

OCCUPATIONAL HEALTH EMPLOYEE GUIDE



PPP HEALTHCARE

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Occupational Health service

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How to use this guide

Have a quick look at this first section so that you know why your employer has this service.

If you are ever referred to the Occupational Health service, take a look at the next few sections, which tell you what to expect.



A guide to your Occupational Health service

Your employer has an Occupational Health service that is designed to help you stay healthy at work. The service is run on your employer's behalf by AXA PPP healthcare.

This guide gives you a quick idea of how the service can help you.



A guide to your Occupational Health service continued

Why your employer has this service

Your employer will have your health and wellbeing as a priority. The Occupational Health service is part of your employment benefits. You do not pay anything for this extra support. It's intended to help your employer minimise any health risks from work, and to ensure that you can get fast, effective help with any health problems you have that may be related to or affect your work.

Here are a few examples of how your Occupational Health services can help:

- **If you have discomfort that you think is related to work, such as painful hands and wrists when you are typing, or back pain that eases at the weekend, we can advise on equipment you may need and measures that you can take to help with the situation.**
- **If a long-term medical condition, such as diabetes or anxiety, starts to get worse at work, the Occupational Health service can suggest ways to manage the condition in your workplace.**

How it works

If your employer has any concerns about how your health could impact on your work, or how your work could impact on your health, they may refer you to the service, as explained in your company policies or procedures.

If you are concerned about something that you think the Occupational Health service could help with, please talk to your employer about whether you need a referral.

If you are referred, take a look at the next section, which explains what will happen in detail.



If you are referred

If you are referred to the Occupational Health service, this section of the guide tells you what to expect and what happens next.

Why you have been referred

There are many reasons why your employer may refer you. Here are a few of the most common reasons:

- You have been off work ill and your employer wants to know when you may be able to return, and if you need any extra support when you do.
- You have been off work several times, and your employer wants to check whether you need any extra support or whether you're likely to continue to need time off.
- You have not been off work, but your employer is concerned about your health at work. This could be because they are concerned that work is affecting your health, or that your health has affected your performance at work

If you are not sure why you have been referred, please ask your employer.



If you are referred continued

What happens next?

Your employer will tell you that you have been referred. When you hear from your employer they may ask you to fill in a consent form. There is more about this in the 'What happens to your information' section.

The Occupational Health team will contact you

- If we have not already received your consent, a member of the Occupational Health team will contact you on a recorded telephone line to explain the consent process and your rights, in order to gain your consent.
- Alternately you may receive a letter or email asking you to attend a medical assessment. This assessment can be over the phone or in person.
- The Occupational Health team may also ask your GP or specialist for a report based on your medical records. This doesn't happen in every referral and we'll always ask for your consent first.

Occupational Health Guidance*

* The following advice, guidance and suggestion management referral to Occupational Health clinicians who write the report, based on the responsibility of the manager/employer what can and cannot be accommodated practicable and compatible with the

Relevant Legislation

From a legal perspective, with individual is covered by law provide objective advice on decision is being made, all above would be that only

Is there a substantial phy
A: Yes

If 'yes' to Q1 please indicate therapy/medication is due
A: Anxiety and depression, function.

Is the impairment 'long term'
A: Yes

Fitness for Work

On the basis of my assessment, I expect her sickness absence to be 2 to 4 weeks.

Likelihood & Timeframe for Full Return

I expect that she would be able to return to her within the coming 8 weeks.

Suggested Rehabilitation/Recovery Plan

To help facilitate her return, she would probably benefit from being in a period. A suggested programme on her return would be to undertake up to 5hrs in the over two weeks followed by 75% two weeks.

The main support that is likely to help upon her return is to consider meeting formally with her to discuss her concerns regarding the level of support that can be offered and what can and cannot be accommodated in terms of support at work.

As always, adjustment or support would need to be considered only if it was reasonably practicable to accommodate, compatible with the needs of the business and would not cause major disruptions to the running of the service. Miss Hallyak is fully aware that she would be expected to take part in the attendance management process upon her return, but taking a supportive approach to this process would be helpful at this stage.

I recommend that she is offered regular support meetings with her management to ensure that she is coping with her working responsibilities upon her return to work.

Fitness for Work

On the basis of my assessment, I expect her sickness absence to be prolonged to 2 to 4 weeks.

Likelihood & Timeframe for Full Return

I expect that she would be able to return within the coming 8 weeks.

Suggested Rehabilitation/Recovery Plan

To help facilitate her return, she would probably benefit from being in a period. A suggested programme on her return would be to undertake up to 5hrs in the over two weeks followed by 75% two weeks.



If you are referred continued

The referral process

The Occupational Health team will decide what happens after the assessment.

There are two things that the Occupational Health team may do next:

1

Most often, they will give advice and make some recommendations to your employer.

2

They may obtain further information from your GP or the specialist responsible for your care.

