



Prepared for: NHSBT
Prepared by: Health Assured

During the reporting period we offered the programme to 5,425 members of staff
NHSBT had 912 calls in the reporting period, with the majority of calls (85.1%) being counselling related.
This gives an annualised utilisation figures of 18.3% (estimated for a 12 month period).



Spotting Social Media Addiction at the Workplace

In a 2017 Elsevier study, it has been estimated that over 210 million people suffer from internet and social media addictions worldwide.

What is social media addiction?

A social media addiction is an unhealthy relationship with social media or the internet, in which they use it more than they would like to use it, and they continue to use despite negative consequences.

The greatest damage that the addiction can cause to an individual is to their self-esteem. Addiction is defined as not having control over what they're doing, and taking or using something to the point where it could be harmful to them.

What to look out for

As with any addiction, there are many warning signs you can look out for in your colleagues. For people who have developed an unhealthy attachment to social media, the following effects may arise:

- Using their phones to procrastinate
- Checking notifications throughout the day
- Constantly monitoring 'likes' and 'shares'
- Only communicating to people via social media
- Constantly taking photos at work

Mental Health effects

Despite the obvious effects social media addictions can have on your productivity at work, it can also cause detrimental effects to your mental wellbeing. Studies have shown the link between Facebook use and less moment- to-moment happiness and life satisfaction in individuals. Due to the digital nature of social media, the lack of face-to-face connections between individuals can cause users to feel lonely and isolated.

Did you know?

- 3.1 Billion people are social media users worldwide
- The average daily time spent on social media is 116 minutes a day
- On average, people have 5.54 social media accounts

Overall, technology can be a great tool to help us connect with people however, it can create situations that can cause us to become less productive.

It's important that we shouldn't neglect the importance of physical communication with others, and to avoid social media platforms from controlling our lives.

Clinical Commentary

As you can see from the Service Engagement Summary page, over the last quarter we have seen an increase in calls (>16%) when compared to the previous quarter.

80% of calls received were counselling related and of these, 14.3% went on to receive structured counselling. In addition to the increase in calls, we have also seen a significant increase in referrals for counselling support (>45%). 20% of calls received over the last quarter were for Advice matters.

Over the last 12 months' calls relating to Mental Health accounts for 37% of calls into the service and is the most common reason for calling. This has finished below current benchmarking (<6%). Low Mood, Anxiety and Depression account for the majority of the calls and it is clear the service continues to be well utilised for Mental Health matters.

The next most common reason for calling is for Legal Advice which now accounts for 15% of calls received for the year and is higher than our current benchmark of 11% (>4%). Benefits, Childcare & Civil matters account for the majority of the calls received.

This is followed by calls relating to Work which accounts for 13% of calls received over the last 12 months, finishing higher than current benchmarking which is 11% (<2%).

The workplace outcomes suite demonstrates the value of the service and the impact it is having on employees. At the start of therapy 28% of employees were out of work, after attending structured support this reduced to 14% with 50% returning to work. Following the completion of structured counselling, improvements can be seen across all four categories of the workplace outcome suite, which are as follows (benchmarking in brackets):

- 25.9% decrease in Presenteeism (30.8%)
- 11.1% increase in Work Engagement (7.4%)
- 34.8% increase in Life Satisfaction (26.9%)
- 20.8% decrease in Workplace Distress (22.7%)

72% of people who engaged in structured therapy were already in work again which indicates individuals are proactively seeking support which is encouraging to see.

As expected structured therapy has seen a marked improvement in people's anxiety levels and mood demonstrating the intervention has been beneficial which will have a positive impact on individuals' wellbeing and their engagement with work, i.e. presenteeism.

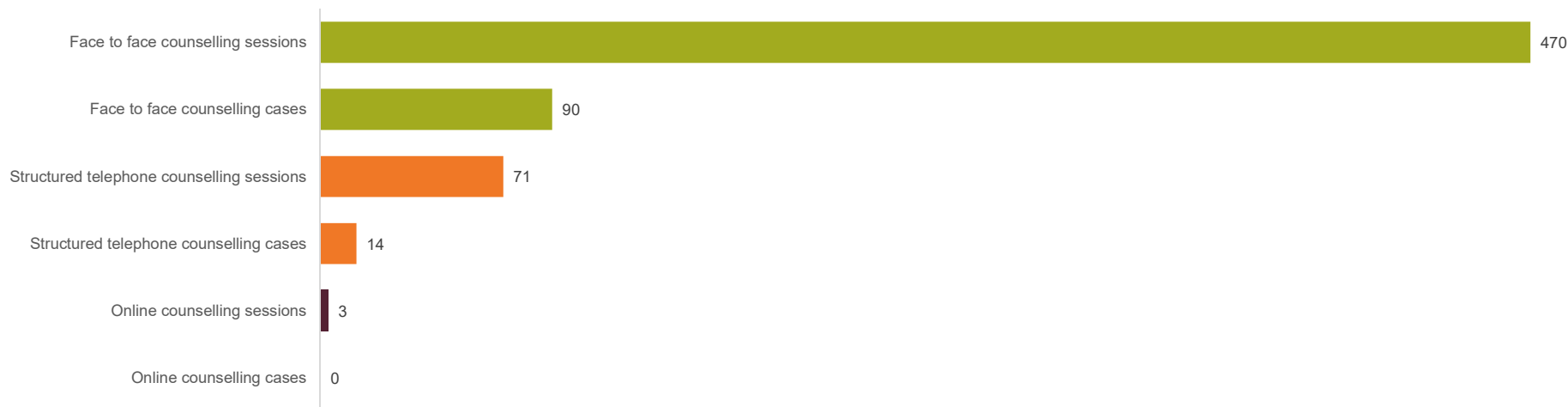
Recommendation

It is clear the service is being effectively promoted and the data collated over the last 12 months indicates the service is being well utilised for Mental Health matters.

