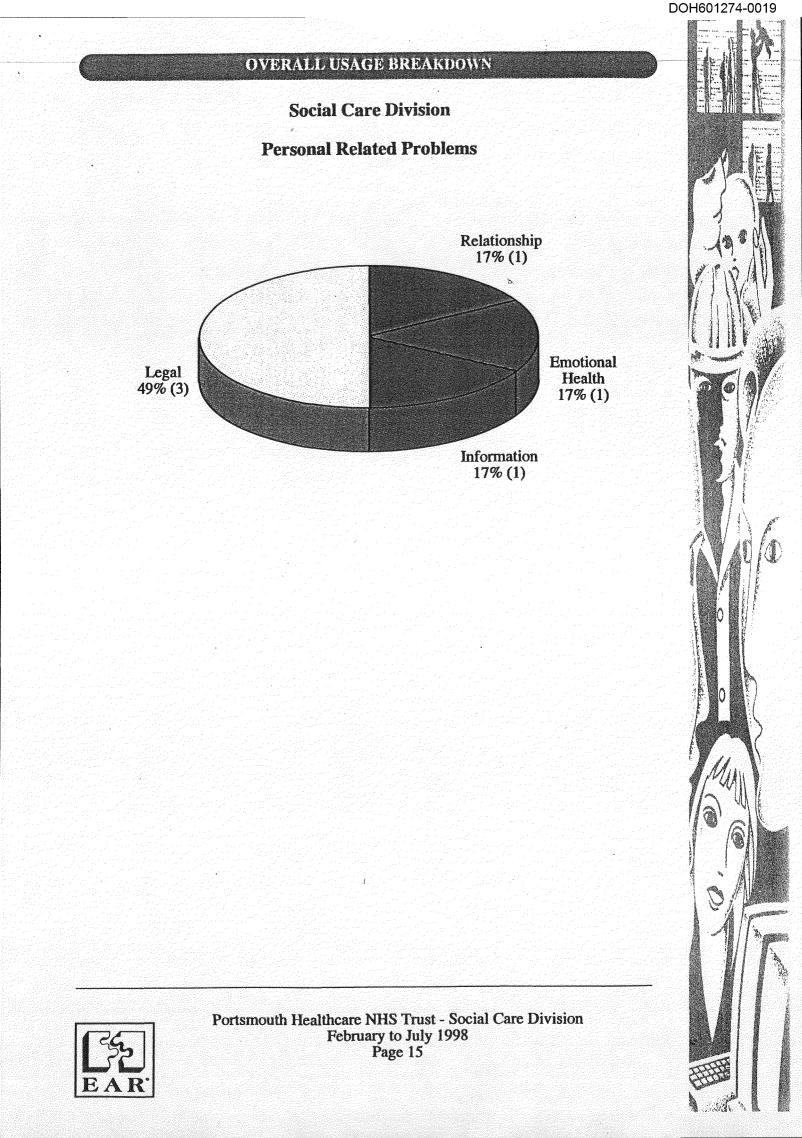
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# ANALYSIS BY MONTH OF CLIENT CONTACT

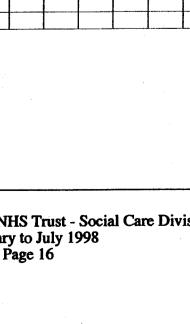
		<b></b>	1	İ	1	I	[
		Feb 98	Mar 98	Apr 98	May 98	Jun 98	Jul 98
Time:	9.00 a.m 12.00 noon	1	2	3		6	1
•	12.00 noon - 6.00 p.m	3	4	3	4	7	2
	6.00 p.m - 10.00 p.m	2		1	1	1	
	10.00 pm - 9.00am			1			1
Status:	Employee	5	6	6	5	12	4
	Family Member	1				2	
	Significant Other			2			
Gender:	Male	1	1		8	6	
	Female	5	5	8	5	8	4
Knowledge of							
Service:	EAR Induction	l		1	1		
•	Family/Friend			1		2	
	Card/Poster	5	6	6	4	12	4
	Manager Referral						
	Personnel Referral	1			<u>.</u>		
	Medical Referral						
Route:	Telephone	6	6	8	5	14	3
r	Answering service						1
Critical							
Factors:	Suicide Risk						
	Violence Risk						
	Substance Abuse						
	Not able to work			1 .			
Referral to:	Face to Face (short-term)	4	1	2	3	4	1
	Career Counsellor				1	[	
	Long Term	ł					
	GP		1 .			· .	
	Special Agency			1			1
	Legal Financial Resource					2	
	EAR debt specialist					1	
	Telephone Counsellor		1				2
	Back to Company					l	
	No Referral	2	3	5	1	7	
Total calls in month		6	6	8	5	14	4

