



**Occupational health
referral information for
employees.**



The Occupational Health Service is an independent, confidential health service provided by Nuffield Health to support an employee's health at work.

The Occupational Health Service is delivered by a team of health professionals who specialise in the branch of health that deals with the relationship between work and health. Working to high professional standards, you can expect the team to treat all employees courteously and with respect for privacy and dignity.

Why have I been referred to the Occupational Health Service?

Your manager has referred you to the Occupational Health Service because of concerns around your health at work. This may be because you have had several episodes of sickness absence over a period of a few months, because you are currently off sick or you may be at work but either you or your manager has concerns about your fitness for aspects of your role. At the point of referral you can expect your employer to share with us personal identifiable information, health information and specific questions that your employer would like answered.

How long does my appointment take?

Consultations take approximately 30-45 minutes. Please allow yourself enough time to find the Occupational Health Department or hospital where your appointment has been arranged and please contact the Nuffield Health Occupational Health Service as soon as possible. If you cannot attend or are running late for your appointment. Occupational Health consultations can be with an Occupational Health Adviser or and OH Physician, either employed directly or via our third party OH Doctor network. The consultations may be face to face or by telephone.

Recording of calls

If you have a telephone consultation, then this will be recorded for training, and audit purposes. It may also occasionally be used for professional investigations and / or complaint management. If you do not wish your consultation to be recorded, please let your OH practitioner know. Recordings are kept for 3 years. This is in line with the NHS Litigation Authority guidance. At the end of this time the call is automatically deleted. If you wish the call to be deleted before this time period, this can be requested and will be considered on a case by case basis. Voice recordings are not shared outside of the OH team without your informed consent.

What information will the Occupational Health (OH) Practitioner need?

- Details of your current health status;
- Details of your job role;
- Details of any current prescription medication from your doctors;
- Any relevant health information, such as diabetic glucose monitoring diaries, peak flow diaries for asthmatics, mood diaries for psychological disorders if relevant;
- Names of any specialists you are under the care of, and details of any forthcoming outpatient appointments or operation dates awaited;
- If you have had any recent reports of investigations, blood tests, x-rays or scans, it would be very helpful to know if these demonstrated any abnormalities (you may wish to ask your GP about this);
- Details of how long your current medical certificate runs, if relevant.

All of this information will be collected from you during your consultation.

What happens during my appointment?

Prior to your appointment, your manager will speak to you about the reason for the referral and obtain your consent to refer you to OH. At the appointment, the OH Practitioner will explain the circumstances of your referral and clarify the questions that the consultation is intended to address. The OH Practitioner may ask you questions about your job role and lifestyle as well as your specific health issues.

A key role of the OH Practitioner is to assess when you may be fit enough to return to work and if any adaptations are needed to help you work. Sometimes, following a serious illness or because of limitations caused by the nature of the health problem, a rehabilitation plan can be developed with a phased reintroduction to work or changes to duties to help you to work. Any suggested plan must be discussed and agreed with your manager. Most decisions about your fitness to work can be made at the time of the appointment but occasionally the OH Practitioner may ask your permission to liaise with your treating doctors if further information is required. If you chose not to consent, OH may not be able to provide an opinion on fitness to work to your manager. Consent is obtained in line with the requirements of the Access to Medical Reports Act.

What does the Occupational Health Service report back to my Manager?

OH Practitioners are bound by professional codes and legal regulations relating to medical confidentiality. This means that your health is not discussed with your manager without your consent. The OH Practitioner will discuss the information that they intend to share with your manager at the appointment. Your manager may wish to share a copy of your report with HR and you will be asked to give consent for this at the appointment.

If you give consent, you have the right to see any report before it is sent to your manager. If you choose to see the report before it is sent this will be e-mailed to you and a response is required within 48 hours. If no comment is received within the timeframe, we will email one further time, if following this we do not have any response, we will assume that you do not wish for the report to be shared. We will email the named representative of your employer (usually your manager or your HR team) and advise them that we cannot release the report, and will close the case. Your employers may make decisions about your fitness to work without the benefit of occupational health advice. If you do not have access to a personal e-mail account, the report will be posted and you will have 5 days to respond.

Please note that once you have received the report, you can ask for errors of fact to be changed, but you cannot ask for the professional opinion to be altered. You also have the option of choosing not to see the report before it is sent to your manager, although you retain the right to see it at the same time as your manager or at a later date if you choose.

What happens to my Occupational Health Records?

Your records are treated with the strictest confidence and held on a separate OH system. Only OH personnel will have access to the records. Should you not be referred to the Nuffield Occupational Health Service again, your records will be kept for 7 years after leaving employment and then destroyed. You can make a request to access your OH records at any time – proof of identity will be required. Should you wish to have your occupational health record destroyed before the 7 year period, you can make a request in writing, and your request will be considered based on clinical appropriateness in line with Data Protection Laws.

How to contact the team

In the first instance please contact your local OH Advisor either by telephone or email.

Alternatively for Nuffield Health staff: you can email ask.oh@nuffieldhealth.com or telephone **0300 123 1978**.

For any other employee you can e-mail ohenquires@nuffieldhealth.com or call them on **0300 123 1978**