

Our Ref: NG/RM/24387  
Date: 28<sup>th</sup> November 2024

Nicola Griffiths  
Deputy Director of Governance  
North Staffordshire Combined Healthcare NHS Trust  
Lawton House  
Bellringer Road  
Trentham  
ST4 8HH

Reception: 0300 123 1535

Dear

### Freedom of Information Act Request

I am writing in response to your e-mail of the 31<sup>st</sup> October 2024. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

#### ***Requested information:***

I would like to know the difference in spending for Occupational Health (OH) and Employee Assistance Programs (EAP). As part of this I am trying to get clarification on what constitutes OH and EAP.

- 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 (OH) is our provider that undertakes all aspects of health requirements (as required for NHS Trusts) for our employees and bank workers. It covers matters including recruitment health checks, health assessments with regards to employee's health and wellbeing, fitness to work, reasonable adjustment assessments and sickness absence advice and guidance. It also provides a number of vaccinations in accordance with national guidelines. KPI's are used to measure duration of sickness, length of time from referral to appointments, DNA's, activity undertaken, reasons for referrals**
- **Employee Assistance Programs (EAP) is an online provision that provides:**
  - **In the moment - A type of counselling or support that is provided in real-time, at the very moment when a person is experiencing a particular issue, emotional distress or crisis**
  - **24/7 telephone support (365 days of the year) – speak in confidence to fully qualified counsellors and support specialists- emotional, personal or work-related issues**
  - **Resources – books, podcasts, blogs and guidance on how to manage your wellbeing**
  - **Debt advice service**



Chair: Janet Dawson  
Chief Executive: Dr Buki Adeyemo  
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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?

- **Occupational Health contract is £114,613 for 3 years with Optima.**
- **EAP is a free service and part of the overall package the Trust receive through Vivup. We do not have the split data for EAP or Vivup which is a HR scheme.**

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review of the management of your request. 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: Dr Buki Adeyemo, Chief Executive, North Staffordshire Combined Healthcare Trust, Trust Headquarters, Lawton House, Bellringer Road, Trentham, ST4 8HH. 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.

Yours sincerely



**Nicola Griffiths**  
**Deputy Director of Governance**