Portsmouth Healthcare NHS Trust - Fareham & Gosport February to July 1998 Page 14





and another thanks to be the test of the second state of the secon	and the rest Print of	Andrewski and a	in and an instant of	alar e ar ar an	5	in an the state of the	Strategy -	Sing Start 1			u an an an an an an an an an an an an an	and the state
PERSONA	LRE	LAT	ED P	ROB	LEM	ARI	ea bi	REA	KDO'	WN		
				- <del>19 - 19 - 19 - 19</del>					_		_ *	
	Fet	<b>9</b> 8	Ma	r 98	Apr	· 98	Мау	<b>98</b>	Jun	98	Jul	98
	Presenting	Secondary	Presenting	2 Secondary	Presenting	Secondary	Presenting	Secondary	Presenting	Secondary	Presenting	Secondary
Relationship												·
-neighbour												
-family						ŕ						
-marital					1							
-sexual	· .											
-relationship												
Emotional Health												
-emotional health			1	1		1		1				
-mental health		L										
-psychiatric condition												
-addiction												
-physical health												
-bereavement	_				•				-			
-suicide risk				· · · ·								
-stress			L									
Information	<u> </u>	<del> </del>										
-housing	· · · · · · · · · · · · · · · · · · ·			ļ								
-education	·											
-consumer												
-insurance		ļ										
-state benefits		ļ										
-health		ļ										
-family		ļ						1				
-other		l					1	1				
Legal		r		T		r		г				
-matrimonial						L						
-civil litigation				<b> </b>			1					
-housing												
-consumer		<b> </b>									2	2
-criminal litigation				,							2	
-probate												
-immigration -other												
-other Financial		l		L		L						
		I										
-mortgage -tax												
-tax -pensions												
-pensions -debt										-		
-investments												
				1								
-child support												
-other	1	11										





#### Portsmouth Healthcare NHS Trust - Social Care Division February to July 1998 Page 16

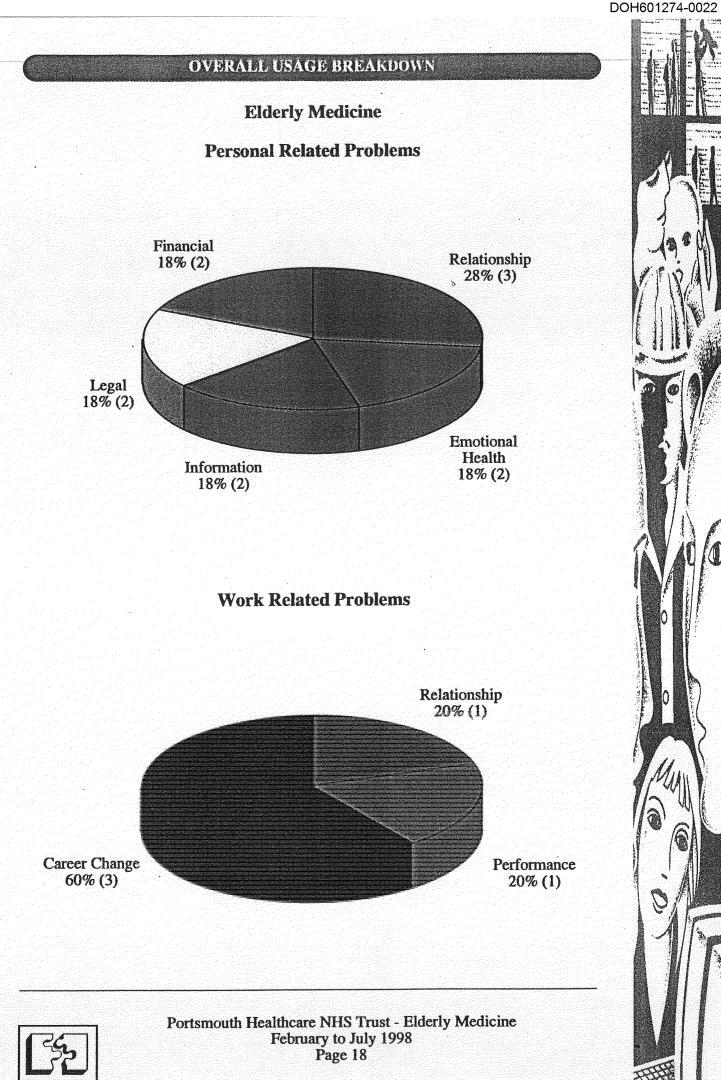
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## ANALYSIS BY MONTH OF CLIENT CONTACT

				•			
		Feb 98	Mar 98	Apr 98	May 98	Jun 98	Jul 98
Time:	9.00 a.m 12.00 noon				2	·	2
•	12.00 noon - 6.00 p.m		1	1			
	6.00 p.m - 10.00 p.m						
	10.00 pm - 9.00am						
Status:	Employee		1	1	2		2
	Family Member		· ·				
	Significant Other						
Gender:	Male		1		2		
	Female			1	2		2
Knowledge of	7				· · · · · · · · · · · · · · · · · · ·		
Service:	EAR Induction		1				
•	Family/Friend					r"	
	Card/Poster			1	2		2
	Manager Referral						
	Personnel Referral						5
	Medical Referral			1			
Route:	Telephone		1	1	2		2
	Answering service						
Critical							ŀ
Factors:	Suicide Risk						
*	Violence Risk						
	Substance Abuse						
	Not able to work						· · ·
<b>Referral to:</b>	Face to Face (short-term)		1				
-	Career Counsellor						
	Long Term						
	GP						
	Special Agency		}				1
	Legal Financial Resource						
	EAR debt specialist						
	<b>Telephone Counsellor</b>			1			
	Back to Company						
	No Referral				2		. 1
Total calls in month		0	1	1	2	0	2

