

# Case Study

Evaluating a Mental Health  
Service for NHS Staff



**BREAKTHROUGH** HNY  
Our Workforce Transformation Programme 2023/24

# Context

- The Resilience Hub was established in response to the COVID-19 pandemic to provide rapid, confidential mental health support for NHS and care staff across Humber and North Yorkshire. Unlike traditional occupational health services, the Hub operated independently, offering immediate access to psychological interventions without the need for managerial referrals.
- With NHS England's funding coming to an end, the future of the Hub was uncertain. Given the high rates of mental health-related sickness absence in the NHS—which accounted for 23% of all sick days the need for sustainable, mental health support was more pressing than ever. This project sought to assess the Hub's impact, financial viability, and future funding options to secure its long-term sustainability.





# How we helped: Impact Analysis

- To build the case for ongoing funding, we conducted a comprehensive evaluation of the Hub's impact on staff wellbeing and organisational efficiency. The analysis showed that the Hub provided mental health support to approximately 1,000 individuals per year, significantly reducing anxiety and depression symptoms – using evidence-based tools.
- This demonstrated that :
  - **25%** of those who had taken sick leave were able to return to work
  - **10%** of those at risk of absence remained in their roles after receiving support
  - **45%** reported feeling more focused and engaged at work
- These findings demonstrated the critical role of the Hub in workforce retention and productivity, reinforcing its value as a long-term investment.





# How we Helped: Economic Analysis

- Alongside analysis wider outcomes detailed financial analysis was undertaken to quantify the economic benefits of the Hub. We modelled the cost savings associated with reduced sickness absence and improved presenteeism.
- This was applied against the costs of operating the Hub, taking account of the counterfactual.
- The results indicated a **£4-£5** return on investment for every £1 spent on the Resilience Hub, driven by reductions in agency cover costs and increased workforce productivity. This compelling financial case provided a strong foundation for future funding discussions, ensuring that investment in staff wellbeing was framed not just as a moral imperative but as a cost-effective strategy for NHS organisations.



# The Outcome

- Our analysis demonstrated positive clinical outcomes and huge service users satisfaction and desire in an independent, impartial model.
- Economic analysis showcased a strong return on investment (ROI) of £1:£4–£5, rising to £9 for some organisations (depending on severity of existing sickness rates).
- These findings demonstrated to organisations and the ICB the value and potential cash releasing savings to be generated from sustaining the Resilience Hub.
- These results were featured in the British Psychological Society's *Learning from NHS Staff Mental Health and Wellbeing Hubs* report (Dec 2023), supporting the case for sustained government funding.



# Client Feedback

*"Baxendale brought a great level of comprehension, with a nuanced level of understanding of our service and the problems we face that need solving."*

*They were highly responsive and supportive, and brought credibility and expertise to this project.*

*They targeted their approach and were highly flexible about the delivery of the work.*

*They were very trustworthy and worked well with us to ensure we had good value for money, rather than pursuing dead ends or previously productive aspects of the project."*

*Holly Walker, North Yorkshire & The Humber Resilience Hub Service Manager*