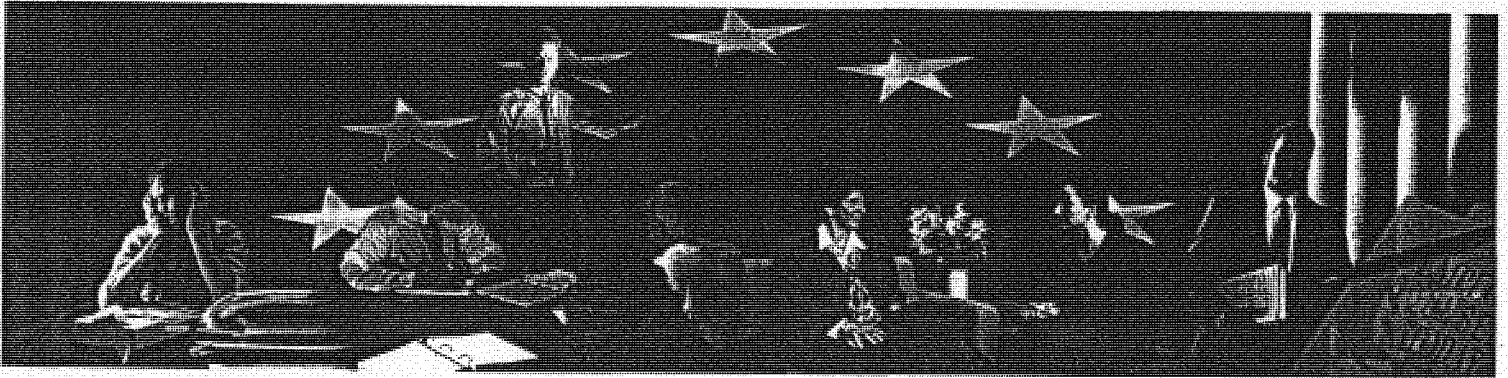


SAMPLE OF
AN EAR QUARTERLY
USAGE REPORT.



**Employee Assistance Programme
Usage Report**

Portsmouth Healthcare NHS Trust

February to July 1998



Portsmouth Healthcare NHS Trust-Additional Usage Report Page 2**Additional Usage****Critical Incidents - Group and Individual debriefing on site**

No. of incidents: 3
 Total no. of employees involved 3

Mediation

No. of occasions 0
 Total no. of employees involved 0

<u>Issues Raised</u>	<u>No.</u>	<u>Percentage of total cases</u>
-----------------------------	-------------------	---

Calls related to:

Personal problems	197	82.1
Work problems	43	17.9

Personal Problems

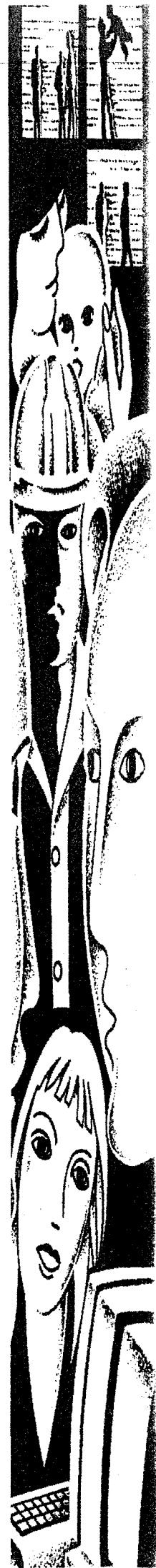
Relationship	40	16.6
Emotional Health	58	24.2
Information	30	12.5
Legal	48	20.0
Financial	21	8.8

Total	197	82.1
--------------	------------	-------------

Work Problems

Relationship	9	3.8
Emotional Health	14	5.8
Career Development	3	1.2
Benefits	0	0.0
Policies	3	1.2
Performance	5	2.1
Career Change	9	3.8

Total	43	17.9
--------------	-----------	-------------

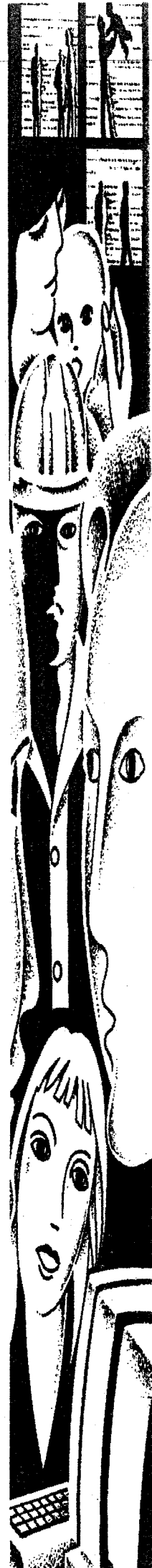


Portsmouth Healthcare NHS Trust-Additional Usage Report Page 3

<u>Analysis</u>	<u>No.</u>	<u>Percentage of total cases</u>
<u>Critical Factors</u>		
Suicide Risk	1	0.4
Substance Abuse	1	0.4
Violence Risk	1	0.4
Not able to Work	11	4.6

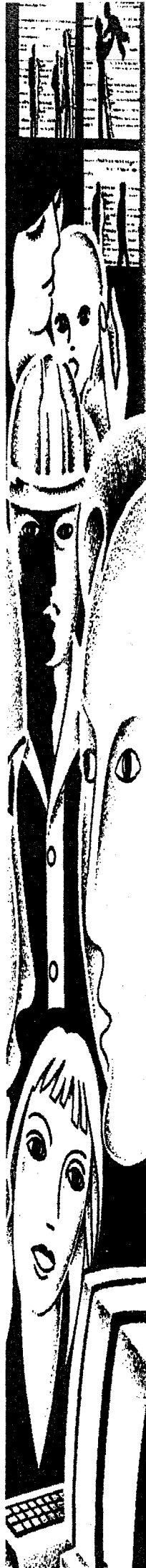
Divisions

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	7
Specialist Division	Personal	19
	Work	7



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



COMMENTARY ON LEVEL OF USAGE

Portsmouth Healthcare NHS Trust

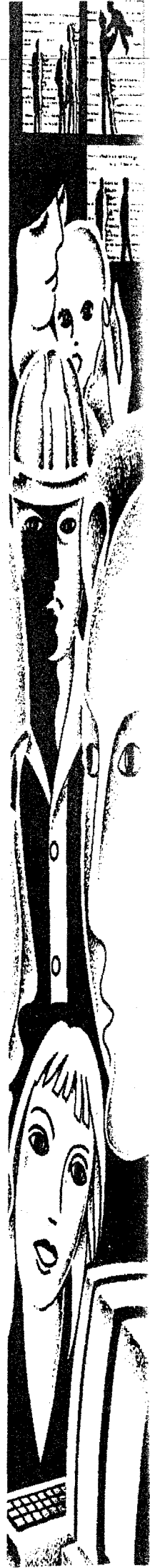
Service Commencement Date: 1st February 1996

	Head Count	Usage %	Total Cases
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%

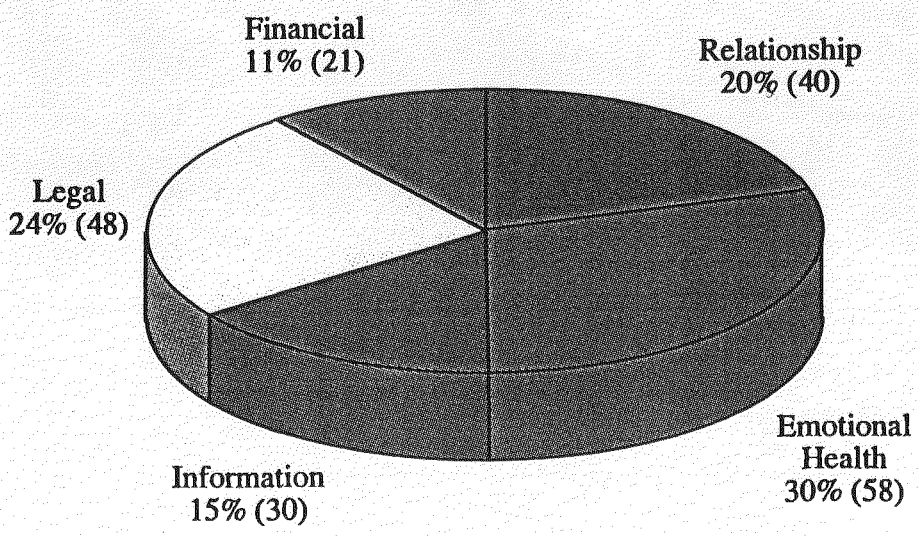
Employees	Family
212	28



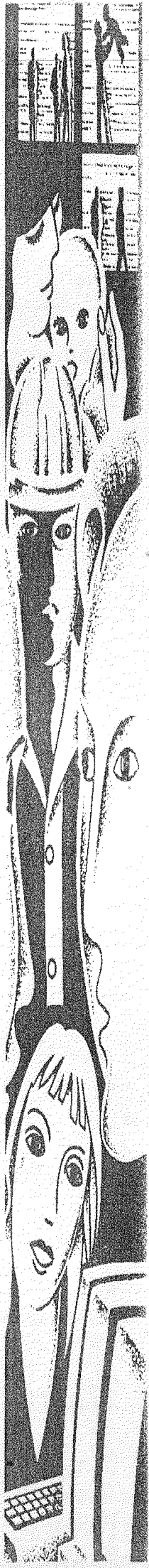
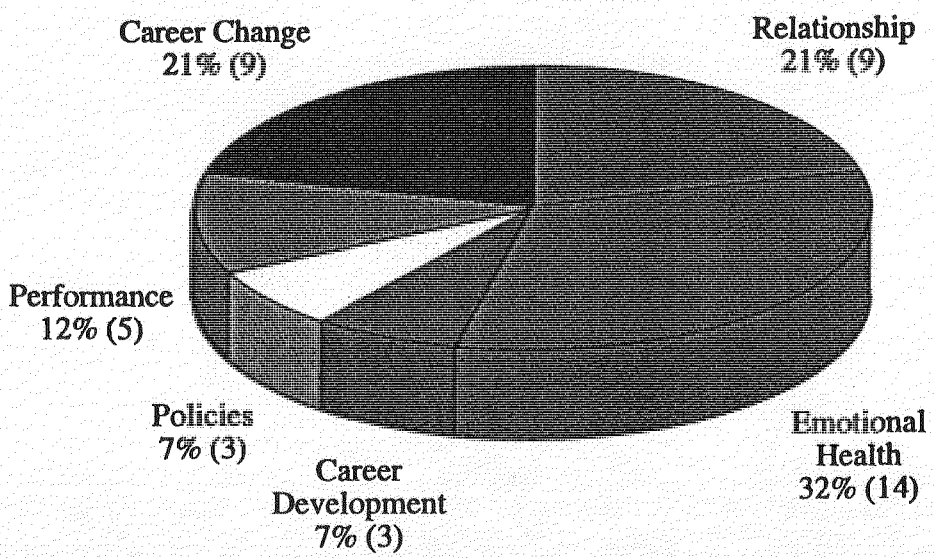
OVERALL USAGE BREAKDOWN