Portsmouth Healthcare NHS Trust - Social Care Division February to July 1998 Page 17





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PERSON	AL RELA	TEDI	PROB	LEN	IAR	EA B	REA	KDO	WN		
	Feb 98		ur 98		r 98	May		Jun		Jul	98
	Presenting Second	lary Presenti	ng Secondary	Presentin	g Secondary	Presenting	Secondary	Presenting	Secondary	Presenting	Secondar
Relationship				ļ	·····		r		r		
-neighbour						·	<u> </u>				ļ
-family				1			1				
-marital				1	ļ		ļ	·		1	1
-sexual					<u> </u>						
-relationship		_						[			
Emotional Health											
-emotional health		1			3				1	- 1	2
-mental health	1										
-psychiatric condition							· · · ·				
-addiction					1						
-physical health							<u> </u>				
-bereavement											
-suicide risk											
-stress			1								
Information							•		L		<b></b>
-housing			T		T		<u> </u>				
-education							<u> </u>				
-consumer			1		<u> </u>						
-insurance			-		<u> </u>			1	1		
-state benefits						<u> </u>					
-health				<b> </b>		1					<u> </u>
-family						<u> </u>			<u> </u>		
-other									·		
Legal			1		J		I		L		I
-matrimonial				<u> </u>	T		T		T		<u> </u>
						<b> </b>					
-civil litigation									<b> </b>		<u> </u>
-housing				1	1				·		
-consumer		1	1		1 1						
-criminal litigation		I			<b> </b>	ļ					
-probate						·	<b> </b>		L		ļ
-immigration			·   · · ·	ļ			<b></b>				<b> </b>
-other			<u> </u>	<b> </b>	<u> </u>		L		l		L
Financial				<b> </b>	T		r		<b>r</b>		<u> </u>
-mortgage			<b>_</b>	ļ	ļ	·	L	· · · · ·			ļ
-tax				l	ļ						
-pensions					I			<b></b>			ļ
-debt											
-investments											
-child support		1	1					1			
-other											



Portsmouth Healthcare NHS Trust - Elderly Medicine February to July 1998 Page 19



WORK	RELAT		PR	OBL	EM A	REA	BRE	AKD				
	Feb 98			r 98		- <u>98</u>		y 98	1	1 98 Samuela		98
Relationship	Presenting Seco	ndaryP	resenting	e Secondar	Presenting	s Secondary	Presenting	Secondary	Presentus	g Seconda	y Presenting	g Seconda
-management consultancy				[						1		
interpersonal												
discrimination											1	1
harassment					-			1				1
family employment									-			
Emotional Health		,								•		
-stress												
-emotional health				1	·							
-job anxiety		T										
-job insecurity								2				
-critical incident												
Career Development			·					<b>.</b>				
-career									<u> </u>			
reorganisation						[			L		<u> </u>	<b> </b>
-training										L		
family employment				1							1	<u> </u>
Policies								r		·		
equal opportunities												<u> </u>
alcohol												<u> </u>
policies							ļ					
immigration							L					<b>_</b>
-harassment												
EAP				•								
health and safety					<u> </u>							L
other										L		
family employment												
Benefits							ļ	,		<b></b>		
рау									<u> </u>	· ·		
maternity									L	ļ		ļ
pensions										ļ	ļ	ļ
benefits in kind							ļ		ļ		· ·	<b>_</b>
family employment							<u> </u>	<u> </u>	· · · · · · · · · · · · · · · · · · ·		ļ	<u> </u>
Performance				T.T	· · ·	r		· · · · · · · · · · · · · · · · · · ·	ļ	<del></del>		
attendance	<u> </u>						[	ļ	ļ	·		ļ
-sickness / absence			1	<b> </b>				[			ļ	<b> </b>
performance					<b></b>							<b>_</b>
discipline	<u> </u>				ļ	ļ				ļ		<b> </b>
industrial accident				<b> </b>	ļ	L			ļ	ļ		<b> </b>
family employment	ļ			<u> </u>	l		l	L	L	L		<u> </u>
Career Change	ļ			r	r		· · · · ·	1	,	1	· · · · · · · · · · · · · · · · · · ·	1
redundancy	<b></b>							·		<b> </b>		ļ
retirement	<u> </u>				1				ļ	I	<b> </b>	
dismissal				1						ļ	<u> </u>	ļ
termination		-+						ļ	<u> </u>		<b> </b>	<b> </b>
redeployment				\$					ļ	<b> </b>	<b> </b>	ļ
relocation					·			·	L	<u> </u>	ļ. :	<b> </b>
promotion												
transfer of undertakings	ļ									ļ	<b> </b>	
contractual terms				ł	2	1						L



