

Freedom of Information Request

Ref: 23-371

26 May 2023

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we hold some of the information you are requesting

Information requested under the Freedom of Information act is with reference to the NHS staff mental health and wellbeing hub – also known as staff support hubs, or resilience hubs – named BNSSG Mental Health and Wellbeing Hub.

Q1) What is the total number of referrals to the hub from the date the hub launched in 2021 until 31 March 2023, for the following service user groups:

a) NHS staff (please breakdown by profession, if possible)

a. Individuals

b. Teams

Job Role	Count
Clinical Consultant	9
Clinical Manager/ Lead	23
Critical Care/ ICU / ITU Staff	9
Doctor/GP	35
Midwife	*
Nurse	134
Non-Clinical Manager/Director/Lead	28
Non-Clinical Staff	68

Social Care	6
Other Clinical Staff	71
Other**	106

The information above relates to individuals, we did not provide any team work.

*** We cannot identify the profession*

Please note: Where the figures are between 1 and 5, this has been denoted by *. Due to the low numbers, we have considered that there is the potential for individuals to be identified from the information provided, when considered with other information that may also be in the public domain. In our view disclosure of these low figures would breach one of the Data Protection Principles set out in Schedule 1 of the Data Protection Act, namely Principle 1. The Trust therefore finds that the Section 40(2) exemption contained within the Freedom of information Act 2000 is engaged. (Section 40 is the exemption for personal information).

b) Social care staff

a. Individuals

b. Teams

Job Role	Count
Clinical Consultant	0
Clinical Manager/ Lead	*
Critical Care/ ICU / ITU Staff	0
Doctor/GP	0
Midwife	0
Nurse	0
Non-Clinical Manager/Director/Lead	*
Non-Clinical Staff	7
Social Care	28
Other Clinical Staff	0
Other**	*

The information above relates to individuals, we did not provide any team work.

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Q2) How many referrals did the hub receive from 1 April 2022 until 31 March 2023, for the following service user groups:

a) NHS staff (please breakdown by profession, if possible)

a. Individuals

b. Teams

Job Role	Count
Clinical Consultant	*
Clinical Manager/ Lead	10
Critical Care/ ICU / ITU Staff	*
Doctor/GP	21
Midwife	*
Nurse	78
Non-Clinical Manager/Director/Lead	24
Non-Clinical Staff	44
Social Care	*
Other Clinical Staff	62
Other**	9

The information above relates to individuals, we did not provide any team work.

*** We cannot identify the profession*

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b) Social care staff

a. Individuals

b. Teams

Job Role	Count
Clinical Consultant	0
Clinical Manager/ Lead	0
Critical Care/ ICU / ITU Staff	0
Doctor/GP	0
Midwife	0
Nurse	0
Non-Clinical Manager/Director/Lead	*
Non-Clinical Staff	6
Social Care	18
Other Clinical Staff	0
Other**	*

The information above relates to individuals, we did not provide any team work.

*** We cannot identify the profession*

Please note: Where the figures are between 1 and 5, this has been denoted by *. Due to the low numbers, we have considered that there is the potential for individuals to be identified from the information provided, when considered with other information that may also be in the public domain. In our view disclosure of these low figures would breach one of the Data Protection Principles set out in Schedule 1 of the Data Protection Act, namely Principle 1. The Trust therefore finds that the Section 40(2) exemption contained within the Freedom of information Act 2000 is engaged. (Section 40 is the exemption for personal information).