Overall

Personal Related Problems



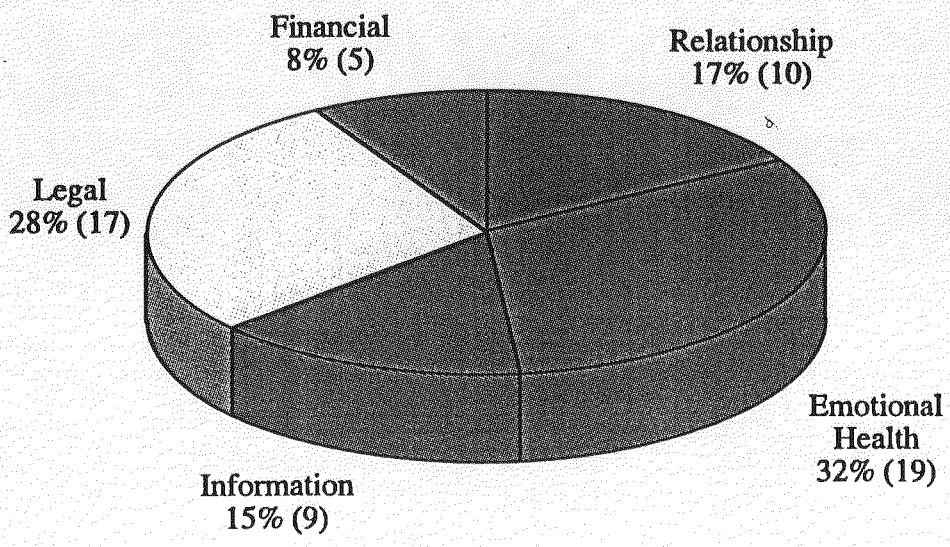
Work Related Problems



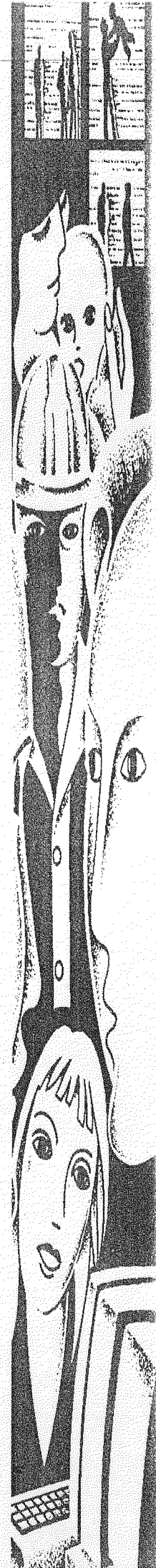
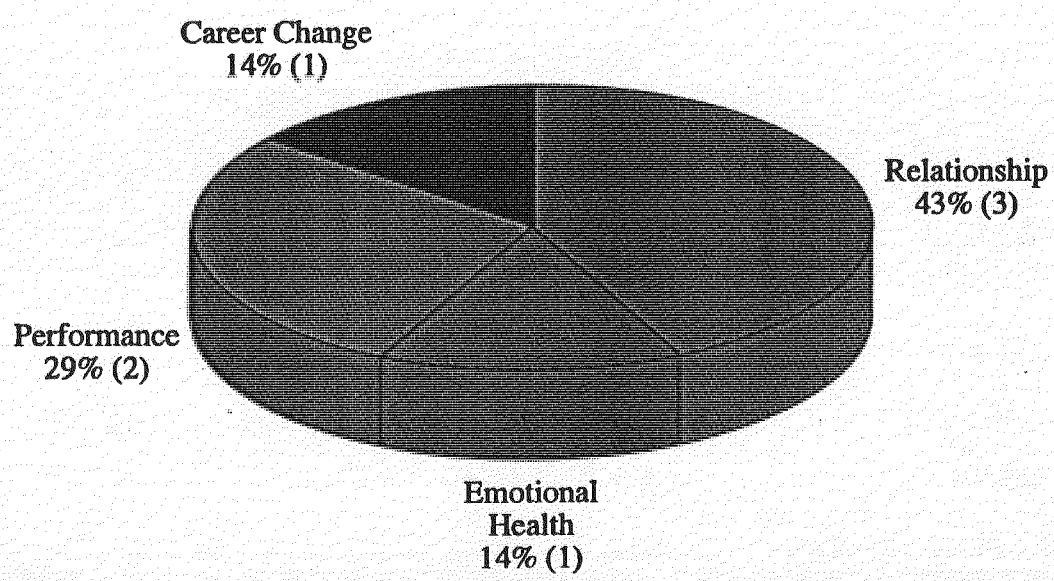
OVERALL USAGE BREAKDOWN

City Division

Personal Related Problems

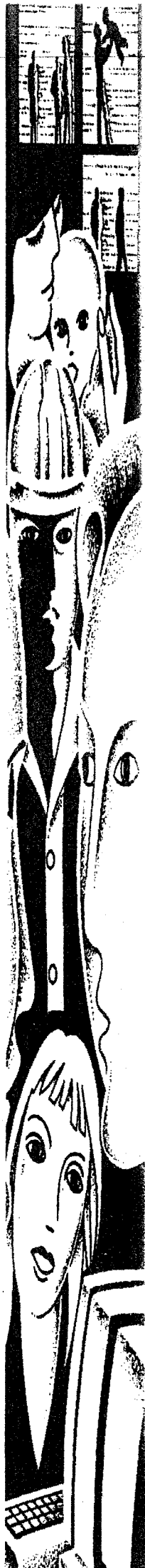


Work Related Problems



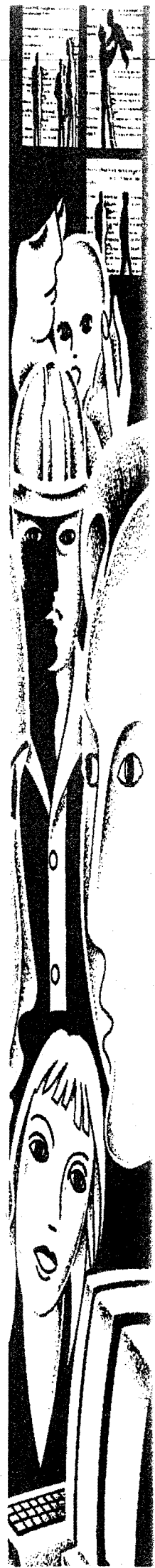
PERSONAL RELATED PROBLEM AREA BREAKDOWN

	Feb 98		Mar 98		Apr 98		May 98		Jun 98		Jul 98	
	Presenting	Secondary	Presenting	Secondary	Presenting	Secondary	Presenting	Secondary	Presenting	Secondary	Presenting	Secondary
Relationship												
-neighbour												
-family							1		1	1		1
-marital			1		1	1	3	1			1	
-sexual												
-relationship	1	1	1			1				1		
Emotional Health												
-emotional health		1	1	3	5	5		2	1		2	2
-mental health				2								
-psychiatric condition												
-addiction					1	1						
-physical health												
-bereavement			1	1	2	1	1	1			1	2
-suicide risk												
-stress	1		2		1	1		1				
Information												
-housing												
-education												
-consumer			1	1								
-insurance											1	
-state benefits											1	1
-health							1	1			1	1
-family												
-other	1			1	1	1			1	1	1	1
Legal												
-matrimonial	2	1	2	1	2	2	1		1	1	1	1
-civil litigation										1		
-housing		1										
-consumer									1	1		
-criminal litigation												
-probate												
-immigration	1	1										
-other	2	2	3	2							1	1
Financial												
-mortgage		1										
-tax												
-pensions											1	1
-debt	1	1	1	1								
-investments												
-child support								1			1	1
-other					1							



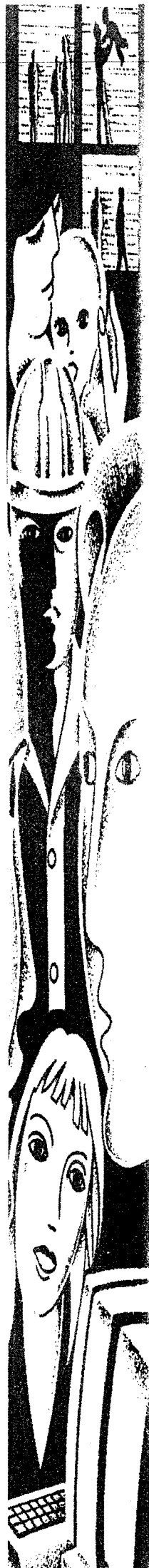
WORK RELATED PROBLEM AREA BREAKDOWN

	Feb 98	Mar 98	Apr 98	May 98	Jun 98	Jul 98
	Presenting Secondary	Presenting Secondary	Presenting Secondary	Presenting Secondary	Presenting Secondary	Presenting Secondary
Relationship						
-management consultancy						
-interpersonal						
-discrimination						
-harassment			1	1	1	1
-family employment						1
Emotional Health						
-stress			1			
-emotional health						
-job anxiety						
-job insecurity						
-critical incident						
Career Development						
-career						
-reorganisation						
-training						
-family employment						
Policies						
-equal opportunities						
-alcohol						
-policies						
-immigration						
-harassment						
-EAP						
-health and safety						
-other						
-family employment						
Benefits						
-pay						
-maternity						
-pensions						
-benefits in kind						
-family employment						
Performance						
-attendance						
-sickness / absence						
-performance						
-discipline				1	1	1
-industrial accident						
-family employment						
Career Change						
-redundancy						
-retirement						
-dismissal						
-termination						
-redeployment						
-relocation						
-promotion						
-transfer of undertakings						
-contractual terms						
-family employment			1			1