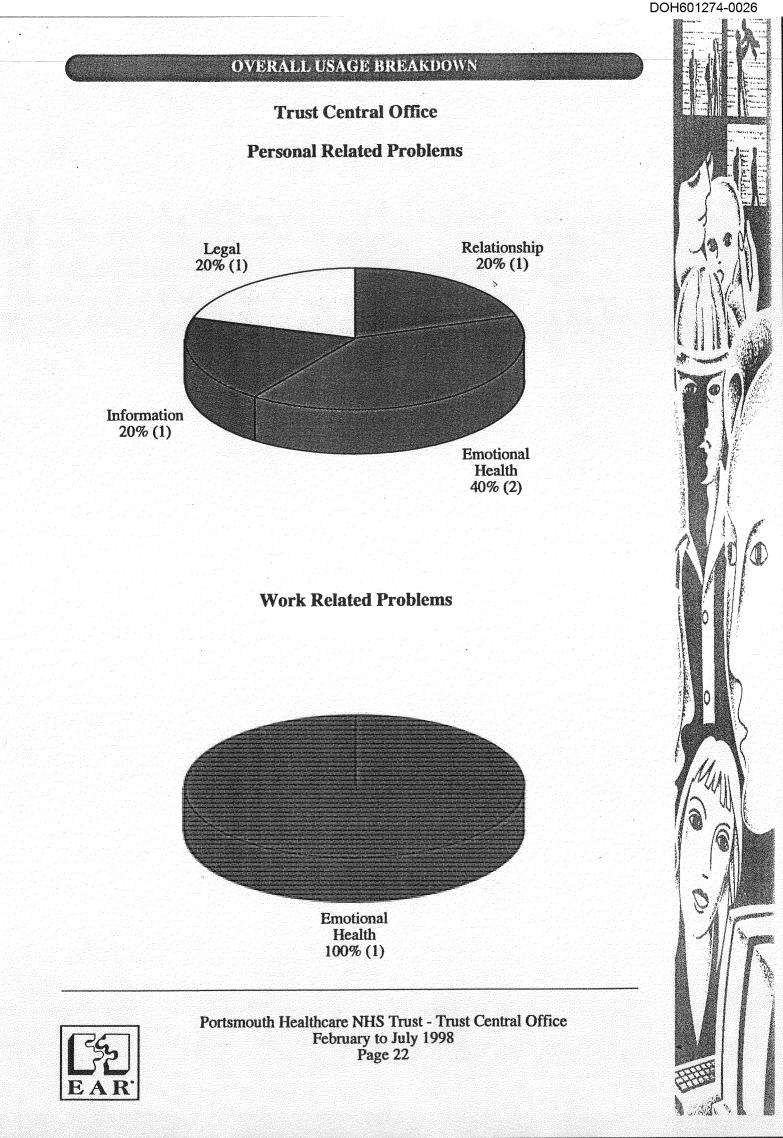
Portsmouth Healthcare NHS Trust - Elderly Medicine February to July 1998 Page 20

#### ANALYSIS BY MONTH OF CLIENT CONTACT

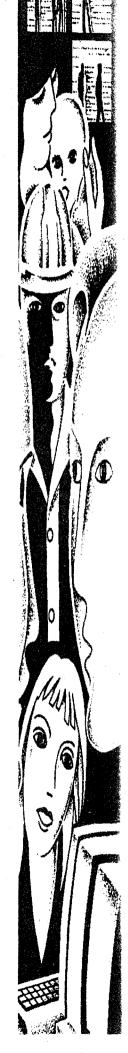
		Feb 98	Mar 98	Apr 98	May 98	<b>Jun 98</b>	Jul 98
Time:	9.00 a.m 12.00 noon		2	3	1	1	1
• No.	12.00 noon - 6.00 p.m		1	2		1	1
	6.00 p.m - 10.00 p.m						
	10.00 pm - 9.00am		1	1			1
Status:	Employee		4	6	1	2	3
	Family Member		· ·				
	Significant Other						
Gender:	Male		1	1	8	1	
	Female		3	5	1	1	3
Knowledge o	f						
Service:	EAR Induction						
	Family/Friend	· · ·					
	Card/Poster		4	5	1	2	2
	Manager Referral						
	Personnel Referral		}				
	Medical Referral			1			1
Route:	Telephone		4	6	1	1	3
	Answering service					1	
Critical							
Factors:	Suicide Risk						
	Violence Risk						
	Substance Abuse					~	
	Not able to work	1		1 .			1
<b>Referral to:</b>	Face to Face (short-term)		1	2			3
	Career Counsellor						
	Long Term		]	· ·			
	GP				1 -		
	Special Agency			1		1	
	Legal Financial Resource		3	1	1.		
	EAR debt specialist						
	Telephone Counsellor						
	Back to Company						
	No Referral			2		1	
Total calls in month		0	4	6	1	2	3

Portsmouth Healthcare NHS Trust - Elderly Medicine February to July 1998 Page 21





PERSONA	LRE	LAT	ED P	ROB	LEM	ARI	ea b	REA	KDO	WN		
	Fet	98	Ma	r 98	Apr	98 <sup>°</sup>	Мау	,98	Jun	98	Jul	98
	Presenting	Secondary	Presenting	g Secondary	Presenting	Secondary	Presenting	Secondary	Presenting	Secondary	Presenting	Secondar
Relationship	1											
-neighbour												
-family								1				
-marital												
-sexual												
-relationship									1	1		
Emotional Health												
-emotional health					1	1						
-mental health	<u> </u>							>				
-psychiatric condition												
-addiction	1											
-physical health												
-bereavement		1										
-suicide risk												
-stress												
Information												
-housing												
-education												
-consumer												
-insurance												
-state benefits	1	1										
-health	1											
-family												
-other							1					
Legal		L		L								
-matrimonial		·									•	
-civil litigation										1		
-housing	1											
-consumer												
-criminal litigation									1			
-probate	1						•					
-immigration												
-other												_
Financial		•										
-mortgage								547 - Y				
-tax												
-pensions	[											
-debt	<b> </b>											
-investments												
-child support												
-other												····