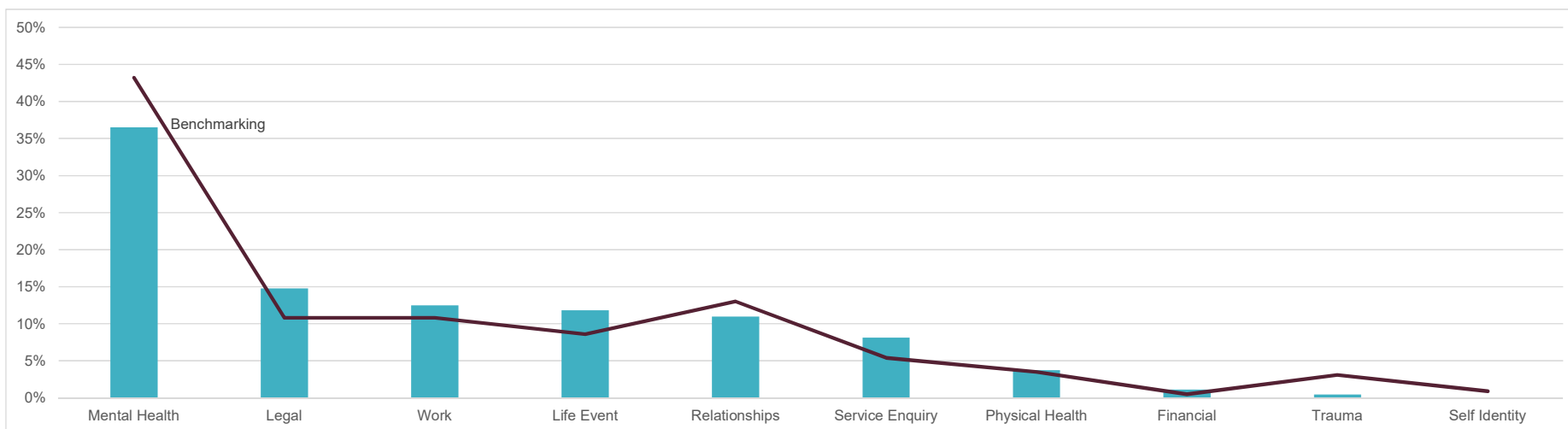
It is particularly encouraging to see the improvements seen after therapy with Presenteeism, Life Satisfaction and Workplace Distress improving significantly.

	Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Total
Counselling calls	75	50	63	82	58	47	93	55	51	61	64	78	777
Advice calls	7	13	8	20	9	7	2	15	3	13	14	24	135
Face to face counselling cases	12	8	7	11	4	6	10	4	5	8	7	8	90
Face to face counselling sessions	32	48	47	38	49	34	34	57	24	45	22	40	470
Structured telephone counselling cases	0	1	1	2	0	3	1	0	0	2	2	2	14
Structured telephone counselling sessions	6	3	6	10	5	6	7	4	1	6	12	5	71
Online counselling cases	0	0	0	0	0	0	0	0	0	0	0	0	0
Online counselling sessions	0	0	0	0	0	0	0	0	0	0	0	3	3
Management helpline referrals	0	0	2	2	1	0	1	2	3	1	0	0	12
Monitored cases	0	0	0	0	0	0	0	0	0	0	0	0	0
Online health portal hits	136	183	185	284	180	163	232	192	123	219	245	200	2,342