ANALYSIS BY MONTH OF CLIENT CONTACT

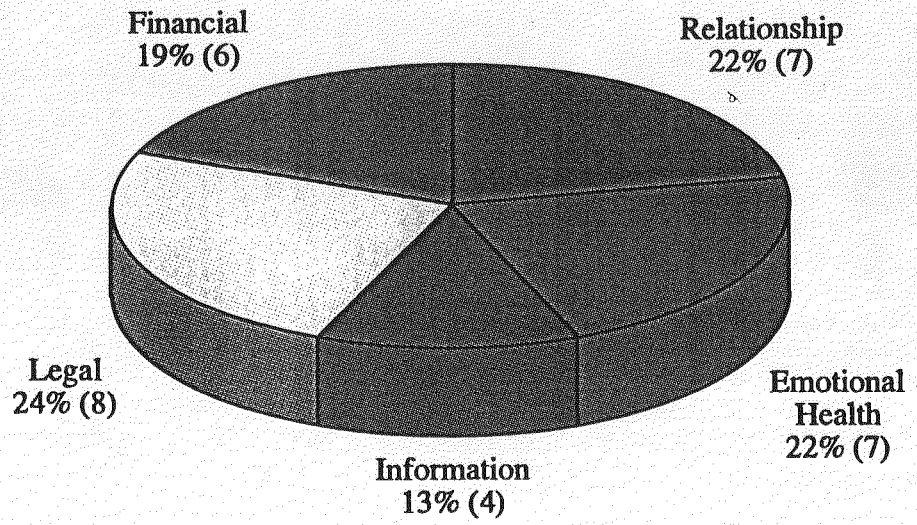
		Feb 98	Mar 98	Apr 98	May 98	Jun 98	Jul 98
Time:	9.00 a.m. - 12.00 noon	4	8	10	5	1	10
	12.00 noon - 6.00 p.m	5	2	4	3	5	2
	6.00 p.m - 10.00 p.m		3	1	1		3
	10.00 pm - 9.00am						
Status:	Employee	7	10	14	7	6	15
	Family Member	2	2	1	2		
	Significant Other		1				
Gender:	Male	3	1	6	1	1	3
	Female	6	12	9	8	5	12
Knowledge of 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						
	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



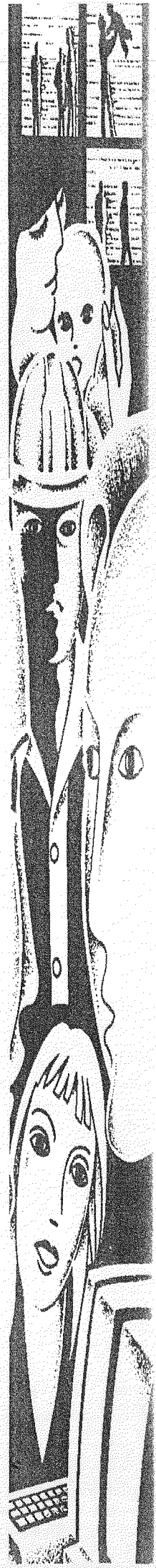
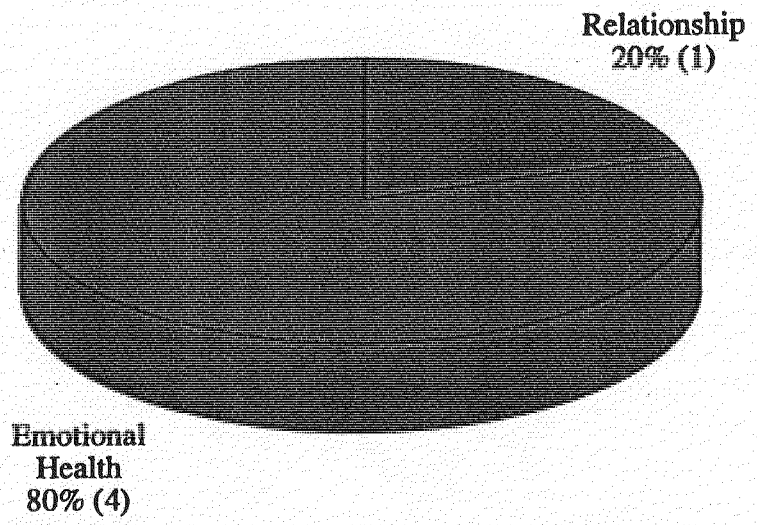
OVERALL USAGE BREAKDOWN

Havant & Petersfield

Personal Related Problems

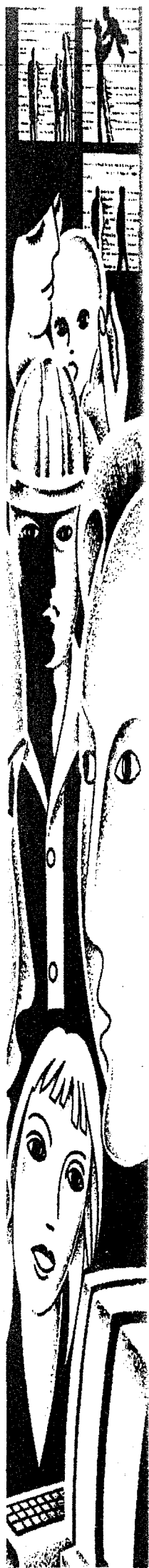


Work Related Problems



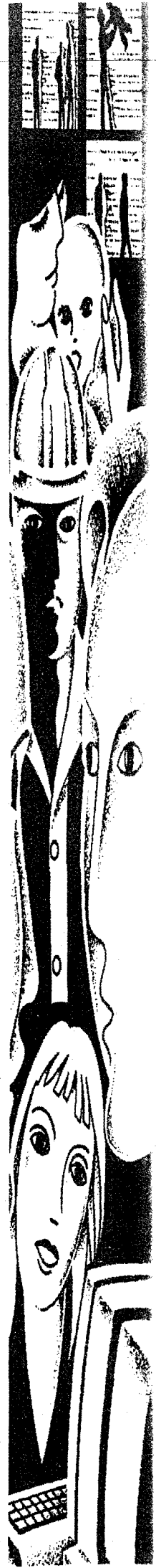
PERSONAL RELATED PROBLEM AREA BREAKDOWN

	Feb 98		Mar 98		Apr 98		May 98		Jun 98		Jul 98	
	Presenting	Secondary	Presenting	Secondary	Presenting	Secondary	Presenting	Secondary	Presenting	Secondary	Presenting	Secondary
Relationship												
-neighbour												
-family			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												
-psychiatric condition												
-addiction												
-physical health		1										
-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												
-matrimonial			2		1						1	
-civil litigation												
-housing					1							
-consumer												
-criminal litigation				1			1	1				1
-probate												
-immigration												
-other	1		1						1			
Financial												
-mortgage												
-tax												
-pensions												
-debt				1	1	1			1	1	1	1
-investments												
-child support											1	1
-other							1	1			1	1



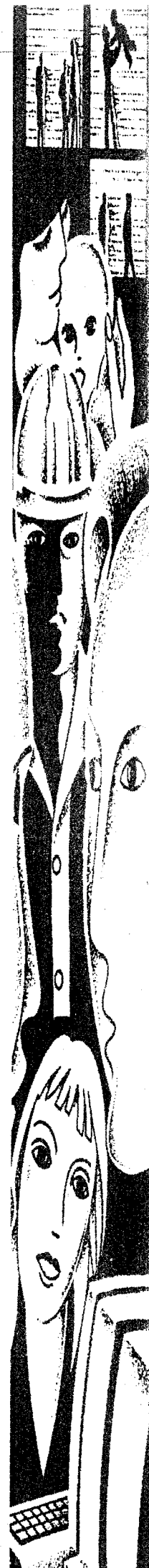
WORK RELATED PROBLEM AREA BREAKDOWN

	Feb 98		Mar 98		Apr 98		May 98		Jun 98		Jul 98	
	Presenting	Secondary	Presenting	Secondary	Presenting	Secondary	Presenting	Secondary	Presenting	Secondary	Presenting	Secondary
Relationship												
-management consultancy												
-interpersonal					1	1						
-discrimination												
-harassment												
-family employment												
Emotional Health												
-stress	1	1										1
-emotional health									1			
-job anxiety											1	
-job insecurity												
-critical incident	1	1										
Career Development												
-career												
-reorganisation												
-training												
-family employment												
Policies												
-equal opportunities												
-alcohol												
-policies												
-immigration												
-harassment												
-EAP												
-health and safety												
-other												
-family employment												
Benefits												
-pay												
-maternity												
-pensions												
-benefits in kind												
-family employment												
Performance												
-attendance												
-sickness / absence												1
-performance												
-discipline												
-industrial accident												
-family employment												
Career Change												
-redundancy												
-retirement												
-dismissal												
-termination												
-redeployment												
-relocation												
-promotion												
-transfer of undertakings												
-contractual terms												
-family employment												



ANALYSIS BY MONTH OF CLIENT CONTACT

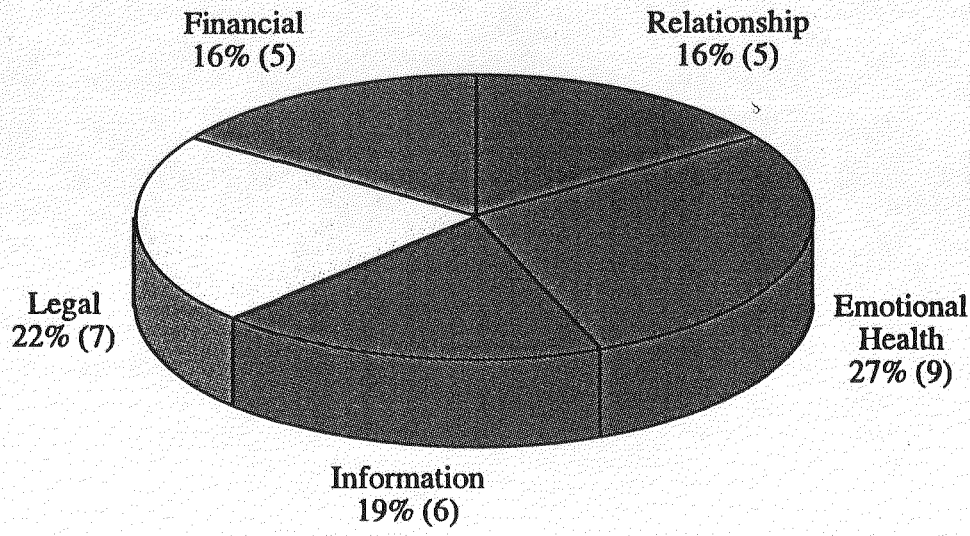
		Feb 98	Mar 98	Apr 98	May 98	Jun 98	Jul 98
Time:	9.00 a.m. - 12.00 noon	2	4	1		3	4
	12.00 noon - 6.00 p.m	4	2	2	3	2	6
	6.00 p.m - 10.00 p.m	2					
	10.00 pm - 9.00am					1	1
Status:	Employee	6	5	2	3	6	9
	Family Member	2	1	1			2
	Significant Other						
Gender:	Male	3	1	1		3	2
	Female	5	5	2	3	3	9
Knowledge of Service:	EAR Induction						
	Family/Friend	1	1	1			2
	Card/Poster	7	5	2	3	6	6
	Manager Referral						1
	Personnel Referral						
	Medical Referral						2
Route:	Telephone	8	6	3	3	5	10
	Answering service					1	1
Critical Factors:	Suicide Risk						
	Violence Risk						
	Substance Abuse						
	Not able to work						2
Referral to:	Face to Face (short-term)	4	1	1	1	1	4
	Career Counsellor						
	Long Term						
	GP						
	Special Agency		1			2	
	Legal Financial Resource			1	1		1
	EAR debt specialist						1
	Telephone Counsellor		1			1	2
	Back to Company						
No Referral	4	3	1	1	2	3	
Total calls in month		8	6	3	3	6	11