Portsmouth Healthcare NHS Trust - Trust Central Office February to July 1998 Page 23



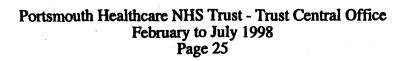
WORK	REL	ATTE	D PR	OBL	EM A	REA	BRE	AKD	OWN	1		
		98		r 98		r 98 .		y 98	Jun		Jul	
Relationship	Presenting	Secondary	Presentin	g Secondar	Presentin	g Secondary	Presenting	, secondary	riesenung	SCCORDEL)	ricacining	Strong
management consultancy	+			1		<u> </u>		[		[		
interpersonal	-							<u> </u>				
discrimination					1	<u>+</u>		<b> </b>	1			
harassment	1											
family employment												
Emotional Health		L		L	t	I		<b>I</b>		•		
-stress	1			Ι	1	[	1	1		[		
emotional health		·										
-job anxiety						1						
-job insecurity								8				
-critical incident						[						
Career Development		· · · · · · · · · · · · · · · · · · ·				1						
career	1											
reorganisation	1							,				
training				1	ľ							
family employment												
Policies	•											_
equal opportunities												
alcohol	1											
policies						1						
immigration				1		1	1			1		
harassment				1								
EAP											1	
health and safety	1			1								
other				1	1			t				
family employment									1		-	
Benefits	1	<b>I</b>		<b>A</b>	1		1					
pay	1			Τ		1	1			[		
maternity										-		
pensions												
benefits in kind	1									1		
family employment	1											
Performance		<b>.</b>										
attendance				I	1							
sickness / absence		· .				1						
performance												
discipline												
industrial accident	1			1								
family employment												
Career Change	1				<b></b>	· · · ·						
redundancy						[						
retirement	1			1		<b>[</b>			[			
lismissal												
ermination				<u> </u>								
redeployment	1			.5								
relocation						<b>F</b>						
promotion				[ 		<b> </b>						
transfer of undertakings	[			1			,					
contractual terms						<u> </u>		1. <sup>1</sup> .				
family employment	1			t	1	t					<b></b>	



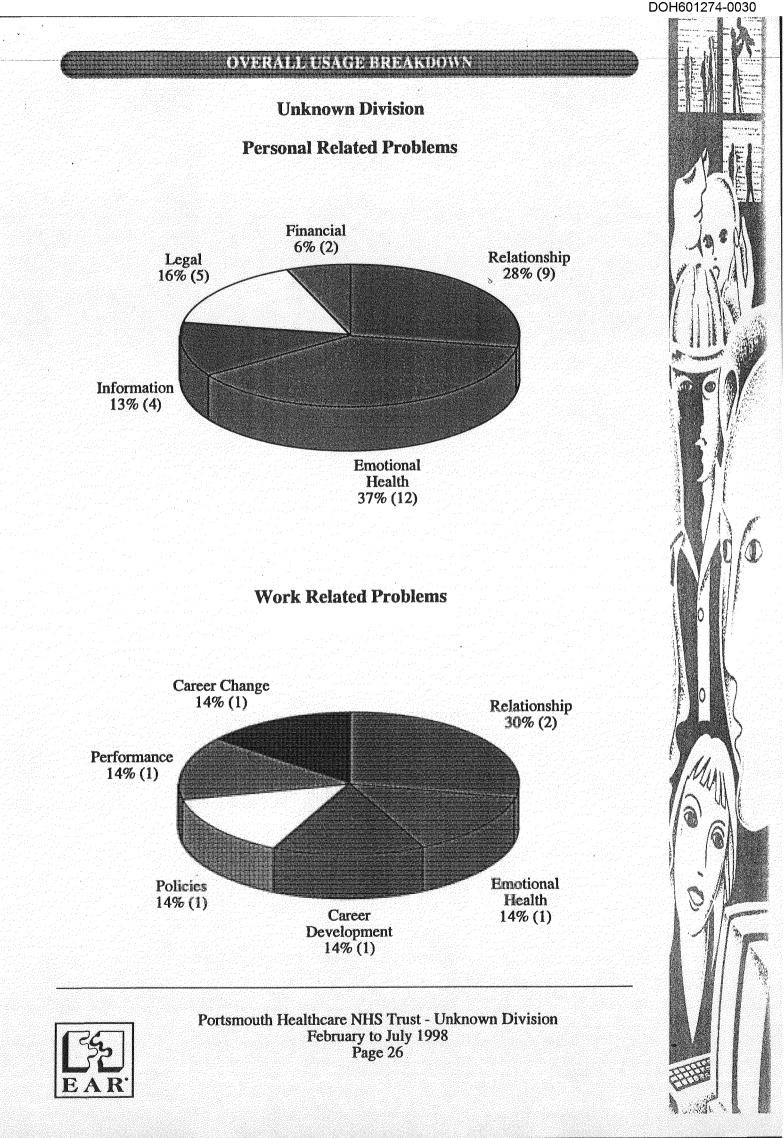
Portsmouth Healthcare NHS Trust - Trust Central Office February to July 1998 Page 24