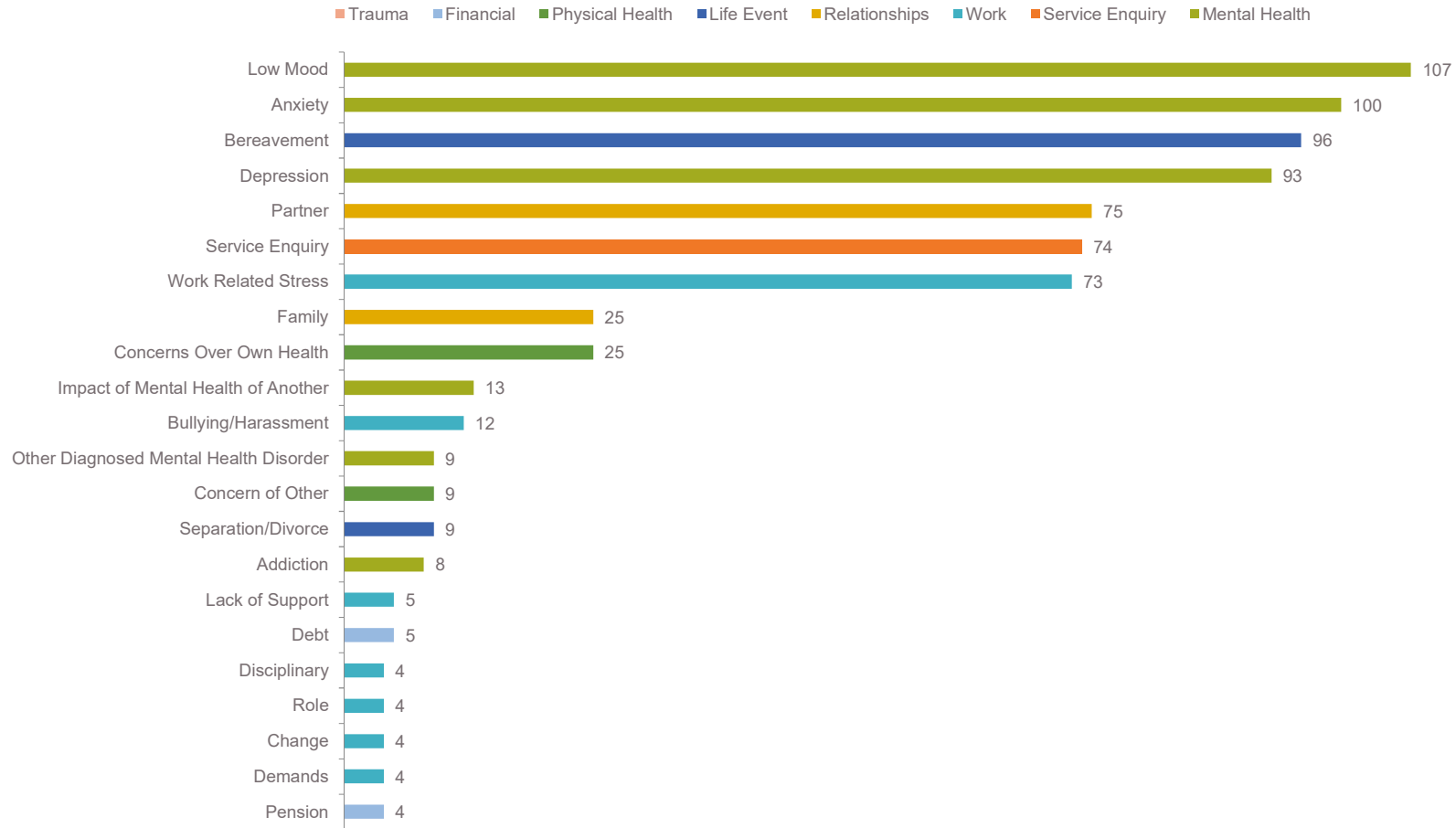
Counselling Engagement



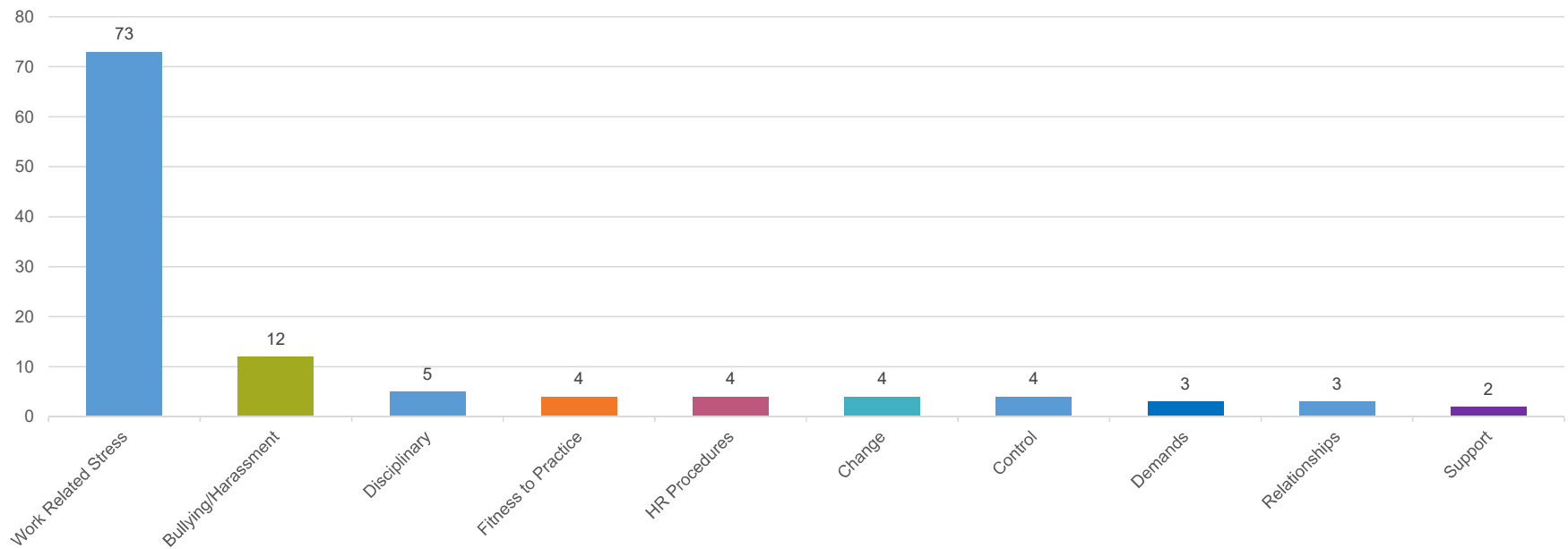
	Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Total	Split by %	Benchmarking
Mental Health	21	21	23	29	10	19	42	25	22	38	35	48	333	37%	43%
Legal	7	13	8	20	9	7	2	15	3	13	14	24	135	15%	11%
Work	6	8	20	15	3	5	6	8	11	8	10	14	114	13%	11%
Life Event	12	1	4	13	31	7	6	6	3	6	11	8	108	12%	9%
Relationships	13	7	4	20	1	11	25	3	7	4	2	3	100	11%	13%
Service Enquiry	22	6	9	2	9	5	11	5	2	0	2	1	74	8%	5%
Physical Health	1	2	2	3	3	0	1	7	6	4	1	4	34	4%	4%
Financial	0	5	0	0	0	0	2	1	0	0	2	0	10	1%	1%
Trauma	0	0	1	0	1	0	0	0	0	1	1	0	4	0%	3%
Self Identity	0	0	0	0	0	0	0	0	0	0	0	0	0	0%	1%
Grand Total	82	63	71	102	67	54	95	70	54	74	78	102	912	100%	100%