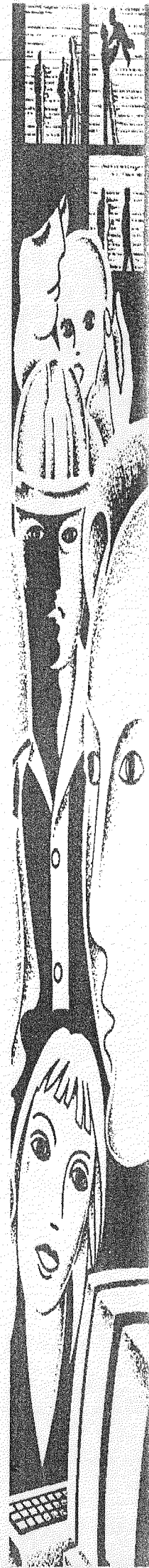
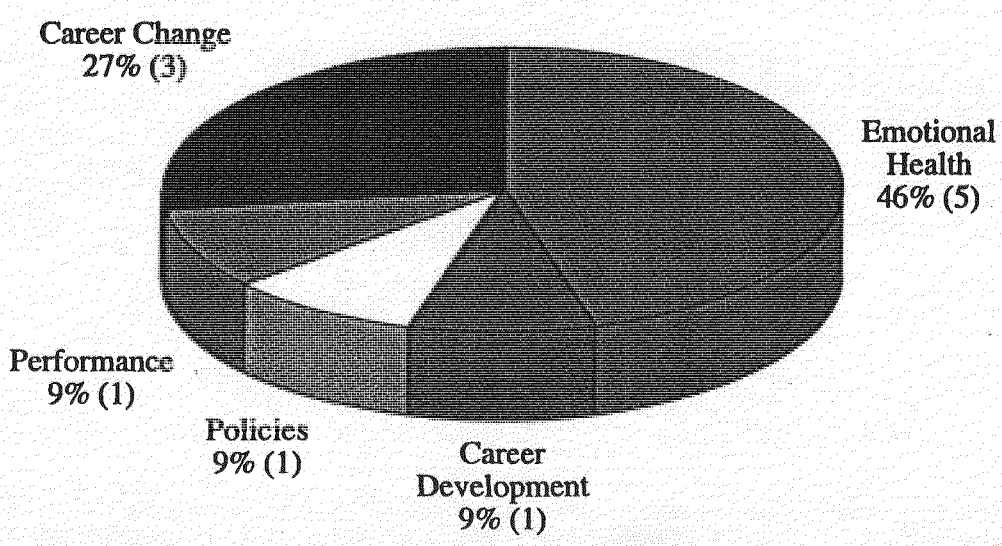
OVERALL USAGE BREAKDOWN

Fareham & Gosport

Personal Related Problems

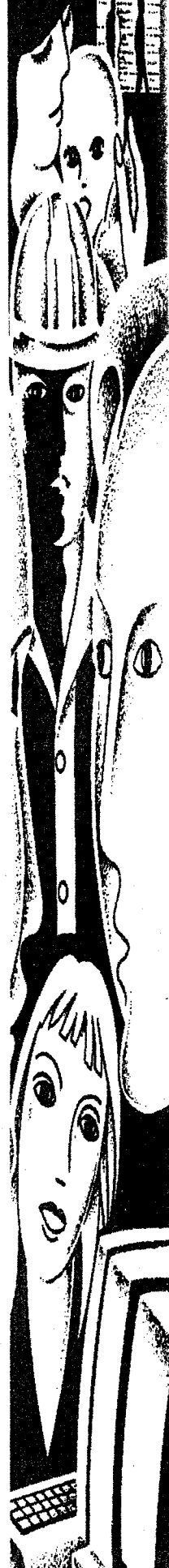


Work Related Problems



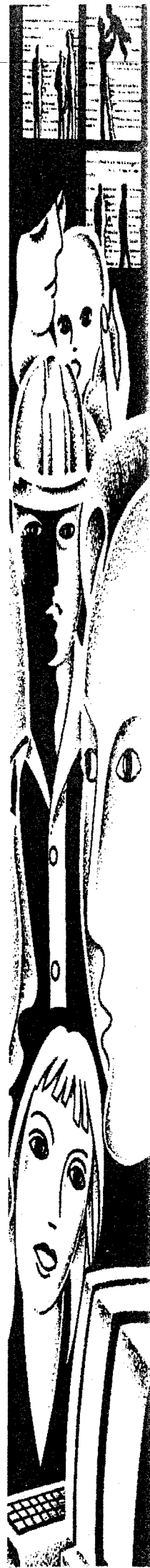
PERSONAL RELATED PROBLEM AREA BREAKDOWN

	Feb 98		Mar 98		Apr 98		May 98		Jun 98		Jul 98	
	Presenting	Secondary	Presenting	Secondary	Presenting	Secondary	Presenting	Secondary	Presenting	Secondary	Presenting	Secondary
Relationship												
-neighbour												
-family							1		1	1		
-marital					2	1			1	1	1	1
-sexual												
-relationship												
Emotional Health												
-emotional health	3	2	2	2		1			1			
-mental health							1					
-psychiatric condition												
-addiction												
-physical health												
-bereavement					1							
-suicide risk												
-stress		1				1	1	1				1
Information												
-housing												
-education												
-consumer												
-insurance												
-state benefits				1	1	2			1			
-health			1									
-family			1	1								
-other	1			1			1	1				
Legal												
-matrimonial	1								1	2		
-civil litigation												
-housing									1	1		
-consumer												
-criminal litigation										1		
-probate									1	1		
-immigration												
-other					1	2			2	2		
Financial												
-mortgage												
-tax			1						2	2		
-pensions		1										
-debt									1	1		
-investments											1	1
-child support		1										
-other												



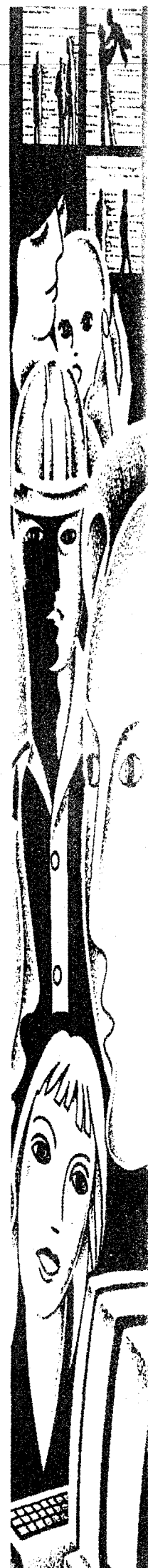
WORK RELATED PROBLEM AREA BREAKDOWN

	Feb 98		Mar 98		Apr 98		May 98		Jun 98		Jul 98	
	Presenting	Secondary	Presenting	Secondary	Presenting	Secondary	Presenting	Secondary	Presenting	Secondary	Presenting	Secondary
Relationship												
-management consultancy												
-interpersonal												
-discrimination												
-harassment												
-family employment												
Emotional Health												
-stress	1	1			1						1	
-emotional health												
-job anxiety									1			
-job insecurity												
-critical incident							1	1			1	1
Career Development												
-career							1	1				
-reorganisation												
-training												
-family employment												
Policies												
-equal opportunities												
-alcohol												
-policies												
-immigration												
-harassment												
-EAP												
-health and safety									1			
-other												
-family employment												
Benefits												
-pay												
-maternity												
-pensions												
-benefits in kind												
-family employment												
Performance												
-attendance												
-sickness / absence					1	1						
-performance												
-discipline												
-industrial accident												
-family employment												
Career Change												
-redundancy												
-retirement												
-dismissal												
-termination												
-redeployment												
-relocation												
-promotion												
-transfer of undertakings												
-contractual terms						1				1	1	
-family employment			1	1								



ANALYSIS BY MONTH OF CLIENT CONTACT

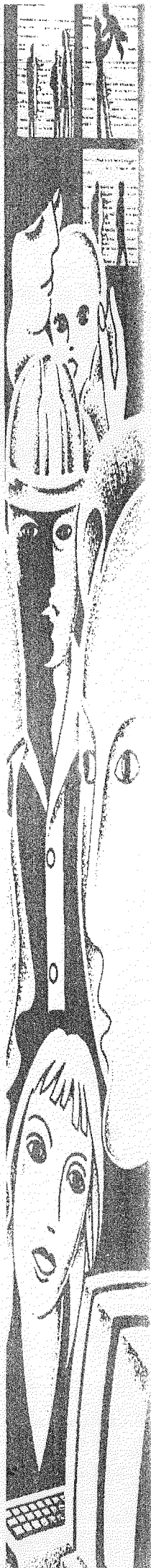
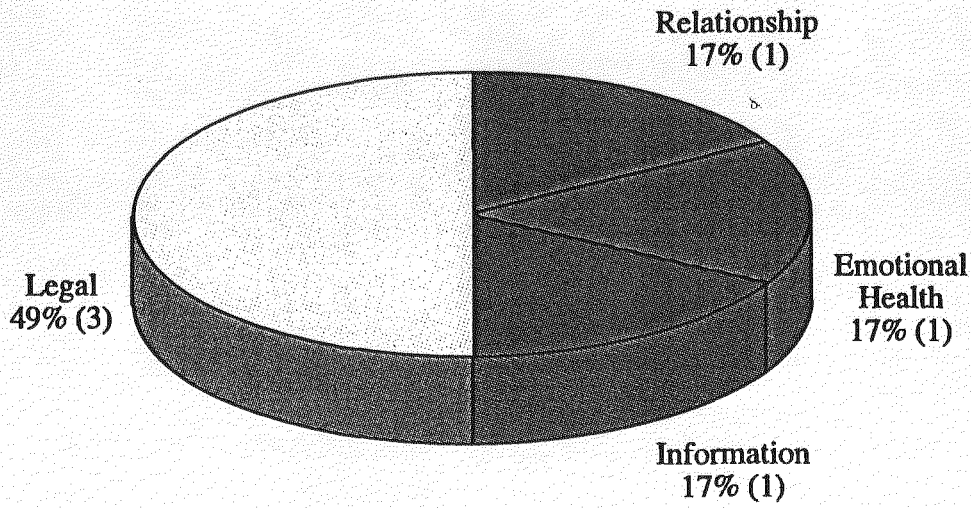
		Feb 98	Mar 98	Apr 98	May 98	Jun 98	Jul 98
Time:	9.00 a.m. - 12.00 noon	1	2	3		6	1
	12.00 noon - 6.00 p.m	3	4	3	4	7	2
	6.00 p.m - 10.00 p.m	2		1	1	1	
	10.00 pm - 9.00am			1			1
Status:	Employee	5	6	6	5	12	4
	Family Member	1				2	
	Significant Other			2			
Gender:	Male	1	1			6	
	Female	5	5	8	5	8	4
Knowledge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