Your employer will receive a report After you've had any assessments, your employer will receive a report with recommendations and advice on the best way forward. This report is called a Management Advice Report. There is more about this in the 'What happens to your information' section. Your employer will then normally arrange a meeting with you to discuss the report and the next steps.

The report sent to your manager will not contain detailed medical information: only what's relevant to help you at work.



Medical assessments

What happens after a medical assessment?

Your employer will receive a report with recommendations and advice. This report will not contain detailed medical information unless you agree to it, as this is confidential. Please see the section on **What happens to your information** for more details about this.

Depending on your case, you may be asked to attend a medical assessment either on the telephone or face to face. We've outlined what to expect in a medical assessment below.

Checklist of things you might find useful to have with you during your medical assessment

When you have your medical assessment, it will help if you have the following:

- ✓ your appointment letter (face to face only)
- ✓ details of any sick notes or fit notes you have
- ✓ any records you have such as a pain diary, mood diary, glucose monitoring etc
- ✓ your medicines
- ✓ any letters from your GP or consultant
- ✓ names and addresses of any specialists you are seeing
- ✓ details of any medical appointments or operations that you're waiting for.



Medical assessments

continued



What will happen during a telephone medical assessment?

Telephone medical assessments give you fast access to qualified Occupational Health Practitioners who can thoroughly assess your case whilst you remain in the comfort and privacy of a location of your choice. We would encourage you to plan ahead for the assessment. Think about a quiet and private place where you will be able to talk about your case.

The doctor or nurse will take you through relevant questions about your health at work.

- This could include the number of hours you work, your usual duties at work, any current medical symptoms and what investigations and/or treatment you may have already had.
- There will be time for you to ask any questions you may have.
- Telephone medical assessments take anywhere from 15-60 minutes and are always with an experienced Occupational Health Practitioner.

All the information you tell the doctor or nurse will be noted down. We can assure you that this is kept securely and confidentially and your medical records are not accessible by your employer.



Medical assessments

continued

What to expect at a face to face medical assessment

- **At a face to face medical assessment, you'll see a doctor with experience in Occupational Health.**

We've answered a few questions that you may have about your assessment below. If you have any other questions, please ask your employer.

- **Where will the assessment take place?**

Your assessment normally happens at the doctor's surgery or office. You will receive a letter explaining where to go.

- **What if I can't make the appointment?**

Please tell your employer as soon as you can. If you do not attend, or if you cancel at short notice, your employer will be charged for the assessment.

- **Can I take someone with me?**

Yes, you can take someone with you if you wish, so long as the doctor or adviser agrees that they can attend the appointment with you. Please let your employer know beforehand. There is more about this in the Frequently asked questions section.

What will happen in the face to face assessment?

The assessment will take longer than a typical GP appointment – and could be up to 60 minutes. The doctor will ask you questions about your work and your health, both now and in the past, focusing on the reason why you've been referred. They will also take notes.

Depending on what you are seeing the doctor about, they may want to examine you, but often this is not necessary. If they need you to undress, they will explain this to you. If you are not comfortable with undressing, you can say no.



What happens to your information

If you are referred to the Occupational Health service, you'll be asked for your consent to discuss your medical information. There are strict rules about how your employer and the Occupational Health service can use this information.

Why do I need to give my consent?

When your line manager or HR manager first tells you about your referral, they may give you a consent form to fill in. Alternately, a member of the Occupational Health service may call you on a recorded telephone line to inform you of the consent process and your rights. When you fill in this form or go through the consent process on the recorded telephone line, you will be asked to consent to:

- Having a medical assessment.
- Giving information that the Occupational Health service will use to prepare a report for your employer. You're also agreeing to our storing this information on our computer system for this purpose, although your employer doesn't have access to this.
- The Occupational Health service contacting your GP or specialist for further information if we feel that this is necessary.



What happens to your information

continued

It is important to reiterate that your employer will only see very limited information. They won't see detailed medical information without your consent and will only be given information that's relevant to your job. The Occupational Health service will use and store your information extremely carefully, and you'll also be protected by the Data Protection Act 1998.

You don't have to give your consent. However, if you don't, the Occupational Health service will not be able to help your employer decide how to support your medical condition. This means your employer will need to decide how to deal with your situation without the benefit of the medical advice, so it may be in your best interests to use the Occupational Health service.

What happens to my medical information?

The medical information that you give the Occupational Health team (in person or on the phone) or any doctor that you see as part of this process is confidential between you and the doctor and won't be shared with your employer. Your employer won't see any medical reports unless you wish them to and give your consent.

Unless there's a risk to you or other people, the Occupational Health team and the doctors you see will keep your information completely confidential. Your employer cannot ask to see your Occupational Health records.

What information does my employer receive?

The Occupational Health service will send your employer a specific report that tells them whether your medical condition affects your work. This report, called a Management Advice Report, will only contain relevant medical details.