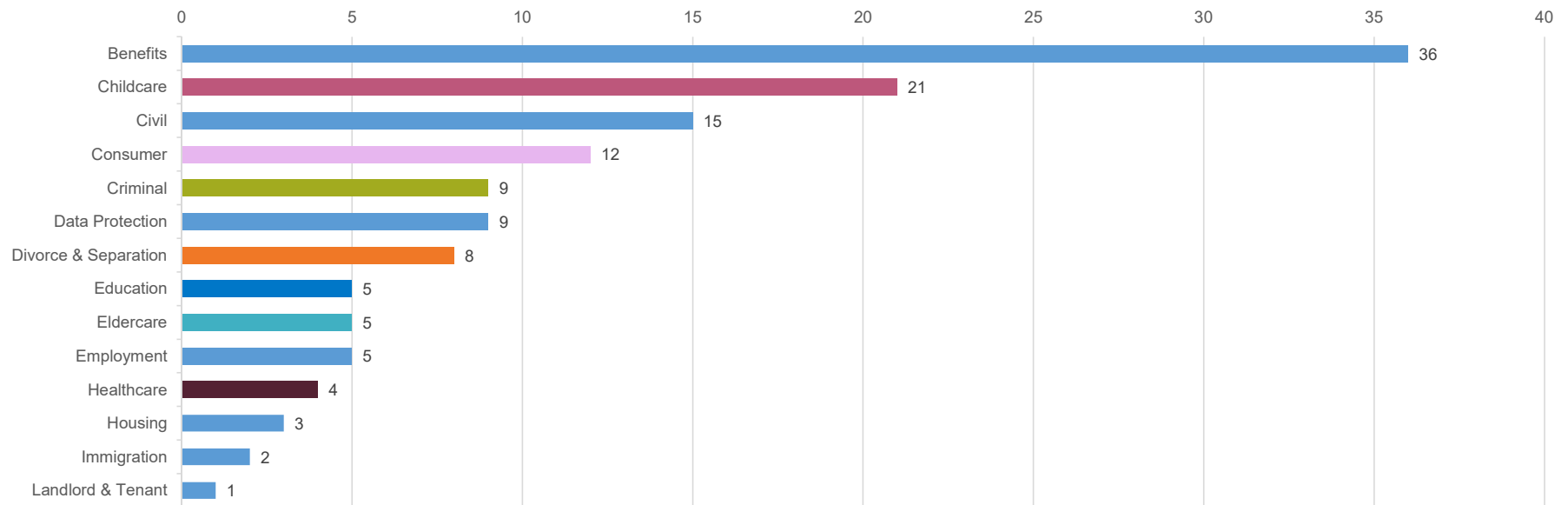
	Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Total
Low Mood	3	2	4	5	4	2	13	11	13	21	16	13	107
Anxiety	6	10	12	6	4	12	7	3	5	9	12	14	100
Bereavement	12	1	3	6	29	6	5	6	3	6	11	8	96
Depression	8	7	7	11	1	3	21	5	2	6	5	17	93
Partner	11	5	4	20	0	7	15	3	1	4	2	3	75
Service Enquiry	22	6	9	2	9	5	11	5	2	0	2	1	74
Work Related Stress	3	8	15	14	3	5	4	3	3	3	5	7	73
Employment	1	3	0	0	2	1	1	3	0	5	3	17	36
Concerns Over Own Health	1	0	2	1	0	0	1	7	6	4	1	2	25
Family	2	2	0	0	1	4	10	0	6	0	0	0	25
Divorce & Separation	4	3	2	0	0	1	1	6	0	1	1	2	21
Housing	0	1	0	0	7	0	0	3	0	0	3	1	15
Impact of Mental Health of Another	0	2	0	2	0	0	0	2	2	2	2	1	13
Bullying/Harassment	3	0	0	1	0	0	0	2	2	4	0	0	12
Consumer	0	0	2	6	0	3	0	1	0	0	0	0	12
Civil	1	3	0	3	0	0	0	0	0	2	0	0	9
Concern of Other	0	2	0	2	3	0	0	0	0	0	0	2	9
Other Diagnosed Mental Health Disorder	2	0	0	0	0	0	0	4	0	0	0	3	9
Property	1	0	0	0	0	0	0	2	0	2	2	2	9
Separation/Divorce	0	0	0	7	0	1	1	0	0	0	0	0	9
Addiction	2	0	0	5	1	0	0	0	0	0	0	0	8
Benefits	0	0	0	5	0	0	0	0	1	0	0	2	8
Childcare	0	0	0	3	0	0	0	0	0	2	0	0	5
Criminal	0	1	3	0	0	0	0	0	0	0	1	0	5
Debt	0	3	0	0	0	0	1	1	0	0	0	0	5
Immigration	0	2	0	3	0	0	0	0	0	0	0	0	5
Lack of Support	0	0	5	0	0	0	0	0	0	0	0	0	5
Change	0	0	0	0	0	0	0	0	0	1	0	3	4
Disciplinary	0	0	0	0	0	0	0	0	3	0	1	0	4
Demands	0	0	0	0	0	0	0	0	0	0	4	0	4
Education	0	0	0	0	0	0	0	0	0	0	4	0	4
Pension	0	1	0	0	0	0	1	0	0	0	2	0	4
Role	0	0	0	0	0	0	0	0	2	0	0	2	4
Anger	0	0	0	0	0	2	1	0	0	0	0	0	3
Redundancy	0	0	0	0	0	0	2	0	1	0	0	0	3
Relationships	0	0	0	0	0	0	0	1	0	0	0	2	3
Wills & Probate	0	0	0	0	0	2	0	0	0	1	0	0	3
Critical Incident	0	0	0	0	0	0	0	0	0	1	1	0	2
Landlord & Tenant	0	0	0	0	0	0	0	0	2	0	0	0	2
Support	0	0	0	0	0	0	0	2	0	0	0	0	2
Theft/Crime	0	0	0	0	2	0	0	0	0	0	0	0	2
Group Event	0	0	0	0	1	0	0	0	0	0	0	0	1
Individual Event	0	0	1	0	0	0	0	0	0	0	0	0	1
Motoring	0	0	1	0	0	0	0	0	0	0	0	0	1
Moving	0	0	1	0	0	0	0	0	0	0	0	0	1
Tax	0	1	0	0	0	0	0	0	0	0	0	0	1
Grand Total	82	63	71	102	67	54	95	70	54	74	78	102	912



	Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Total
Work Related Stress	3	8	15	14	3	5	4	3	3	3	5	7	73
Bullying/Harassment	3	0	0	1	0	0	0	2	2	4	0	0	12
Disciplinary	0	0	5	0	0	0	0	0	0	0	0	0	5
Fitness to Practice	0	0	0	0	0	0	0	0	3	0	1	0	4
HR Procedures	0	0	0	0	0	0	0	0	0	1	0	3	4
Change	0	0	0	0	0	0	0	0	0	0	4	0	4
Control	0	0	0	0	0	0	0	0	2	0	0	2	4
Demands	0	0	0	0	0	0	0	1	0	0	0	2	3
Relationships	0	0	0	0	0	0	2	0	1	0	0	0	3
Support	0	0	0	0	0	0	0	2	0	0	0	0	2
Grand Total	6	8	20	15	3	5	6	8	11	8	10	14	114