OVERALL USAGE BREAKDOWN

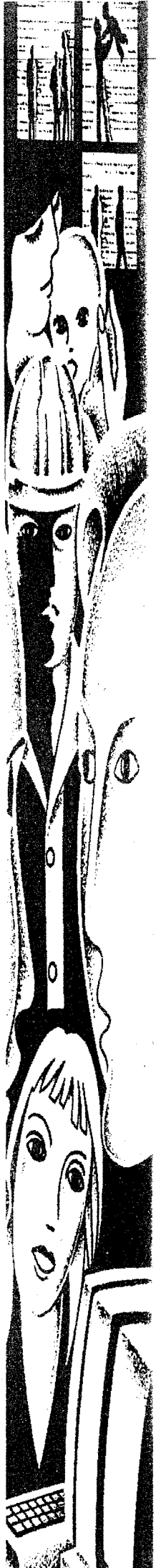
Social Care Division

Personal Related Problems



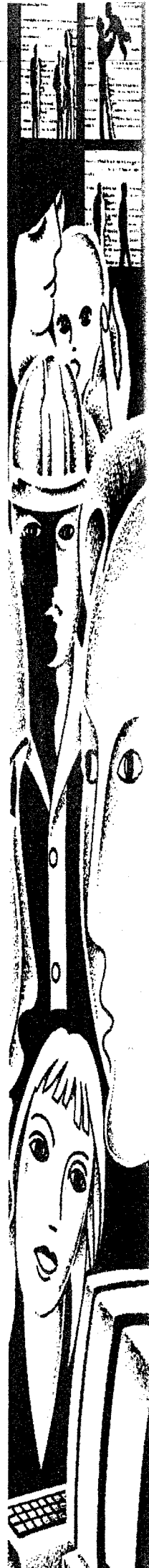
PERSONAL RELATED PROBLEM AREA BREAKDOWN

	<i>Feb 98</i>	<i>Mar 98</i>	<i>Apr 98</i>	<i>May 98</i>	<i>Jun 98</i>	<i>Jul 98</i>
	<small>Presenting Secondary</small>	<small>Presenting Secondary</small>	<small>Presenting Secondary</small>	<small>Presenting Secondary</small>	<small>Presenting Secondary</small>	<small>Presenting Secondary</small>
Relationship						
-neighbour						
-family						
-marital			1			
-sexual						
-relationship						
Emotional Health						
-emotional health		1	1	1	1	
-mental health						
-psychiatric condition						
-addiction						
-physical health						
-bereavement						
-suicide risk						
-stress						
Information						
-housing						
-education						
-consumer						
-insurance						
-state benefits						
-health						
-family						
-other				1	1	
Legal						
-matrimonial						
-civil litigation						
-housing				1		
-consumer						
-criminal litigation						2
-probate						2
-immigration						
-other						
Financial						
-mortgage						
-tax						
-pensions						
-debt						
-investments						
-child support						
-other						



ANALYSIS BY MONTH OF CLIENT CONTACT

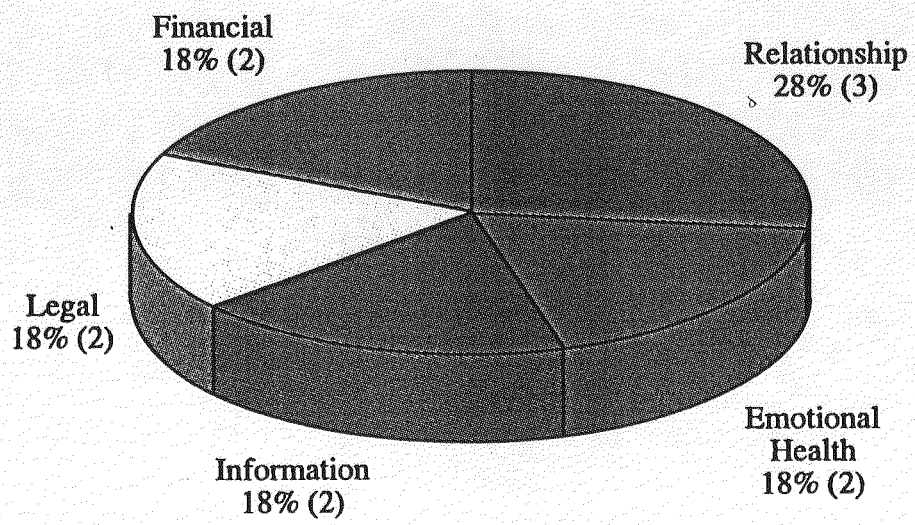
	<i>Feb 98</i>	<i>Mar 98</i>	<i>Apr 98</i>	<i>May 98</i>	<i>Jun 98</i>	<i>Jul 98</i>
Time:						
9.00 a.m. - 12.00 noon				2		2
12.00 noon - 6.00 p.m		1	1			
6.00 p.m - 10.00 p.m						
10.00 pm - 9.00am						
Status:						
Employee		1	1	2		2
Family Member						
Significant Other						
Gender:						
Male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



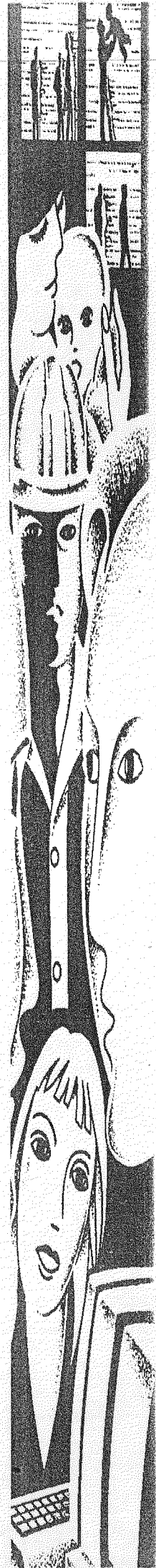
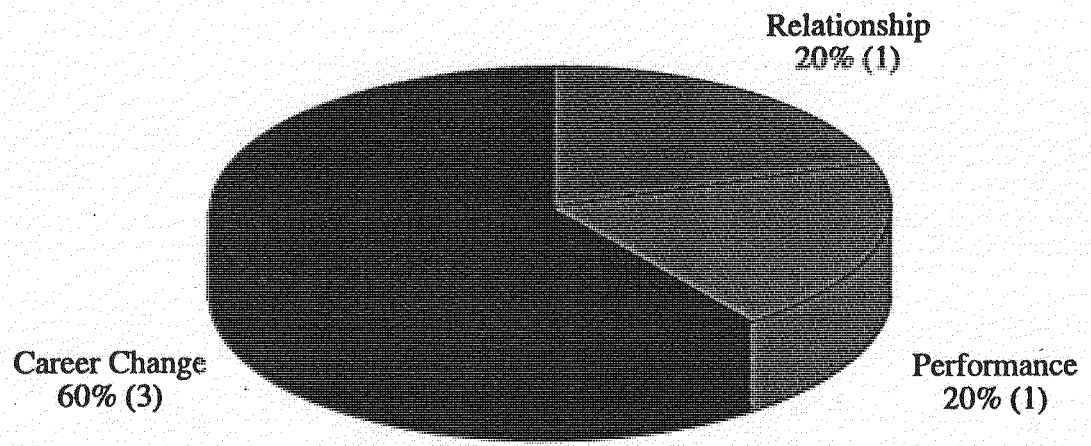
OVERALL USAGE BREAKDOWN

Elderly Medicine

Personal Related Problems

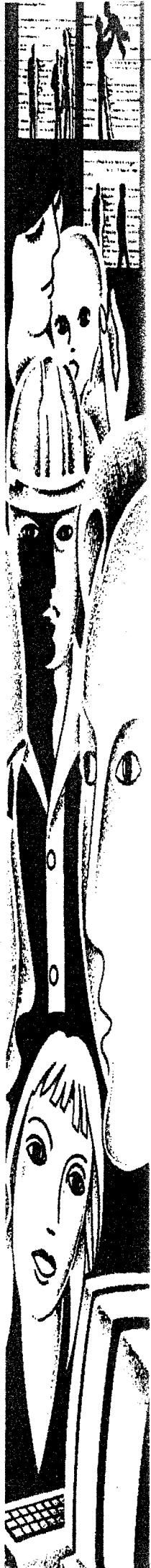


Work Related Problems



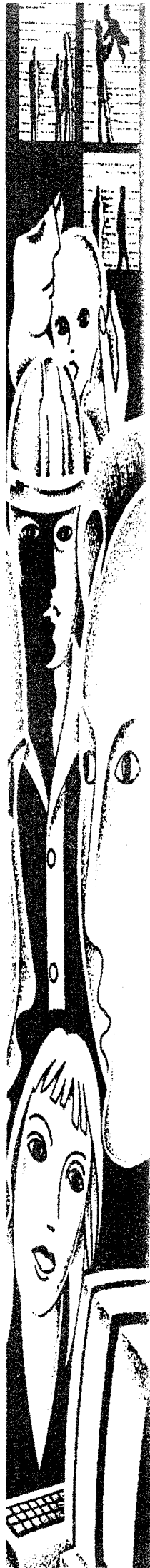
PERSONAL RELATED PROBLEM AREA BREAKDOWN

	<i>Feb 98</i>	<i>Mar 98</i>	<i>Apr 98</i>	<i>May 98</i>	<i>Jun 98</i>	<i>Jul 98</i>
	<small>Presenting</small>	<small>Secondary</small>	<small>Presenting</small>	<small>Secondary</small>	<small>Presenting</small>	<small>Secondary</small>
Relationship						
-neighbour						
-family			1	1		
-marital			1			1 1
-sexual						
-relationship						
Emotional Health						
-emotional health		1	3		1	1 2
-mental health						
-psychiatric condition						
-addiction			1			
-physical health						
-bereavement						
-suicide risk						
-stress						
Information						
-housing						
-education						
-consumer						
-insurance					1 1	
-state benefits						
-health				1		
-family						
-other						
Legal						
-matrimonial						
-civil litigation						
-housing						
-consumer			1 1			
-criminal litigation		1 1				
-probate						
-immigration						
-other						
Financial						
-mortgage						
-tax						
-pensions						
-debt						
-investments						
-child support		1 1			1	
-other						