The Management Advice Report contains recommendations aimed at helping you and your employer. Sometimes it isn't possible for an employer to implement any or all the recommendations. This can be because it is not reasonably practical to accommodate the recommendations.



What happens to your information

continued

Can I see my Management Advice Report and other related information?

Yes. You have two options which you can select from on your consent form or when providing your verbal consent. These options allow you to decide how your Management Advice Report is sent by the Occupational Health service to your employer. You can choose:

- To be sent a copy of the Management Advice Report at the same time as it is sent to your employer.
- To see a copy of the Management Advice Report before it is sent to your employer.

If you have chosen to see a copy of the Management Advice Report before it goes to your employer. You will have a set number of days to consider the report. After these days we will automatically send the report to your employer unless you have clearly told us not to. The process will be explained in more detail when you are sent the report. You can always contact us to withdraw your consent from the process at any time. If that happens we will inform your employer that there is nothing further we can do.

Is my information shared with anyone else?

No. We will never share any of your details with anyone else, including third parties and other companies within the AXA Group without your consent.



Frequently asked questions

Here we have answered questions that we are often asked. If you can't find the answer to your question here, please speak to your employer.

1. Do I have to use the Occupational Health service if I'm referred?

No, you don't have to. But it may be in your best interests to do so, as this will give your employer the information they need about your health to give you the best support. You may also find that attending an Occupational Health assessment is part of your employer's sickness leave policy.

2. Is this process simply a way of getting rid of ill employees?

No. Occupational Health is about keeping you well at work, and supporting you if you have a medical condition that's relevant to your work, or that affects your work. It's a way for your employer to support people with health problems, not to remove people.

3. Will my employer see my medical records?

No. Your employer cannot see your medical records or your Occupational Health records. Your information is protected by law. Please see the section called What happens to your information for more on how your information is used and stored.

4. Can I ask for an Occupational Health referral?

Yes. If you have a concern about your health that's relevant to your work, please talk to your employer about whether you need a referral. However, please note that this service is only for medical conditions that are to do with your job, or that affect how you do your job.

5. Does my employer have to follow the Occupational Health service's advice?

Most of the time employers will choose to follow Occupational Health advice, because it will help you work more effectively. But there are times when they cannot follow the advice. In these cases, they will talk to you about your options.

6. Is the Occupational Health service independent from my employer?

Yes. The Occupational Health service is run on behalf of your employer by AXA PPP healthcare. This means the advisers can give your employer independent, impartial advice on how best to support you.



Frequently asked questions continued

7. Are there any restrictions on taking someone with me to my medical assessment?

It can be helpful to have someone else with you, but please note that your assessment will be personal, and you may be asked to discuss very sensitive or confidential information. You may therefore not want someone to stay with you for the whole time, or for every assessment.

The right to have someone with you for formal disciplinary or grievance meetings does not apply to Occupational Health assessments due to the nature of what you will be discussing.

We do ask if you do chose to take someone with you and they behave inappropriately in any way, they will be asked to leave.

8. What If I haven't been asked to complete a written consent form by my employer – can my Occupational Health appointment still take place?

Yes. If the Occupational Health service haven't received your completed consent form, a member of the service will call you on a recorded phone line to explain the consent process to you, your consent options and rights, as well as answer any questions you have about the process. If you agree verbally to the conditions of consent, we will record your agreement and continue on to discuss your appointment booking.

9. If I choose to review my report before it is sent to my employer and I do not respond within the advised number of working days, is my report sent to my employer?

Yes. In line with the consent you gave the Occupational Health service, your report will be released to your employer after the advised number of working days from the day after the date of the email/letter accompanying your report.

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Frequently asked questions continued

10. What happens if, during the allocated number of working days I have to review my report, I wish to advise of factual changes but am not able to respond within the given timescale due to holidays, surgery etc? Will my report still be released to my employer?

If you are not going to be able to respond within the given number of working days then it is extremely important that you tell the Occupational Health service as soon as possible, either when booking your appointment, during your appointment or when your report is sent to you. Once you have told the Occupational Health service that you cannot respond within the given timescale then they will treat that as a withdrawal of the consent that you previously gave. The Occupational Health service will then not release your report to your employer until they have received your express consent to do so following reasonable time for you to review it. The Occupational Health service will inform your employer in the interim that they cannot send the report until they have received your express consent.

11. If I send comments to be considered by the author of my report, will the report be released to my employer without my AXA PPP healthcare seeking further consent in the event the author did not amend the report based on my comments?

Yes. In line with the consent you gave the Occupational Health service, your report will be released to your employer unless you contact the Occupational Health service within the specified timeframe to withdraw your consent, or you explicitly tell us that you are not happy for the report to be released to your employer without your comments being included. This will be treated as a consent withdrawal if the author did not feel it would be appropriate to amend the report. You can withdraw your consent at any stage of the process.

12. Can I withdraw or change my consent options at any stage in the process?

You can withdraw or change your consent at any stage of the process.

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If you have any further questions
please contact your HR team