



Kent and Medway
NHS and Social Care Partnership Trust

Information Governance & Records Management Department

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Sent via email

Dear [REDACTED]

Request for Information

I write further to your request FOI ID 46339 under the Freedom of Information Act 2000 regarding: -

Occupational Health and Employee Assistance Programmes

Your request is set out below:

1) Could you please provide me with an understanding of how your Trust defines OH and EAP respectively?
What elements/criteria do you measure to track the provision of each?

Occupational health: The Occupational Health Service is viewed as a resource to support the health and wellbeing of staff. It helps the organisation in making important decisions about the health of their workforce and assists with reducing workplace absence.

A description of services is as follows:

- Telephone Support Services;
- Online Portal;
- Occupational Health Pre-Employment Checks;
- Management, HR and Staff Referrals;
- Health Checks for Drivers;
- Occupational Health Screening and Surveillance;
- Health and Safety;
- Vaccinations and Managing Infection Control Risks; and
- Health Promotion and Lifestyle.

Performance reporting consists of:

- Attendance
- Health assessment triaging and reporting
- Referrals with OH Advisor/OH physician/Physiotherapist
- Reason for referrals
- Work details of referees

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Trust Chair – Dr Jackie Craissati
Chief Executive – Sheila Stenson

- **Waiting times**
- **Outcome of referrals**
- **Referral reports summary**
- **Number of blood tests and immunisations**
- **User experience feedback**

EAP: The employee assistance programme aims to boost morale in the workplace, decrease absenteeism, and improve employees' overall health.

A description of services is as follows:

- **Your Care Wellbeing Platform;**
- **24/7 Telephone 'in the moment' support line;**
- **Telephone counselling (6 sessions per employee);**
- **Face to face and virtual counselling (6 sessions per employee);**
- **Telephone information support (support for practical issues, such as legal information, consumer advice etc.);**
- **Online wellbeing hub;**
- **CBT self-help workbooks;**
- **Domestic abuse resources and application;**
- **Debt advice;**
- **Podcasts and blogs; and**
- **Ask Bill.**

Performance reporting consists of:

- **Portal access**
- **Self-help downloads**
- **Self-help page views**
- **Incoming calls to 24/7 helpline**
- **Clinical usage**
- **Types of clinical usage**
- **Presenting issues**
- **Demographic and work details**
- **Referral source**
- **Outcomes after therapy**
- **Service user experience**

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?

Our previous response under FOI ID 45266 provided the total spend for OH services.

The Trust's EAP provision is provided by Vivup with the total spend being £20,830.14

I confirm that the information above completes your request under the Freedom of Information Act 2000. I am also pleased to confirm that no charge will be made for this request.

If you have any questions or concerns or are unhappy with the response provided or the service you have received you can write to the Head of Information Governance at the address on top of this letter. If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision.

Yours Sincerely

On Behalf of
The Information Governance Department