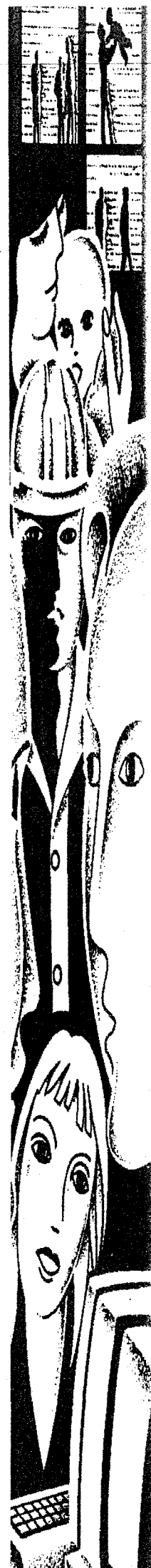
WORK RELATED PROBLEM AREA BREAKDOWN

	<i>Feb 98</i>	<i>Mar 98</i>	<i>Apr 98</i>	<i>May 98</i>	<i>Jun 98</i>	<i>Jul 98</i>
	<small>Presenting Secondary</small>	<small>Presenting Secondary</small>	<small>Presenting Secondary</small>	<small>Presenting Secondary</small>	<small>Presenting Secondary</small>	<small>Presenting Secondary</small>
Relationship						
-management consultancy						
-interpersonal						
-discrimination						1
-harassment						
-family employment						
Emotional Health						
-stress						
-emotional health		1				
-job anxiety						
-job insecurity						
-critical incident						
Career Development						
-career						
-reorganisation						
-training						
-family employment						
Policies						
-equal opportunities						
-alcohol						
-policies						
-immigration						
-harassment						
-EAP						
-health and safety						
-other						
-family employment						
Benefits						
-pay						
-maternity						
-pensions						
-benefits in kind						
-family employment						
Performance						
-attendance						
-sickness / absence		1				
-performance						
-discipline						
-industrial accident						
-family employment						
Career Change						
-redundancy						
-retirement			1			
-dismissal		1				
-termination						
-redeployment						
-relocation						
-promotion						
-transfer of undertakings						
-contractual terms			2	1		
-family employment						



ANALYSIS BY MONTH OF CLIENT CONTACT

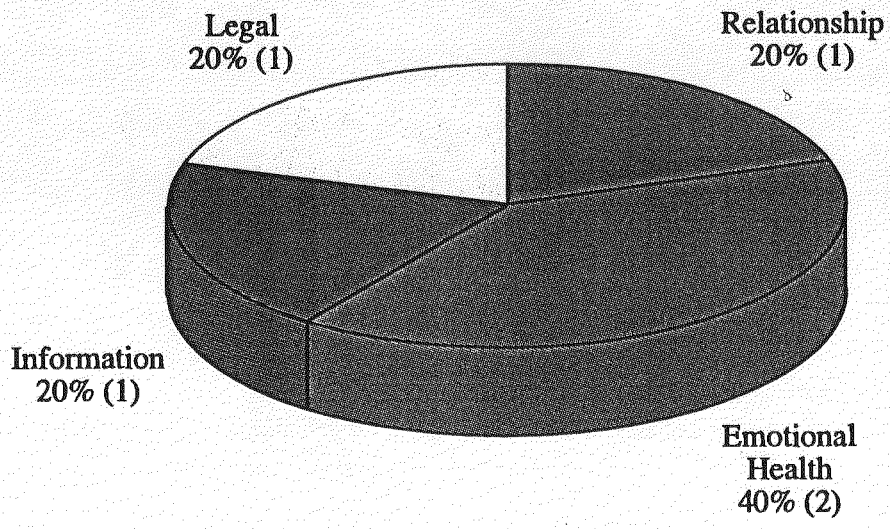
	Feb 98	Mar 98	Apr 98	May 98	Jun 98	Jul 98
Time:						
9.00 a.m. - 12.00 noon		2	3	1	1	1
12.00 noon - 6.00 p.m		1	2		1	1
6.00 p.m - 10.00 p.m						
10.00 pm - 9.00am		1	1			1
Status:						
Employee		4	6	1	2	3
Family Member						
Significant Other						
Gender:						
Male		1	1		1	
Female		3	5	1	1	3
Knowledge of 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
Referral to:						
Face to Face (short-term)		1	2			3
Career Counsellor						
Long Term						
GP				1		
Special Agency			1		1	
Legal Financial Resource		3	1			
EAR debt specialist						
Telephone Counsellor						
Back to Company						
No Referral			2		1	
Total calls in month	0	4	6	1	2	3



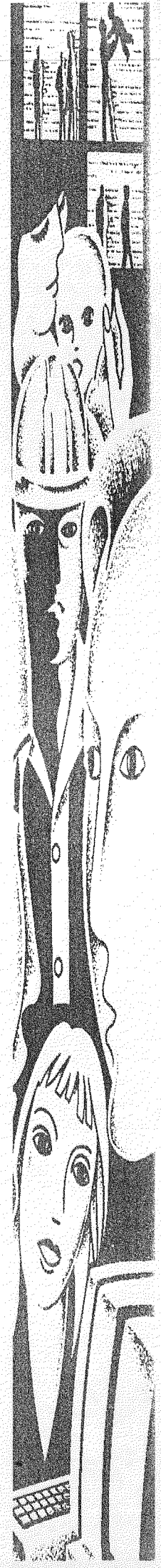
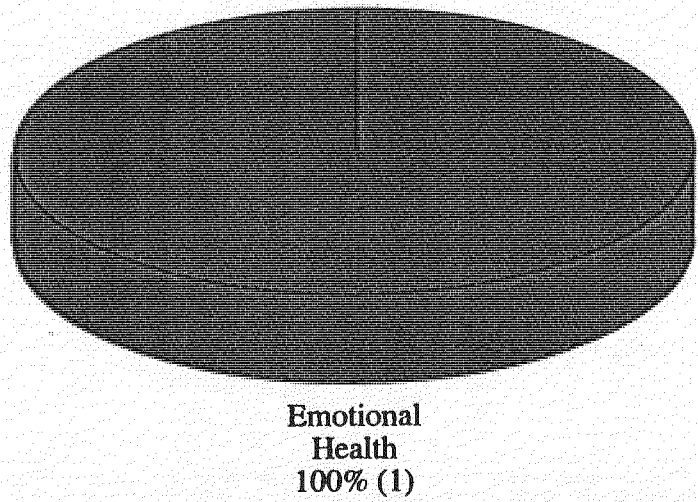
OVERALL USAGE BREAKDOWN

Trust Central Office

Personal Related Problems

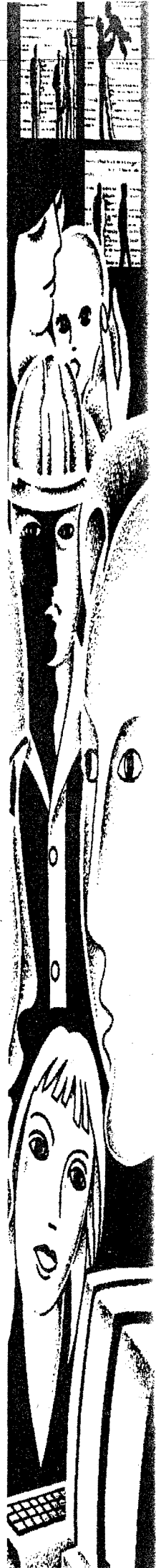


Work Related Problems



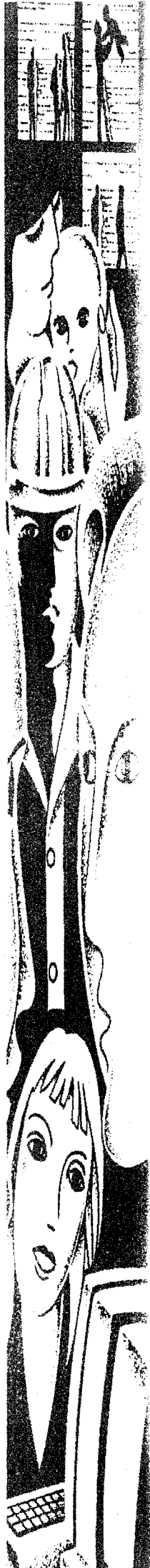
PERSONAL RELATED PROBLEM AREA BREAKDOWN

	<i>Feb 98</i>	<i>Mar 98</i>	<i>Apr 98</i>	<i>May 98</i>	<i>Jun 98</i>	<i>Jul 98</i>
	<small>Presenting Secondary</small>	<small>Presenting Secondary</small>	<small>Presenting Secondary</small>	<small>Presenting Secondary</small>	<small>Presenting Secondary</small>	<small>Presenting Secondary</small>
Relationship						
-neighbour						
-family				1		
-marital						
-sexual						
-relationship					1	1
Emotional Health						
-emotional health			1	1		
-mental health						
-psychiatric condition						
-addiction	1					
-physical health						
-bereavement						
-suicide risk						
-stress						
Information						
-housing						
-education						
-consumer						
-insurance						
-state benefits		1				
-health						
-family						
-other				1		
Legal						
-matrimonial						
-civil litigation					1	
-housing						
-consumer						
-criminal litigation					1	
-probate						
-immigration						
-other						
Financial						
-mortgage						
-tax						
-pensions						
-debt						
-investments						
-child support						
-other						



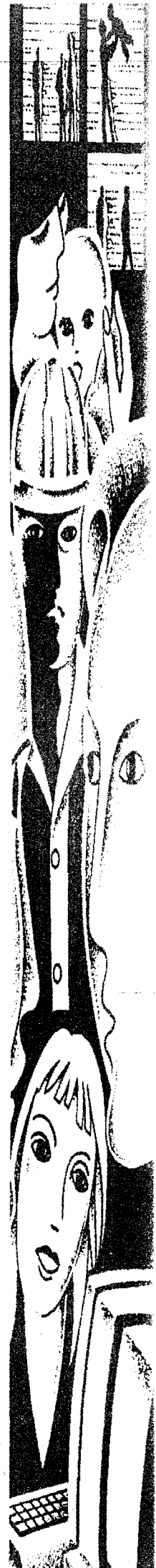
WORK RELATED PROBLEM AREA BREAKDOWN

	<i>Feb 98</i>	<i>Mar 98</i>	<i>Apr 98</i>	<i>May 98</i>	<i>Jun 98</i>	<i>Jul 98</i>
	<small>Presenting Secondary</small>	<small>Presenting Secondary</small>	<small>Presenting Secondary</small>	<small>Presenting Secondary</small>	<small>Presenting Secondary</small>	<small>Presenting Secondary</small>
Relationship						
-management consultancy						
-interpersonal						
-discrimination						
-harassment						
-family employment						
Emotional Health						
-stress				1	1	
-emotional health						
-job anxiety						
-job insecurity						
-critical incident						
Career Development						
-career						
-reorganisation						
-training						
-family employment						
Policies						
-equal opportunities						
-alcohol						
-policies						
-immigration						
-harassment						
-EAP						
-health and safety						
-other						
-family employment						
Benefits						
-pay						
-maternity						
-pensions						
-benefits in kind						
-family employment						
Performance						
-attendance						
-sickness / absence						
-performance						
-discipline						
-industrial accident						
-family employment						
Career Change						
-redundancy						
-retirement						
-dismissal						
-termination						
-redeployment						
-relocation						
-promotion						
-transfer of undertakings						
-contractual terms						
-family employment						