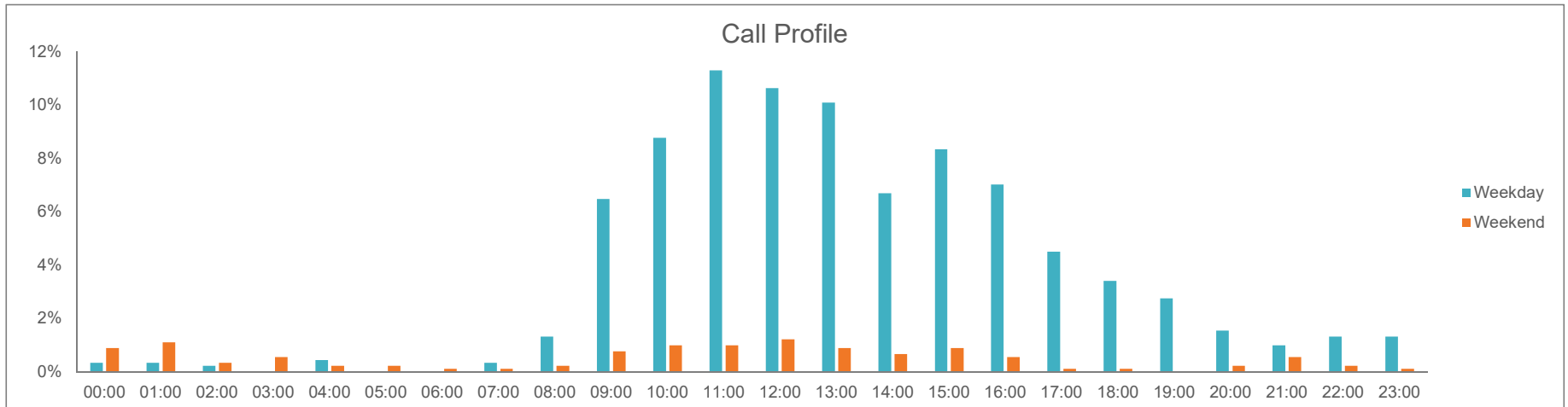
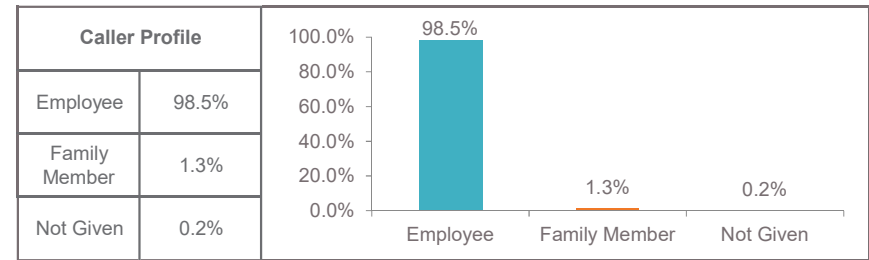
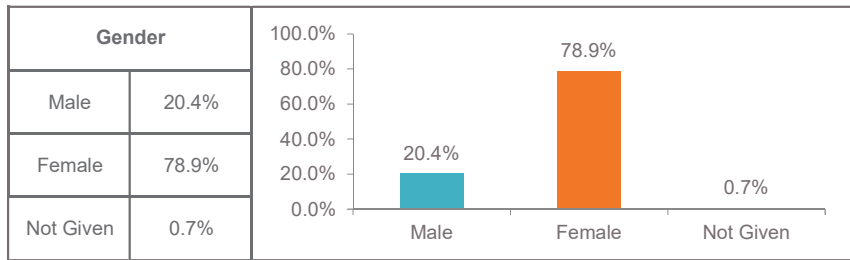
	Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Total
Benefits	1	3	0	0	2	1	1	3	0	5	3	17	36
Childcare	4	3	2	0	0	1	1	6	0	1	1	2	21
Civil	0	1	0	0	7	0	0	3	0	0	3	1	15
Consumer	0	0	2	6	0	3	0	1	0	0	0	0	12
Criminal	1	3	0	3	0	0	0	0	0	2	0	0	9
Data Protection	1	0	0	0	0	0	0	2	0	2	2	2	9
Divorce & Separation	0	0	0	5	0	0	0	0	1	0	0	2	8
Education	0	0	0	3	0	0	0	0	0	2	0	0	5
Eldercare	0	1	3	0	0	0	0	0	0	0	1	0	5
Employment	0	2	0	3	0	0	0	0	0	0	0	0	5
Healthcare	0	0	0	0	0	0	0	0	0	0	4	0	4
Housing	0	0	0	0	0	2	0	0	0	1	0	0	3
Immigration	0	0	0	0	0	0	0	0	2	0	0	0	2
Landlord & Tenant	0	0	1	0	0	0	0	0	0	0	0	0	1
Grand Total	7	13	8	20	9	7	2	15	3	13	14	24	135



Category	Blood Donation	Clinical	Communications	DTS	Finance	ICT	Manufacturing & Logistics	Not on list	ODT	People	NHS Blood and Transplant	Grand Total
Mental Health	139	57	7	6	4	18	15	48	20	19	0	333
Service Enquiry	21	15	0	2	0	22	0	4	9	1	0	74
Legal	44	23	1	12	4	16	2	21	6	6	0	135
Relationships	39	4	0	2	0	15	4	7	28	1	0	100
Work	51	15	4	1	0	6	9	9	19	0	0	114
Financial	8	0	0	0	0	0	1	0	1	0	0	10
Life Event	52	16	0	2	0	9	0	11	17	1	0	108
Physical Health	15	9	2	3	0	0	0	2	3	0	0	34
Self Identity	0	0	0	0	0	0	0	0	0	0	0	0
Trauma	2	0	0	0	0	2	0	0	0	0	0	4
Grand Total	371	139	14	28	8	88	31	102	103	28	0	912

Category	Blood Donation	Clinical	Communications	DTS	Finance	ICT	Manufacturing & Logistics	Not on list	ODT	People	NHS Blood and Transplant	Grand Total
Face to face counselling sessions	225	65	18	15	3	36	9	28	60	3	8	470
Telephone counselling sessions	17	5	0	5	0	7	21	10	6	0	0	71
Online counselling sessions	0	0	0	0	0	0	0	0	0	3	0	3
Employees referred to face to face counselling	42	12	3	2	1	5	2	10	12	1	0	90
Employees referred to telephone counselling	4	1	0	0	0	2	4	2	1	0	0	14
Employees referred to online counselling	0	0	0	0	0	0	0	0	0	0	0	0
Management EAP helpline referrals	7	3	0	0	0	1	0	1	0	0	0	12
Monitored cases	0	0	0	0	0	0	0	0	0	0	0	0
Individual Cases	186	54	8	16	4	27	13	41	37	9	0	395
Individual Users	165	47	6	15	4	20	13	35	32	9	0	346