#### ANALYSIS BY MONTH OF CLIENT CONTACT

		Feb 98	Mar 98	Apr 98	May 98	Jun 98	Jul 98
Time:	9.00 a.m 12.00 noon			1	2	2	
•	12.00 noon - 6.00 p.m	1					
	6.00 p.m - 10.00 p.m						
	10.00 pm - 9.00am						
Status:	Employee	1		1	2	2	
	Family Member						
	Significant Other						· · ·
Gender:	Male				\$ 1		
	Female	1		1	1	2	
Knowledge o	f						
Service:	EAR Induction						
	Family/Friend					1	
	Card/Poster	1		1	1	- 1	
	Manager Referral			- 			
	Personnel Referral				1		
	Medical Referral						
Route:	Telephone	1		1	2	2	
	Answering service						
Critical							
Factors:	Suicide Risk						
	Violence Risk						
	Substance Abuse						
	Not able to work				1		
Referral to:	Face to Face (short-term)				1	1	
	Career Counsellor						
	Long Term						
	GP						
	Special Agency	1.				1	
	Legal Financial Resource		· .			1	
	EAR debt specialist						
	Telephone Counsellor			1			
	Back to Company		· · ·				
	No Referral	1			1		
Total calls in	· · · · · · · · · · · · · · · · · · ·						· · · · · · · · · · · · · · · · · · ·
month		1	0	1	2	2	0







PERSON	AD RE	LAT	EDP	ROB	IDRIV	TAR	SATB '	REA	ano,	WN		
ч. , , , , , , , , , , , , , , , , , , ,		5 <b>9</b> 8	Mai		1	<b>- 9</b> 8 <sup>·</sup>	May		Jun		Jul	
Relationship	Presentin	g Secondar	Presenting	Secondary	Presenting	Secondary	Presenting	Secondary	Presenting	Secondary	Presenting	Second
-neighbour		T	1	1	<u> </u>							-
-family	-	<u>†</u>	1	1			2				1	
-marital	-		1	1			2	1	4			
-sexual						· ·	[					
-relationship		1	1				1			·		
Emotional Health												
-emotional health	3	2		1	1	1		4	3	3	1	3
-mental health												
-psychiatric condition												
-addiction												
-physical health										1		
-bereavement			1						1			
-suicide risk												
-stress			1						1	1		
Information												
-housing								_				
-education					1	1			· · ·			
-consumer												
-insurance	1	1										
-state benefits												
-health			1	1								
-family									1	1		
-other		1									1	1
Legal												
-matrimonial		· ·										
-civil litigation												
-housing							1	1	1			L
-consumer												L
-criminal litigation					1		<b> </b>					
-probate			1	1			· .					
-immigration												
-other		1			1	1				L		L
Financial												
-mortgage											1	
-tax												
-pensions												1
-debt	1											
-investments												
-child support												
other	1						· · ·					



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WORK	KEL	ALE	リボ	(ORL	EIVI A	REA	Televille Sur	All Same	owr	Section of		
		5 98 6 Secondari		r 98 1g Secondary		98 Secondari		y 98 z Secondari		1 98 Secondary	Jul	
Relationship	- Countin	e on or many	1 COURN				soonali			,		
-management consultancy	-							1. A. A.				
-interpersonal	1	2									1	
-discrimination												
-harassment												
-family employment												
Emotional Health					÷.,	· .				•		
-stress	1	1		1								
-emotional health												
-job anxiety										1		1
-job insecurity		L						2				
-critical incident				<u> </u>			ļ	<u> </u>				
Career Development		·······				· · · · · ·		<b>r</b>		· · · ·		·
-career		ļ		1				<b> </b>			ļ	
-reorganisation		ļ				1	ļ	ļ	<b> </b>	ļ		
-training	<u> </u>	ļ	ļ								ļ	
-family employment		<u> </u>						<u> </u>	<b> </b>	L	<b> </b>	L
Policies	·	· · · · ·	ļ	· T				<del>.</del>			ļ	
-equal opportunities		L										
-alcohol									ļ	·		
-policies											1	
-immigration		ļ					ļ	`				
-harassment		ļ	L								ļ	
-EAP	ļ	ļ		-								
-health and safety			ļ	ļ								
-other	<b>_</b>			1			<b> </b>				ļ	
-family employment Benefits	<b>_</b>			<u> </u>						L		I
				T				1		r	<u> </u>	r
-pay		· · · · ·	ļ									
-maternity							<b> </b>		<u> </u>		ļ	
-pensions -benefits in kind			ļ				<b> </b>			ļ		
	-						·					
-family employment Performance		L	<b> </b>				ļ	L	<u> </u>	l		
-attendance		1		1				T	<b> </b>	1		
-sickness / absence	<u> </u>	<b> </b>						<u> </u>				
-performance			<b> </b>	<u> </u>					<u> </u>		<u> </u>	
-discipline	<u> </u>	<b> </b>	1	1				<u> </u>	<b> </b>			<u> </u>
industrial accident	<u> </u>		├^				ļ	<u> </u>				
-family employment	+			<b></b>				<u> </u>				
Career Change	<u> </u>	Ll	l	I	I		L	<u>l</u>	l	L	l	l
redundancy	<b> </b>											
retirement				+					· · 1	1		
dismissal							L		<b>^</b>			
termination	<b> </b>				· · ·							
redeployment				,								
relocation	<b> </b>			1				·				
promotion	+											
transfer of undertakings	<u> </u>		<b>_</b>	<u> </u>							· · · · · · · · · · · · · · · · · · ·	
contractual terms												
family employment				ł			<b> -</b>					