ANALYSIS BY MONTH OF CLIENT CONTACT

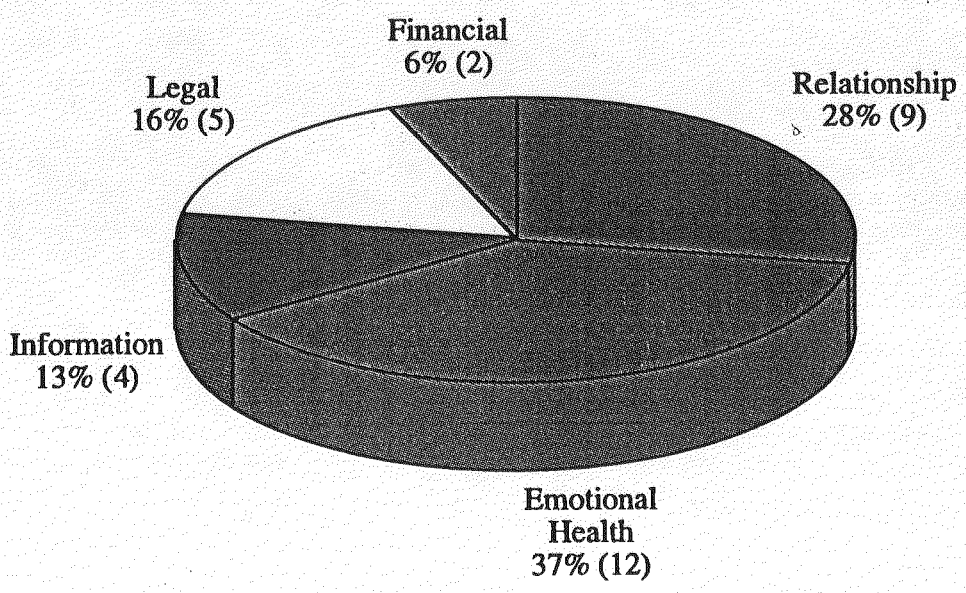
		Feb 98	Mar 98	Apr 98	May 98	Jun 98	Jul 98
Time:	9.00 a.m. - 12.00 noon			1	2	2	
	12.00 noon - 6.00 p.m	1					
	6.00 p.m - 10.00 p.m						
	10.00 pm - 9.00am						
Status:	Employee	1		1	2	2	
	Family Member						
	Significant Other						
Gender:	Male				1		
	Female	1		1	1	2	
Knowledge of Service:	EAR Induction						
	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						
	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	



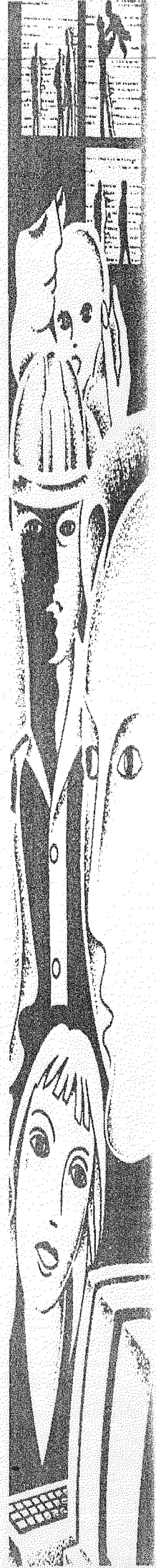
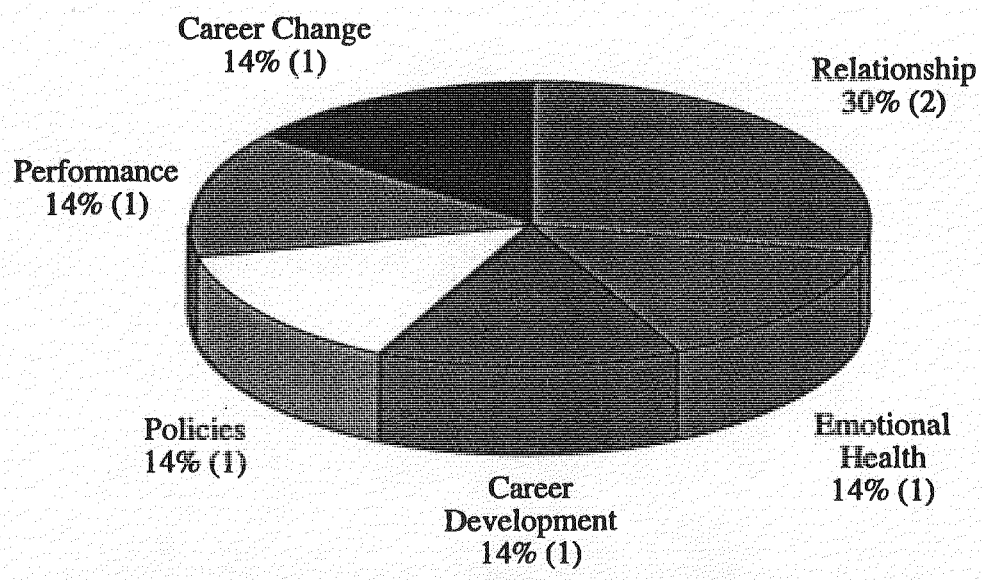
OVERALL USAGE BREAKDOWN

Unknown Division

Personal Related Problems

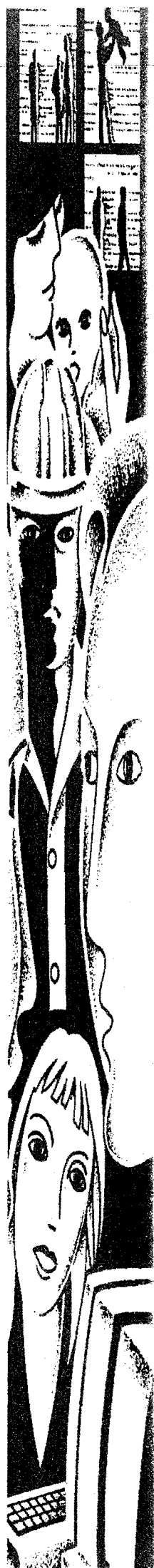


Work Related Problems



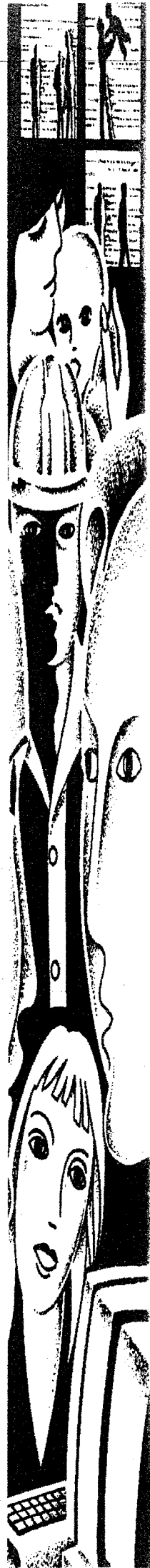
PERSONAL RELATED PROBLEM AREA BREAKDOWN

	Feb 98		Mar 98		Apr 98		May 98		Jun 98		Jul 98	
	Presenting	Secondary	Presenting	Secondary	Presenting	Secondary	Presenting	Secondary	Presenting	Secondary	Presenting	Secondary
Relationship												
-neighbour			1	1								
-family			1	1			2				1	
-marital			1	1			2	1				
-sexual												
-relationship							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												
-state benefits												
-health			1	1								
-family									1	1		
-other											1	1
Legal												
-matrimonial												
-civil litigation												
-housing							1	1	1			
-consumer												
-criminal litigation					1							
-probate			1	1								
-immigration												
-other		1			1	1						
Financial												
-mortgage											1	
-tax												
-pensions												1
-debt	1											
-investments												
-child support												
-other												



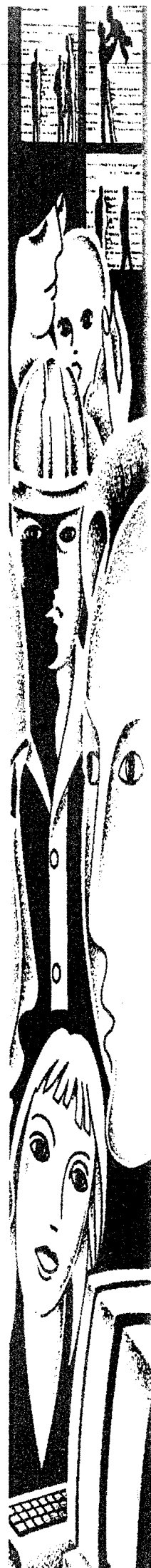
WORK RELATED PROBLEM AREA BREAKDOWN

	<i>Feb 98</i>		<i>Mar 98</i>		<i>Apr 98</i>		<i>May 98</i>		<i>Jun 98</i>		<i>Jul 98</i>	
	Presenting Secondary		Presenting Secondary		Presenting Secondary		Presenting Secondary		Presenting Secondary		Presenting Secondary	
Relationship												
-management consultancy												
-interpersonal	1	2										1
-discrimination												
-harassment												
-family employment												
Emotional Health												
-stress	1	1		1								
-emotional health												
-job anxiety										1		1
-job insecurity												
-critical incident												
Career Development												
-career										1		
-reorganisation						1						
-training												
-family employment												
Policies												
-equal opportunities												
-alcohol												
-policies												1
-immigration												
-harassment												
-EAP												
-health and safety												
-other												
-family employment												
Benefits												
-pay												
-maternity												
-pensions												
-benefits in kind												
-family employment												
Performance												
-attendance										1		
-sickness / absence												
-performance												
-discipline				1	1							
-industrial accident												
-family employment												
Career Change												
-redundancy												
-retirement										1	1	
-dismissal												
-termination												
-redeployment												
-relocation												
-promotion												
-transfer of undertakings												
-contractual terms												
-family employment												