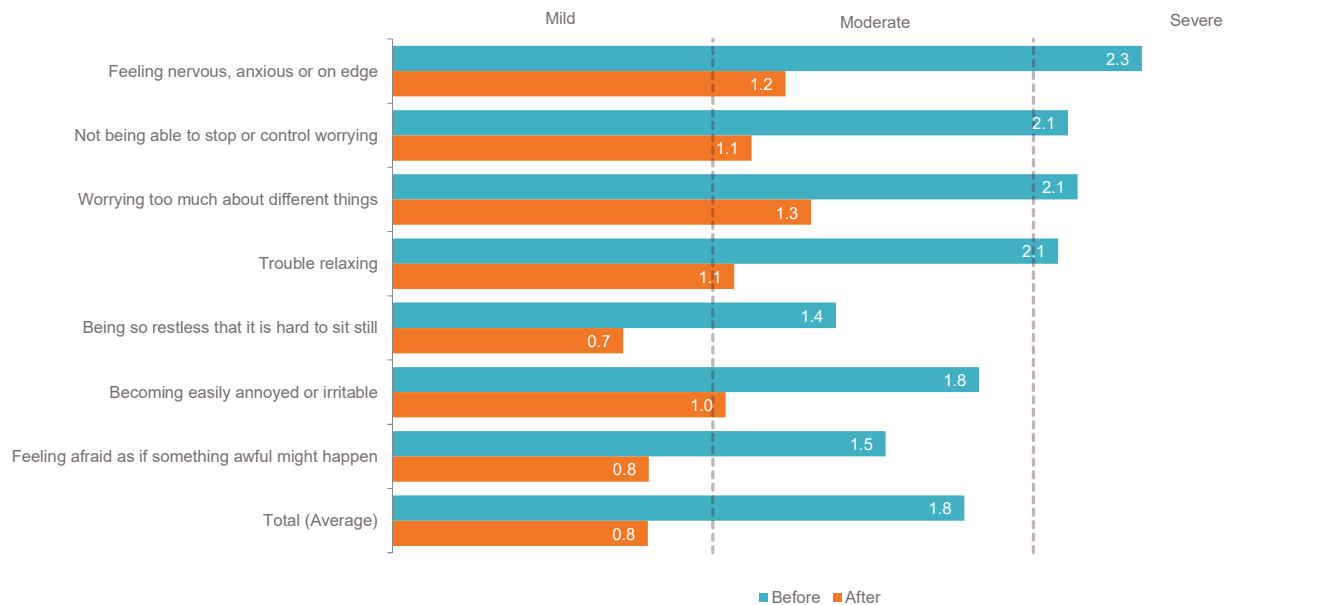
Monitored cases relate to callers that are presenting a level of risk. The level of risk may vary in severity identified however further support is offered to these clients. This may include more regular contact and disclosure to the individuals GP or a local mental health service as appropriate.



	Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Total
Monitored Cases (YTD)	0	0	0	0	0	0	0	0	0	0	0	0	0
Management EAP helpline referrals	0	0	2	2	1	0	1	2	3	1	0	0	12

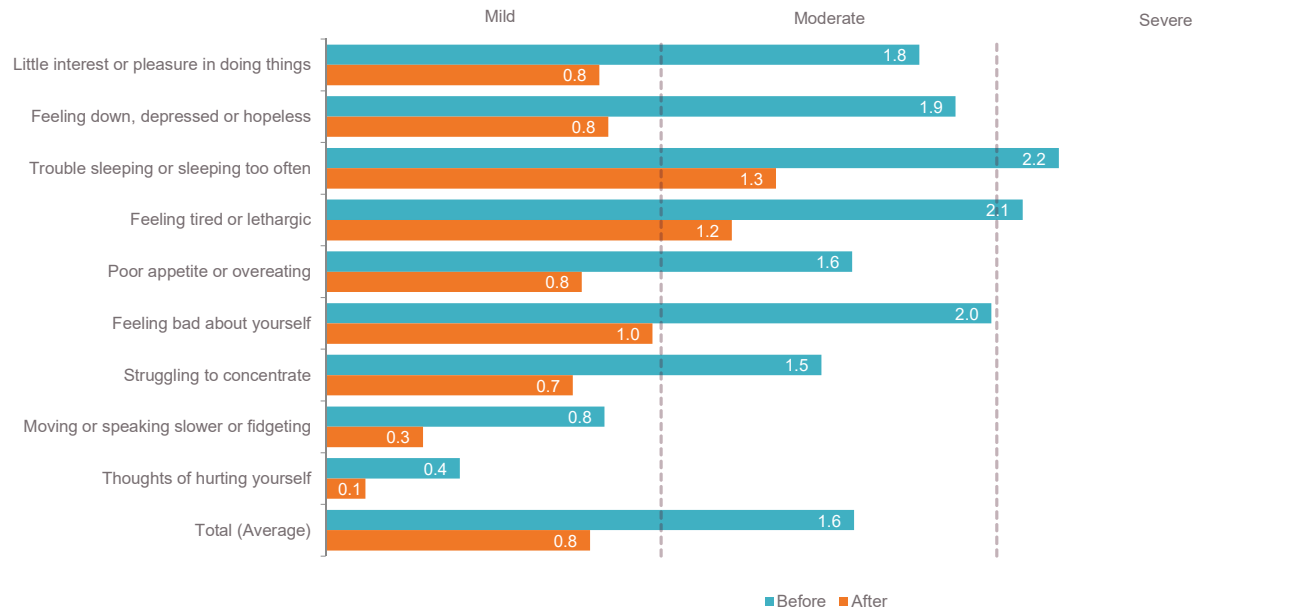
Age	16-19	20-29	30-39	40-49	50-59	60+	Total
Percentages	3%	10%	26%	26%	28%	6%	100%

	Start of Therapy	End of Therapy
<i>Over the last 2 weeks, how often have you been bothered by the following problems?</i>		
Feeling nervous, anxious or on edge	2.3	1.2
Not being able to stop or control worrying	2.1	1.1
Worrying too much about different things	2.1	1.3
Trouble relaxing	2.1	1.1
Being so restless that it is hard to sit still	1.4	0.7
Becoming easily annoyed or irritable	1.8	1.0
Feeling afraid as if something awful might happen	1.5	0.8
<i>KEY: 0 = Not at all, 1 = Several days, 2 = More than half the days, 3 = Nearly every day</i>		