Portsmouth Healthcare NHS Trust - Unknown Division February to July 1998 Page 28

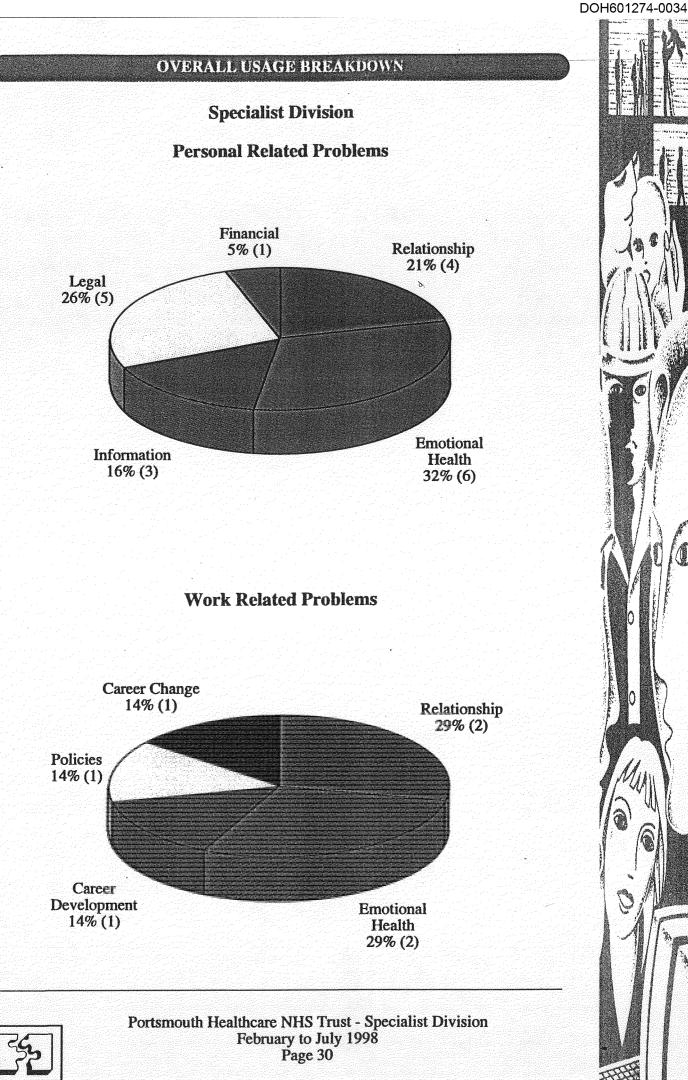
## ANALYSIS BY MONTH OF CLIENT CONTACT

		Feb 98	Mar 98	Apr 98	May 98	Jun 98	Jul 98
Time:	9.00 a.m 12.00 noon	2	2	1	1	6	2
•	12.00 noon - 6.00 p.m	4	5	3	2	3	1
	6.00 p.m - 10.00 p.m		1		1		3
	10.00 pm - 9.00am				2		
Status:	Employee	5	7	3	5	6	6
	Family Member	1	1	1	1	2	
	Significant Other					1	
Gender:	Male	2	1		2	3	
	Female	4	7	4	6	6	6
Knowledge of							
Service:	EAR Induction	1	1			1	
	Family/Friend		1	1	1	2	
	Card/Poster	5	6	2	5	4	4
	Manager Referral					2	2
	Personnel Referral						
	Medical Referral			1			
Route:	Telephone	6	7	4	5	9	6
	Answering service		1		1		
Critical							
Factors:	Suicide Risk					1	
	Violence Risk						
	Substance Abuse						
	Not able to work		1			1	
Referral to:	Face to Face (short-term)	3	4	1	3	6	3
	Career Counsellor						
	Long Term				1		
	GP						
	Special Agency						
	Legal Financial Resource			1	1		
	EAR debt specialist						Ì,
	Telephone Counsellor	1	1		1		
	Back to Company						
	No Referral	2	3	2		3	. 3
Total calls in month		6	8	4	6	9	6

