



**Staffordshire and  
Stoke-on-Trent**

Integrated Care System

**Staff Psychological Wellbeing Hub**

# **The Staff Psychological Wellbeing Hub**

## **FAQ's**

# **Staffordshire and Stoke**



## **How do I access The Hub?**

You can self-referral using our online portal or by contacting The Hub direct via telephone or email

## **Does my employer or Line Manager need to know that I am using The Hub service?**

No, it is at your own discretion who you let know that you are accessing our service or the outcome from your assessment

## **How long does an initial assessment take?**

We typically advise keeping 40 minutes to an hour free to complete your assessment

## **Can I only access The Hub if I have a work related issue?**

No. We support staff with a range of challenges including, past trauma, workplace stress, childhood abuse, bereavement, anxiety, depression to name but a few



## **Do I need to be in crisis before accessing support?**

No. We recommend accessing support prior to feeling you are in crisis. We can help you identify positive coping strategies and self-help resources to prevent you from becoming unwell

## **Can I access The Hub without making a referral?**

We offer a duty service available Monday – Friday 9am – 5pm for staff needing immediate support.

During this contact the clinician may complete The Hub's referral questionnaires if appropriate to do so.

## **Do you only offer initial assessment?**

No. We offer initial assessments, follow up calls, weekly workshops, team engagement sessions, peer to peer groups and more. Please click the link to see a full list of what The Hub can offer to individuals and teams

**[Wellbeing Hub Brochure](#)**



## **Where will my information be stored?**

**As a Hub we are aware that one of the biggest barriers to staff accessing support is confidentiality. For this reason we use a separate recording system to that used by any of the organisations we support, therefore you can be reassured that no-one other than Hub staff can access your records.**

## **How will I be contacted?**

**All of our assessments and follow up calls are carried out via Telephone. Should you require a face-to-face appointment, please state this when initially contacted by our Admin Team as we will always work to set this up for you. The assessing clinician will always check your consent to receive text messages, emails and voice mail.**



## **Can I access The Hub in works time?**

We would encourage staff to make time for their own well-being at all times. There is particular emphasis on staff well-being currently and therefore your line manager/employer should be encouraging and supportive of you prioritising your well-being during works-time.

## **Do you offer out of hours support?**

Our opening hours are Monday –Friday 9am – 5pm however you can submit a referral at any time using our online portal. We do also support flexible appointments for staff who struggle to attend appointments within our opening hours.

## **What if I need on-going support?**

Upon completion of assessment we will discuss options for additional support if appropriate. Should you require referral into another service, the assessing clinician will discuss this with you and with your consent will make the the appropriate referral as necessary.



## **How long will I need to wait for treatment?**

Treatment times vary depending on the service you have been referred into. The assessing clinician will always offer you the potential wait times if known.

## **What if I do not hear from the agency that The Hub has referred me into?**

We work closely with local and national organisations that we refer into and hope this is not the case, however, in this instance please contact The Hub and we will happily assist you in accessing the appropriate treatment and chase up any appointments on your behalf.

## **What if I need to access your service again?**

We understand that life can be challenging and that things change, you can access our service as many times as you need to but we hope to identify the correct support for your needs in the first instance.



## **What if I know the Staff working within The Hub I am accessing?**

**We have assessing clinicians from both MPFT and NSCHT and therefore can ensure you are assessed by a clinician from outside of your employing organisation if this is your preference.**

**All of our staff have a code of conduct that they follow. Upon booking your initial assessment, the Admin team will inform you who your appointment is booked with; you can ask at any time if you wish to change your assessing clinician.**

**It is our vision to normalise support seeking, reduce the fear of stigma and to instil a culture where psychological well-being is a fundamental part of how we lead, behave and treat each other**



*We hope that you have found our FAQ's useful. Should you still have a query, please do not hesitate to contact The Hub via email or telephone and we will do our very best to answer your question.*



**Refer online:**  
[staffsstokeics.org.uk](http://staffsstokeics.org.uk)



**Call us:**  
0300 303 5406 (open 9am - 5pm, Mon - Fri)



**Email us:**  
[twb.staffwellbeinghub@nhs.net](mailto:twb.staffwellbeinghub@nhs.net)



**Twitter:**  
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