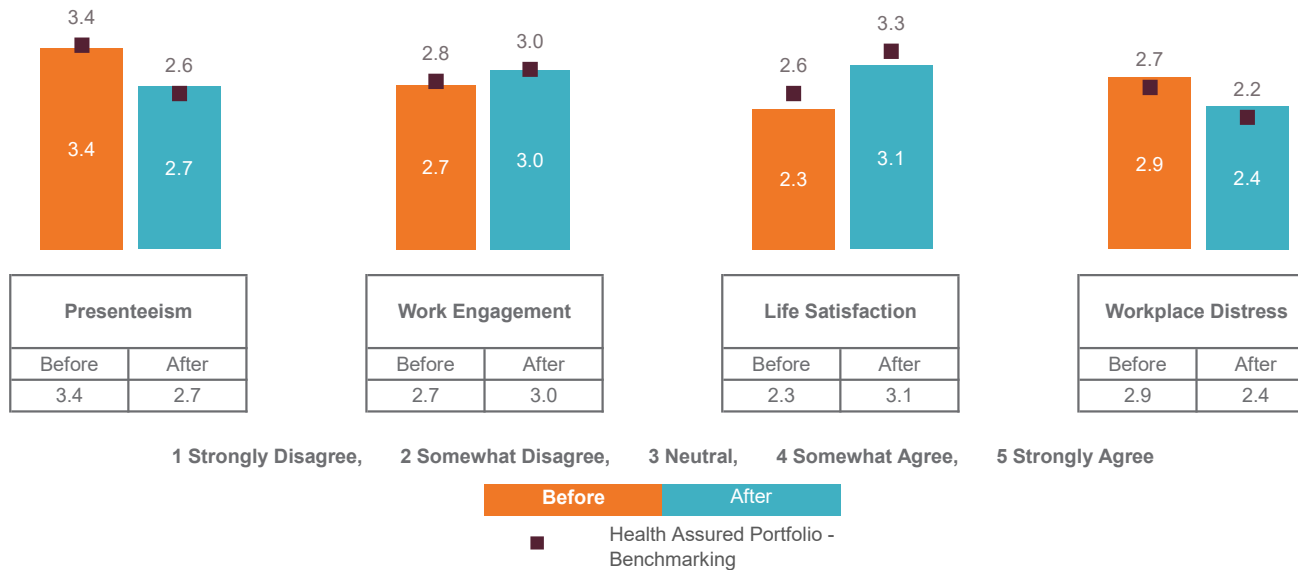


Following structured therapy there has been a 55.3% improvement in the GAD-7 scores

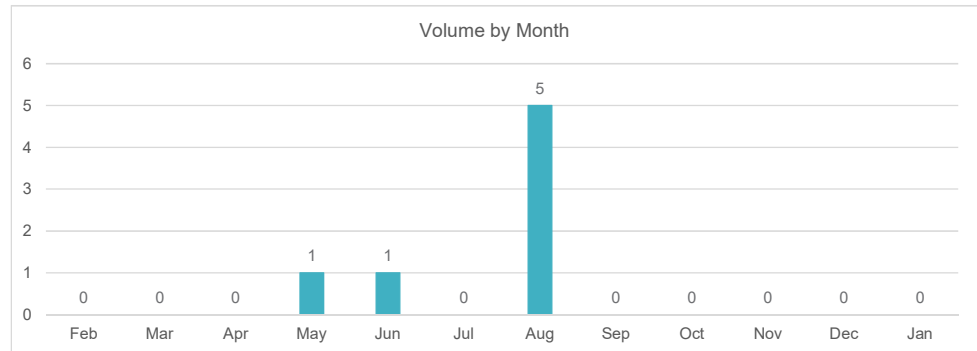
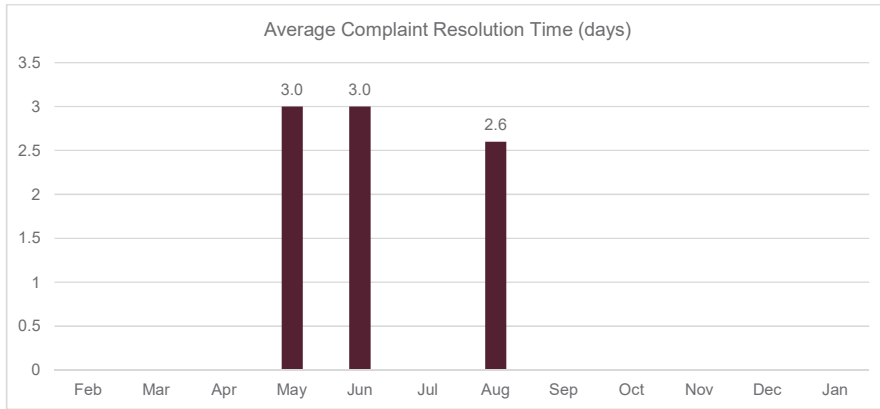
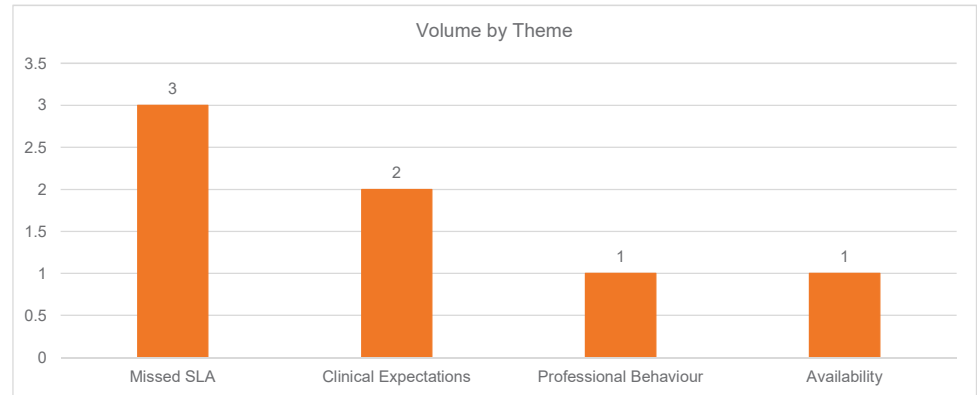
	Start of Therapy	End of Therapy
<i>Over the last 2 weeks, how often have you been bothered by the following problems?</i>		
Little interest or pleasure in doing things	1.8	0.8
Feeling down, depressed, or hopeless	1.9	0.8
Trouble sleeping or sleeping too much	2.2	1.3
Feeling tired or having little energy	2.1	1.2
Poor appetite or overeating	1.6	0.8
Feeling bad about yourself	2.0	1.0
Trouble concentrating on things	1.5	0.7
Moving or speaking slowly	0.8	0.3
Thoughts of hurting yourself	0.4	0.1
<i>KEY: 0 = Not at all, 1 = Several days, 2 = More than half the days, 3 = Nearly every day</i>		



Following structured therapy there has been a 49.9% improvement in the PHQ-9 scores



Date	Theme	Days Taken
11/05/2018	Professional Behaviour	3.0
15/06/2018	Clinical Expectations	3.0
03/08/2018	Missed SLA	4.0
06/08/2018	Clinical Expectations	3.3
07/08/2018	Missed SLA	2.3
07/08/2018	Missed SLA	2.3
23/08/2018	Availability	1.3



On average complaints have been investigated and resolved within 3 working days.