NB: Due to the lack of funding we ceased to take any new referrals from November 2022

Q3a) What are the top 10 reasons for referral to the hub (e.g. work-related stress, Covid-19, anxiety, depression, relationship problems, trauma, burnout, financial worries) from the date the hub launched in 2021 until 31 March 2023, for the following service user groups,

a) NHS staff (please breakdown by profession, if possible)

b) Social care staff

and

Q3b) How many referrals did the hub receive for each reason for referral, from the date the hub launched in 2021 until 31 March 2023, for the following service user groups:
c) NHS staff (please breakdown by profession, if possible)
d) Social care staff

NHS staff

Reason for Referral	Count
Anxiety	119
Work-related stress	56
Depression	49
Long Covid	37
Grief and loss	31
PTSD	29
Relationship Difficulties	19
Work-related Trauma	11
Phobias	*
Self Harm Behaviours	*

Please note: Where the figures are between 1 and 5, this has been denoted by *. Due to the low numbers, we have considered that there is the potential for individuals to be identified from the information provided, when considered with other information that may also be in the public domain. In our view disclosure of these low figures would breach one of the Data Protection Principles set out in Schedule 1 of the Data Protection Act, namely Principle 1. The Trust therefore finds that the Section 40(2) exemption contained within the Freedom of information Act 2000 is engaged. (Section 40 is the exemption for personal information).

Social Care staff

Reason for Referral	Count
Anxiety	*
Work-related stress	*
Depression	*
Long Covid	*
Grief and loss	*

PTSD	*
Relationship Difficulties	*
Work-related Trauma	0
Phobias	0
Self Harm Behaviours	0

Please note: Where the figures are between 1 and 5, this has been denoted by *. Due to the low numbers, we have considered that there is the potential for individuals to be identified from the information provided, when considered with other information that may also be in the public domain. In our view disclosure of these low figures would breach one of the Data Protection Principles set out in Schedule 1 of the Data Protection Act, namely Principle 1. The Trust therefore finds that the Section 40(2) exemption contained within the Freedom of information Act 2000 is engaged. (Section 40 is the exemption for personal information).

Q4) Following clinical assessment, how many hub service users required each level of support categorised below, from the date the hub launched in 2021 until 31 March 2023, by service user group:

- **Number of hub service users who received Lower level support – signposting to information and advice, guided self-help, low-level CBT, psychological education**
 - o NHS staff
 - o Social care staff

- **Number of hub service users who received Mid level support – Mid-level CBT and other psychological interventions**
 - o NHS staff
 - o Social care staff

- **Number of hub service users to received High level psychological support – acute support, including trauma informed therapies and clinical combined treatments**
 - o NHS staff
 - o Social care staff

- **Number of hub service users who were referred to other services**
 - o NHS staff
 - o Social care staff

Staff Group	Level of Support required	Count
NHS Staff	Low	96

Social Care Staff	Low	11
NHS Staff	Mid	158
Social Care Staff	Mid	6
NHS Staff	High	188
Social Care Staff	High	14

Q5) What is the annual running cost of the hub?

We cannot provide this as the hub was set up to deliver three projects. In 2021/22 We received £609k for the mental health component of the hub.

Q6) What alternative mental health and wellbeing support is available for NHS and social care staff, in the ICB/ICS area, excluding the hub?

Each provider will have a health and wellbeing programme of work however we can see from our gap analysis that programmes are more established in the larger NHS Trusts than in Social Care. In addition there is very little provision for Psychological Assessment. Our local IAPT service has very long waiting list, which means some employees have no access to rapid psychological assessment or counselling.

The Occupational Health Provider for University Hospitals Bristol and Weston NHS Foundation Trust, North Bristol NHS Trust, and Sirona Care and Health (two main NHS Trusts and main Community Care Provider) provide a counselling service but since the closure of the hub the service has seen a significant increase in referrals to their counselling team since the funding for the hub was withdrawn. Most larger organisations have access to an EAP however it should be noted that a number of community care and primary care providers have not invested in this service.

Q7) What other mental health and wellbeing support needs, if any, has the hub provided, since opening? For example, major incident response support, or provision out of initial scope for the hub. Please describe.

Psychological treatment for PTSD and other types of work related stress

Critical Incident Support for managers and teams

Long Covid Psycho-education group for staff with long covid

Training and Support to managers – compassionate leadership

Webinars on a range of topics including burnout, moral distress, managing uncertainty, recognising trauma.

1:1 support for managers

Psycho-education groups for staff struggling with mild to moderate anxiety/work stress/exhaustion

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

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

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust