

FOI REF: 24/773

7th January 2025

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FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

1) Could you please provide me with an understanding of how your Trust defines OH and EAP respectively?

As an organisation we follow the national definitions for OH and EAP – Please see the following links:

- [Occupational health - Overview](#)
- [The UK Employee Assistance Professionals Association History of EAPs - The UK Employee Assistance Professionals Association](#)

a) What elements/criteria do you measure to track the provision of each?

Clarification was sought with regard to what you mean by “What elements/criteria do you measure to track the provision of each?” and confirmation was received as follows:

I meant if your trust had any KPIs used to measure the provision of occupational health services and EAP. For example, if we track the number of appointments or the types of medical issues employees are seeking care for.

Occupational Health – KPI:

- Manager Referral to Appointment Time
- Pre-Employment Questionnaire to OH Clearance Time.

OH, report quarterly against types of health conditions supported, including (but not exclusive to) how many staff we have supported with mental health issues, work related stress, physical health, MSK, body fluid exposure and similar outcomes. We also measure the volume of enquiries and themes or trends on these on a daily basis.

Cont.../

EAP -

Meetings with them monthly review KPI

- How quickly from self-referral to support with a counsellor

Quarterly reports give evidence on:

- How many people have accessed counselling support
- How many people have accessed the self-support portal
- How many people have accessed self-help work books and for what indication (i.e. bereavement, abuse, sleeping problems etc)
- How many people have newly self-referred
- How many people are within a therapeutic pathway
- The measure of therapeutic benefit

All this is broken down by staff group, and protected characteristics (where shared)

- 2) **Could you also please provide a breakdown of how much the trust spends on OH and EAP respectively from the total spending figures you have provided in your initial FOI response?**

Please see the table below for the breakdown of spend on OH and EAP:

	OH	EAP (Carefirst)	Total
2021/22	£715,634	31,290	£746,924
2022/23	£786,987	31,290	£818,277
2023/24	£674,667	31,760	£706,427

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, you have the right to request an internal review. Please write to the Freedom of Information Department (esh-tr.foi@nhs.net), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 0303 123 1113

Yours sincerely

Freedom of Information Department
esh-tr.foi@nhs.net