

Occupational Health Provision:

Definition : Occupational Health is the branch of medicine that deals with the prevention and treatment of job related ill health (please note this isn't a medical service per se for employees although we may want their input, clinical advice / support in putting in place a range of more preventative interventions .

Occupational Health activity and outcomes

The extent to the service put in place will depend upon cost and budget with a more holistic provision giving a mixture of preventative and reactive interventions . Flexibility as to where and when the services are accessed is also seen as key .

Key

Core – services and advice needed to ensure appropriate management of staff and legal compliance;

Enhanced –additions to ensure a more managed accessible service with opportunities to enable early intervention

Annex B

Key	Part of Current Provision	Type of Activity	Why & Benefits	Possible outcomes we might be looking for from an OH provision
Core	Yes	Undertake Health Surveillance for specific roles.	To meet statutory requirement ; for the council to fulfil its obligations and importantly ensure employees remain safe at work.	<p>Carry out and manage (including appointments) an ongoing health surveillance programme in the following areas:</p> <p>Spirometry (Breathing Test) Audiometry (Hearing Test) Skin Checks HAV (Hand Arm Vibration) Night and Lone Working HGV (Heavy Goods Vehicles)</p> <p>prior to or within two months of recall date;</p> <p>Work with CYC to set suitable times for health surveillance appointments across service areas to minimise service disruption and non attendance that minimise service disruption and fit with shift patterns</p> <p>Health surveillance appointments to be carried out at our premises to limit disruption;</p>
Core	Yes	Method of referral and reports to be received via a secure online portal	To ensure confidentiality of medical information.	<p>Easy to use secure online system to refer and receive occupational health reports.</p> <p>Technology platform used is compatible and able to integrate with the Councils infrastructure</p>

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Core	Yes	<p>Occupational health Clinical Advice triaged to appropriate health professional – e.g. Advisor or physician</p> <p>Including seeking specialist reports</p>	<p>To provide managers with information about the ill health / absence of their employee along with medical recommendations to inform appropriate action with the main aim being to support the employee back to work and/ or to help them remain in work.</p> <p>Triaging to the appropriate clinician and most appropriate method of referral to reduce turnaround times and costs.</p>	<p>All OH referrals are appropriately triaged to the most appropriate clinical route to enable the provision of information to CYC in relation to:</p> <ul style="list-style-type: none"> • Prognosis; • Fitness for work; • Restrictions; • Adaptations; • Likelihood of further absence • Disability legislation • Ill health retirement <p>Triage to include the most appropriate method of referral e.g. telephone referral/ face to face.</p> <p>Provide the organisation in the form of a written report with appropriate medical information to help the organisation support the employee and manage the absence from work appropriately and mitigate risk.</p> <p>Appointments (remote , face to face or skype) to take place within 5 days of referral to ensure timely intervention. Reports to be provided within 8 working days</p> <p>Assess and advise on ill health retirements</p>
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Core	In part	Provision of data – Qualitative as well as quantitative and interpretation of data to recommend actions organisation might want to consider reducing incidents of absence.	To enable effective contract management and inform practice around the use of the service. To inform the organisation’s well being offer and other preventative interventions	Provide and interpret quarterly MI (to be defined): Interpret and provide recommendations from an occupational health perspective on what the organisation might want to put in place
Core	Yes	Provision of an Employee Assistance service	Provide employees with 24 /7 access to information that can help reduce potential stressors which might otherwise impact on their wellbeing e.g. budget management; counselling support ; To help reduce absenteeism and keep employees at work. .	Provide an easy accessible employee assistance service 24/7 to provide advice on a range of topics and issues as well as provide psychological and or counselling services as requested.
Core	Yes	Provide and review Health assessment questionnaires for employees offered employment.	On line provision reviewed by exception to ensure we are aware of any ongoing health issues for new employees. To keep employees safe at work	Provide an initial online screening Health assessment questionnaire. Carry out Health assessments for “exceptions” (type of assessment to be determined via a triage system) and advise CYC on outcomes. HAQ’s to be provided for new employees or employees changing roles. Any further investigations to be completed within 5 working days of receiving the completed questionnaire and reported within 7 working days.
Core	Additional	Seamless services	To join up services from different providers related to the health and wellbeing of CYC workforce . Provision of a more holistic approach.	Work with other CYC providers in relation to employee wellbeing activities.

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Core	Additional	OH Advisory Line	For use where a referral may not be necessary, but manager is looking for some clinical advice on how best to support an employee to help them remain in work. Preventative intervention to help reduce absenteeism.	Provision of telephone help desk and support for managers regarding health concerns and best way to support, (recognising referrals may not always be needed).
Enhanced	Additional	OH case conferences - for use in complex cases	For both employee and manager to understand issues and best way to proceed.	To recommend and hold as necessary case conferences to help support the organisation and the employee on the best way to proceed in managing the sickness absence with agreement of employee
Enhanced	Additional	Provision of on site health awareness sessions / initiatives to support the organisation's wellbeing agenda	Using MI from referrals; Employee data in terms of job roles etc and reasons for absence develop and deliver organisation / role specific appropriate awareness sessions. . Occupational Health specialists being more able to provide role and environment specific interventions. To help reduce incidents of absence	Develop and deliver health education/ awareness sessions /year informed by MI from referrals & organisational MI in relation to absence data – targeted at specific workforce groups to reduce absenteeism , Eg Back care; Health issues related to aging workforce; Improving mental health Infection control Stress management
Enhanced	Additional	Clinical oversight and management of the osteopath service	To ensure all OH provision is appropriately managed and brought together.	Sub-contract or provide an onsite physio or osteopath service based on a clinical needs assessment.

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Enhanced	Additional	Wellness screening	<p>To help inform employees of potential health issues and education on healthy lifestyle choices.</p> <p>Available for whole workforce , to inform and help prevent ill health</p>	<p>Provide wellness screening on CYC premises for staff who meet agreed qualifying criteria to help inform staff of potential health issues and educate on healthy lifestyle choices.</p> <p>E.g Blood pressure ; weight; cholesterol checks</p>
Enhanced	Partly provided	Vaccination programmes	<p>Removes any additional steps in the process and ensures vaccinations paid for are given.</p>	<p>Provide and manage vaccination programmes for staffing groups whose job may place them at risk of particular infections and or who are in a critical role such as a flu vaccination programme.</p>