ANALYSIS BY MONTH OF CLIENT CONTACT

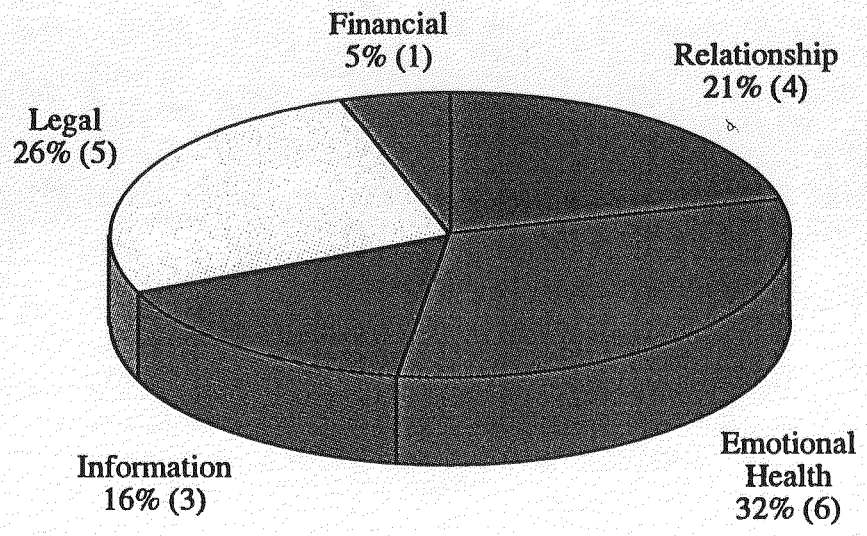
		Feb 98	Mar 98	Apr 98	May 98	Jun 98	Jul 98
Time:	9.00 a.m. - 12.00 noon	2	2	1	1	6	2
	12.00 noon - 6.00 p.m	4	5	3	2	3	1
	6.00 p.m - 10.00 p.m		1		1		3
	10.00 pm - 9.00am				2		
Status:	Employee	5	7	3	5	6	6
	Family Member	1	1	1	1	2	
	Significant Other					1	
Gender:	Male	2	1			3	
	Female	4	7	4	6	6	6
Knowledge 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						
	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	



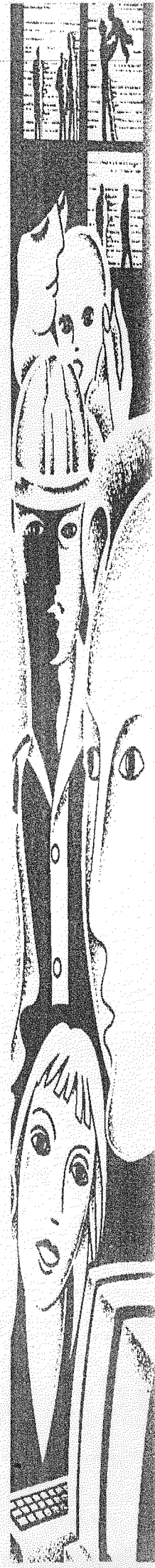
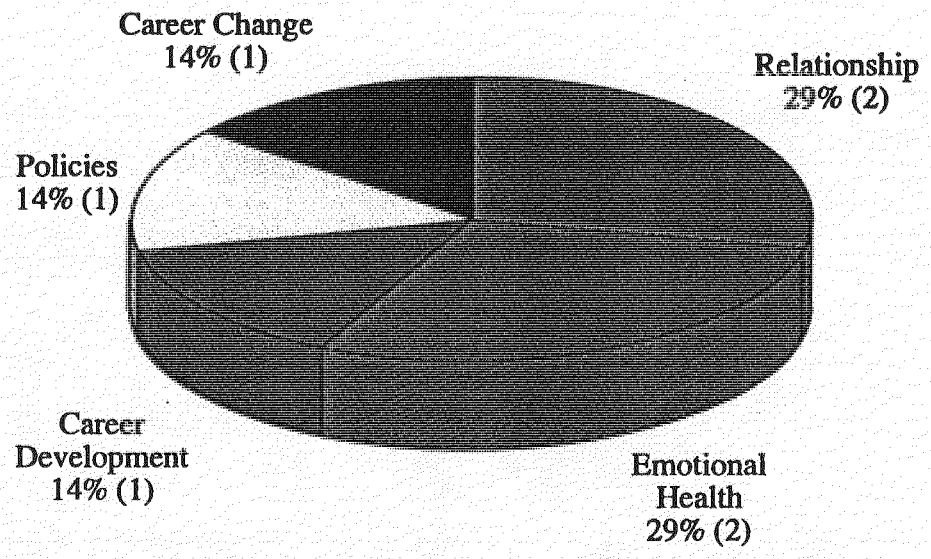
OVERALL USAGE BREAKDOWN

Specialist Division

Personal Related Problems

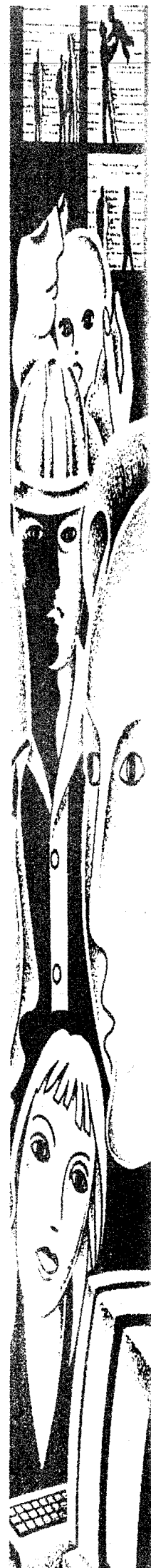


Work Related Problems



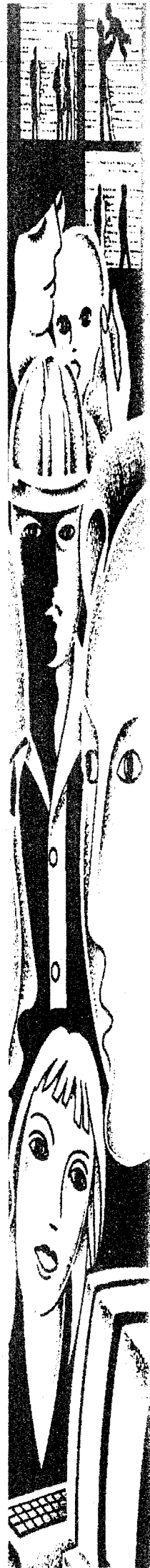
PERSONAL RELATED PROBLEM AREA BREAKDOWN

	Feb 98		Mar 98		Apr 98		May 98		Jun 98		Jul 98	
	Presenting	Secondary	Presenting	Secondary	Presenting	Secondary	Presenting	Secondary	Presenting	Secondary	Presenting	Secondary
Relationship												
-neighbour												
-family	1											
-marital				1							1	1
-sexual												
-relationship	1	1							1	1		
Emotional Health												
-emotional health		1	1	1			2	2	1	1	1	1
-mental health												
-psychiatric condition												
-addiction									1			
-physical health										1		
-bereavement												
-suicide risk												
-stress												
Information												
-housing												
-education											1	1
-consumer												
-insurance		1	1									
-state benefits												
-health												
-family												
-other	1			1						1		
Legal												
-matrimonial			1	1	1	1						
-civil litigation												
-housing									1			
-consumer												
-criminal litigation												
-probate												
-immigration			1	1			1	1				
-other												
Financial												
-mortgage												
-tax												
-pensions												
-debt												
-investments												
-child support	1	1										
-other												



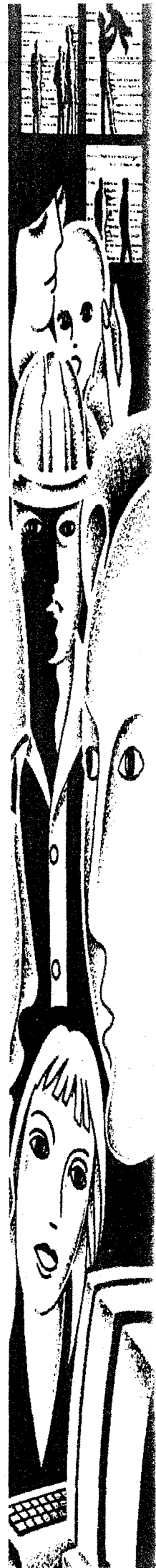
WORK RELATED PROBLEM AREA BREAKDOWN

	Feb 98		Mar 98		Apr 98		May 98		Jun 98		Jul 98	
	Presenting Secondary		Presenting Secondary		Presenting Secondary		Presenting Secondary		Presenting Secondary		Presenting Secondary	
Relationship												
-management consultancy												
-interpersonal			1									
-discrimination												
-harassment										1	1	
-family employment												
Emotional Health												
-stress	1											
-emotional health		1	1	1								
-job anxiety												
-job insecurity												
-critical incident												
Career Development												
-career	1	1										
-reorganisation												
-training												
-family employment												
Policies												
-equal opportunities												
-alcohol												
-policies												
-immigration												
-harassment												
-EAP												
-health and safety												
-other												
-family employment										1	1	
Benefits												
-pay												
-maternity												
-pensions												
-benefits in kind												
-family employment												
Performance												
-attendance												
-sickness / absence												
-performance												
-discipline												
-industrial accident												
-family employment												
Career Change												
-redundancy												
-retirement												
-dismissal												
-termination												
-redeployment												
-relocation												
-promotion												
-transfer of undertakings												
-contractual terms							1	1				
-family employment												



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			1	1
	Female	5	4	1	4	3	4
Knowledge of 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
Referral to:	Face to Face (short-term)	2	2		1	3	3
	Career Counsellor						
	Long Term						
	GP						
	Special Agency	1					
	Legal Financial Resource		2				1
	EAR debt specialist						
	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



Portsmouth Healthcare NHS Trust-Additional Usage Report Page 1

*Additional Analysis of Usage for:
1st February 1998 - 31st July 1998*

Headcount:	4764
No. of cases:	240
Cases as percentage of headcount:	5.0

<u>Analysis</u>	<u>No.</u>	<u>Percentage of Total Cases</u>
-----------------	------------	----------------------------------

Face to face referral	91	37.9
-----------------------	----	------

Calls from:

Employees	212	88.3
Family	28	11.7

Total	240	100.0
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Awareness through:

Cards/Posters	193	80.4
EAR Induction	7	2.9
Family/Friend	23	9.6
Personnel referral	3	1.3
Manager referral	6	2.5
Medical referral	8	3.3

Total	240	100.0
-------	-----	-------