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PERSONA	L RE	LAT	ED P	ROB	LEM	LARI	EA B	REA	KDO	WN		
	Feb 98		Mar 98		Apr 98		May 98		Jun 98		Jul 98	
n-lationship	Presenting	g Secondary	Presenting	g Secondary	Presenting	Secondary	Presenting	Secondary	Presenting	Secondary	Presenting	Secondary
Relationship	ļ	1		<b></b>		r	<b>_</b>	r		r	ı	r
-neighbour		ļ		ļ		· .						
-family	1							· · · · · · · · · · · · · · · · · · ·	<b> </b>			1
-marital	<b> </b>	ļ		1							: 1	1
-sexual				<b> </b>								
-relationship	1	1				L			1	1		
Emotional Health												
-emotional health	<b>_</b>	· 1	1	1			2	2	1	1	1	1
-mental health									-			
-psychiatric condition												
-addiction	[		[						1			L
-physical health										1		
-bereavement							,					
-suicide risk												
-stress					,							
Information												L
-housing									-			
-education											1	1
-consumer												
-insurance		1	1			<u> </u>						
-state benefits				<u> </u>		· · · · ·						
-health				<b> </b>								
-family						·			<b> </b>			
-other	1	<u> </u>		1			·	<b> </b>		1		
Legal	<u> </u>	1				L		I	<b> </b>	L		
-matrimonial		1.	1	1	1	1		[				
-civil litigation						-						
-housing				<b> </b>					1			
	<u> </u>		i							· · ·		
-consumer	<b> </b>	<b> </b>										
-criminal litigation	<b> </b>											
-probate	ļ						- 1	1				
-immigration			1	1			1	1				
-other									l	L		I
Financial									<b> </b>			r
-mortgage												
-tax									·			
-pensions												
-debt												
-investments												
-child support	1	1										
-other												



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	RELATEI									12 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1			
	Feb 98		Mar 98		Apr 98		May 98 Presenting Secondary		Jun 98		Jul 98 Presenting Seconda		
Relationship	riescikin	2 Secondary	rrescium	g Secondary	r research	Secondar	reserved	, occordan	, ricacining	Gecondary		, occorda	
management consultancy		T	<u> </u>	T									
interpersonal			1										
discrimination	<u> </u>												
harassment	1	1			-						1	1	
family employment		1											
Emotional Health													
-stress	1												
-emotional health		1	1	1	·			1					
-job anxiety													
-job insecurity								>					
-critical incident												l	
Career Development													
career	1	1											
reorganisation													
training													
family employment													
Policies													
equal opportunities				1									
alcohol													
policies													
immigration													
harassment													
EAP													
health and safety			r										
other				1									
family employment											1	1	
Benefits													
pay				1		T							
maternity	1						1						
pensions													
benefits in kind	1												
family employment					-								
Performance									Ι				
attendance		Γ				~							
sickness / absence													
performance												•	
discipline													
industrial accident				1									
family employment													
Career Change		<b></b>			A	<b>.</b>	fa	<b>.</b>		<b>.</b>			
redundancy	,				<b></b>								
retirement									[				
lismissal				<b></b>					1				
ermination									1	<b></b>			
redeployment				. ;									
relocation				<u> </u>				<b> </b>					
promotion			7	<u>†</u>									
transfer of undertakings				t	<b> </b>			<u> </u>					
contractual terms				<u> </u>			1	1	t				
family employment				<b> </b>				<u>}</u>	<b> -</b>	<b> </b>			



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## ANALYSIS BY MONTH OF CLIENT CONTACT

		Feb 98	Mar 98	Apr 98	May 98	Jun 98	Jul 98
Time:	9.00 a.m 12.00 noon	5	.2	1	3	2	2
• ′ .	12.00 noon - 6.00 p.m	· 1	3				3
	6.00 p.m - 10.00 p.m				1	1	
	10.00 pm - 9.00am		1			1	
Status:	Employee	6	5	1	4	3	5
	Family Member	]	1				
	Significant Other					1	
Gender:	Male	1	2		2	1	1
	Female	5	4	1	4	3	4
Knowledge o	f						
Service:	EAR Induction						
	Family/Friend	1	1			1	1
	Card/Poster	5	5	1	4	3	3
	Manager Referral	_					
	Personnel Referral						1
	Medical Referral		}				
Route:	Telephone	6	5	1	4	3	5
	Answering service		1			1	
Critical							
Factors:	Suicide Risk						
	Violence Risk						
	Substance Abuse						
	Not able to work	1					1
<b>Referral to:</b>	Face to Face (short-term)	2	2		1	3	3
	Career Counsellor						
	Long Term						
	GP						
	Special Agency	1					ļ
	Legal Financial Resource	-	2				1
	EAR debt specialist			a ta s			
	Telephone Counsellor	1	1		1		
	Back to Company				-		
	No Referral	2	1	1	2	1	1
Total calls in month		6	6	1	4	4	5

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	1st July 1998	· · · · · ·	<ul> <li>A state of the sta</li></ul>	
				A 18
Headcount:		4764		
No. of cases: Cases as percentage of	beadcount.	240 5.0		
lases as percentage of	inaccount.	5.0		In si
			8	
Analysis	No.		Percentage of Total Cases	
	<u>INU.</u>		rencentage of Total Cases	
Face to face referral	91		37.9	A
Calls from:	•			
Employees	212		88.3	
Employees Family	28		11.7	<b>D</b> A
Fotal	240		100.0	
	с. С. с.			IN AU
Awareness through:				0
Cards/Posters	193		80.4	
EAR Induction	7		2.9	
Family/Friend	23		9.6	<b>译 10 日</b> /
ersonnel referral	3		1.3	
Manager referral Medical referral	6		2.5 3.3	
	0		5.5	MUN
Total	240		100.0	