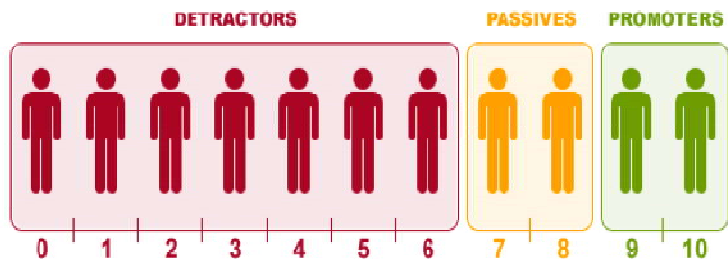
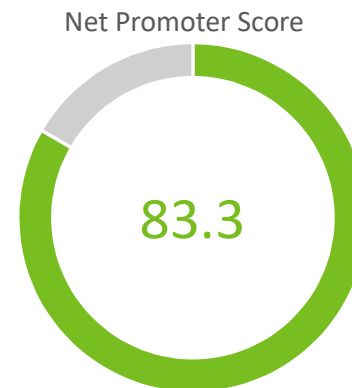
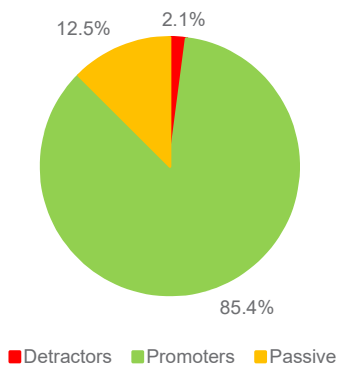
Service	Measure			Jan 2019	Feb 2019	Mar 2019	Achieved
	Red	Amber	Green				
Telephone support services available 24/7/365	<98%	98-100%	100%	100%	100%	100%	100%
Red flag cases matched immediately for telephone support	<100%	<100%	100%	100%	100%	100%	100%
All calls answered within 5 rings	<97%	97-98%	98%	98.3%	100%	99.8%	99.4%
Call abandonment less than 2%	<97%	98-100%	99%	100%	100%	100%	100%
Call backs to take place within 2 hours	<98%	98-100%	99%	100%	100%	100%	100%
All non-counselling queries answered within 24 hours	<97%	97-98%	98%	100%	100%	100%	100%
Portal available 24/7/365 and downtime notification provided 72 hours in advance	<97%	98-99%	99%	100%	100%	100%	100%
Counselling services available 24/7/365	<100%	<100%	100%	100%	100%	100%	100%
Face to face counselling for red flag cases within 24 hours if need determined	<100%	<100%	100%	100%	100%	100%	100%
All counselling appointments to be arranged within 48 hours of first contact	<98%	98-100%	100%	100%	100%	100%	100%
Initial counselling session to take place within 5 days of first contact	<97%	98-99%	>99%	100%	100%	100%	100%
Fast track referral appointments booked within 2 days of referral	<98%	98-100%	100%	100%	100%	100%	100%
Face to face counselling offered within 1 hour via public transport	<97%	98-99%	99%	100%	100%	100%	100%
Critical incident telephone support available within 2 hours of notification, including for those abroad	<100%	<100%	100%	100%	100%	100%	100%
On-site CISM available within 48 hours	<100%	<100%	100%	100%	100%	100%	100%
All complaints acknowledged within 1 working day	<97%	97-99%	99%	N/A	N/A	N/A	N/A
All complaint updates provided at 2 day intervals	<97%	97-99%	99%	N/A	N/A	N/A	N/A
All customer satisfaction surveys to meet agreed target measures	<90%	90-95%	95%	100%	100%	100%	100%
All invoices correct first time with supporting data provided	<97%	97-99%	99%	100%	100%	100%	100%
Account management support available Monday to Friday - 8am until 6pm	<97%	97-99%	99%	100%	100%	100%	100%
Account management queries answered within 1 working day	<97%	97-99%	99%	100%	100%	100%	100%
Management Info delivered at agreed periods	<100%	<100%	100%	100%	100%	100%	100%
Ad hoc/urgent MI to be provided within agreed timescales upon request	<100%	<100%	100%	N/A	N/A	N/A	N/A

Date	Type	Location	Overview
09/07/2018	CISM	London	CISM - NHS - 09/07
25/08/2018	CISM	London	CISM 1 x half day 25/08/2018 Battersea London
10/09/2018	CISM	Birmingham	CISM - Half Day - 10/09/2018 - Birmingham

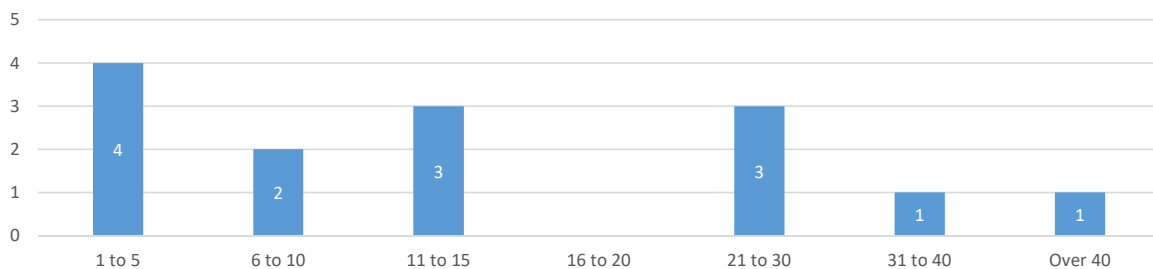
Service Elements	Client Satisfaction	
Distribution	Percentage of questionnaires sent to service users agreeing to provide service feedback	100%
Response Rate	Percentage of responses to feedback request following counselling	0%
Survey Goals	We introduced this survey to gain a better understanding of the service we provide and gain the insight of the service users. In order to develop the support available, we want to better understand both the areas we are currently succeeding as well as the areas which need improvement.	
Stand-out Comments		
Conclusion		
Actions to be Taken		

NOTE: Given the sensitive nature of the service provided, our counsellors check as to whether those who contact the service would be willing to complete a short survey. It is explained to them at this point that their feedback can be made completely anonymously, leaving as much or as little information as they wish to do so. The feedback request is then sent out to those who noted they would be willing to do so once their counselling journey has been completed. Counsellors will not make this request to anyone they believe it would be detrimental to enquire with.

Compliments Received			
Date:	Comments:	Date:	Comments:



Average Working Days Lost



Average working
days lost
18.7