



Heales Medical Occupational Health



Services For Your Practice

www.heales.com



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Who are Heales Medical?

We are a specialist Occupational Health company who have been providing services since 1999, to a diverse range of private and public sector clients including Public sector, Schools, Higher education, Local Authorities, NHS Trusts, Charities and Manufacturers.

We offer flexible, tailor-made solutions to reduce sickness absence rates and improve overall health and wellbeing supported by dedicated resources and an advanced secure online management system.



What do we do?

We help organisations improve overall health and reduce sickness absence by offering a range of support and advisory services to determine the true cause of sickness and to provide early, sensitive and effective intervention and rehabilitation programmes, as well as health and lifestyle resources.

We track all cases through to conclusion and can provide analysis and reports of usage and alert your practice/organisation to any trends.

The service is provided via our secure online management system which is designed and developed inhouse to exactly meet our clients needs. Features can be added and many forms and processes customised or ammended.

What Occupational Health can offer:

- Pre-Employment Screening
- Sickness Absence Referral
- Ill Health Retirement
- Health Surveillance
- Full range of Vaccinations
- Blood/Urine Tests
- Health Education and Promotion
- Management Support
- Training and Development
- Drug and Alcohol Testing
- Employee Assistance Programmes (EAP)
- Counselling
- Musculoskeletal treatment (e.g. physiotherapy)
- Specialist Assessment (e.g. Psychiatry, Neurodiversity, Functional capability etc.)



Service Delivery

The service will be led by an OH Nurse, supported by OH Physician resources as needed. All administration will be undertaken by Heales and contract services will be overseen by a dedicated contract manager.

OH Physicians will hold a minimum of a Diploma in Occupational Medicine or be an Associate, Member of Fellow of the Faculty of Occupational Medicine.

Occupational Health Advisors will be Registered General Nurses with an additional Certificate, Diploma or degree in Occupational Health with at least 5 years post registration experience, and a minimum of 2 years experience in Occupational Health.

Occupational Health Nurses are Registered General Nurses with at least 2 years post registration experience in Occupational Health.

Contract Managers have extensive Contract and Relationship Management experience within Occupational Health Services.

Service Availability

Online case tracking is available 24/7.

Contract Managers, Administration and OH Practitioners are available from Monday to Friday between 9am and 5pm by phone, email or via the management system.

Extended hours may be provided if required (at additional cost).

Service Cost

Practices get discounted ad-hoc prices under Schedule 3 of the NHS North East and North Cumbria ICB contract, which runs from 02/03/2024 - 01/03/2026. For up-to-date ad-hoc pricing, please see the OH portal. We also offer flexible inclusive and part-inclusive contracts, from 2 years+, which may offer better pricing if your practice is expecting a high volume of referrals or requires reporting on usage and service. Contact us for a contract quote.

Core services

Pre-Employment Screening

We offer an end-to-end two stage online pre-employment process. All you have to do is input the employee contact details, job role and associated risks, and we'll do the rest!

The fully automated online process will remind the employee by e-mail and text if a completed questionnaire is not received and also notify the referring manager.

For the online process a general health questionnaire is completed by the prospective employee and auto cleared if there are no health issues (and the employee is not a healthcare worker), with advice on baseline health surveillance based on job risks/job assessment entered. If there are any health issues indicated (or the employee is a healthcare worker) a more detailed set of questions need to be completed which are then alerted to the assigned Occupational Health advisor for review

Where necessary Occupational Health will request further medical information and/or offer an appointment. Following any necessary steps Management Advice will be issued by secure e-mail link to the referring manager. The referring manager is kept automatically informed, by e-mail at all stages of the clearance process.

For Healthcare Workers/Students, appointments will be offered to undertake vaccinations and immunisations, assessments or appropriate baseline health surveillance, according to relevant service requirement.



Sickness Absence Referrals

Employers are required by law to protect employee health at work.

During the year 2022/23 an estimated 1.8 million people were suffering from an illness caused or made worse by work.

49% of self reported work-related ill-health cases were related to stress, depression or anxiety and 27% were musculoskeletal.

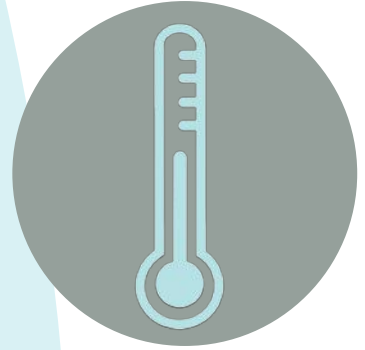
An estimated 31.5 million working days were lost due to self reported work-related illness.

The estimated cost of workplace injury and illness for UK employers was £20.7 billion.

Source: Health and safety at work. Summary statistics for Great Britain 2023.

<https://www.hse.gov.uk/statistics/overview.htm>

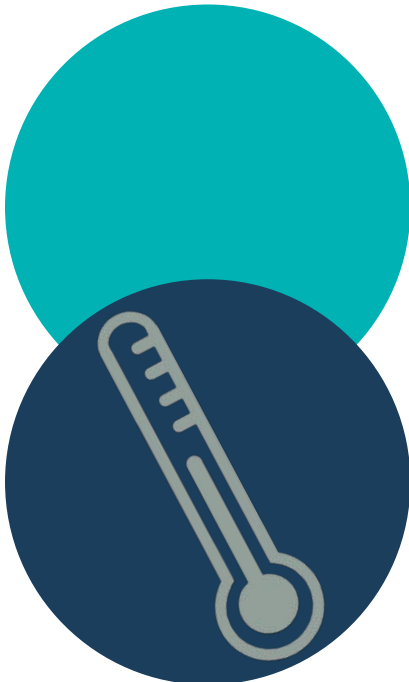
<https://www.hse.gov.uk/statistics/assets/docs/hssh2223.pdf>



Our role is to provide clear and consistent advice based on objective evidence, and to pro-actively support management in rehabilitating employees back to work where possible, moving cases forward to a clear fact based conclusion.

Early intervention, evidence-based advice, targeted treatment and relevant health promotion will help minimise absence significantly.

Heales Medical offers objective assessment and advice and we have pioneered several procedures to enhance objective health assessment.



Following the appointment or receipt of medical information, objective management advice will be provided answering questions raised by the referring manager during referral.

Where appropriate we will advise on where intervention will help an employee remain at, or return to work. We offer a wide variety of short-term intervention services (counselling, psychotherapy, physiotherapy, osteopathy and chiropractic) which can be arranged at short-notice local to the employee's work or home.

Ill-Health Retirement

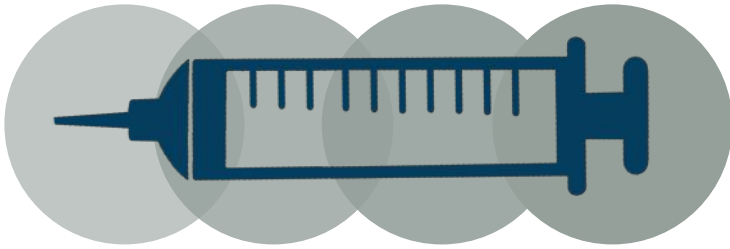
If one of your employees becomes chronically unwell and can no longer work to their full potential, or the options for workplace adjustments or redeployment are exhausted, then it may be time to consider ill-health retirement dependent upon the pension scheme regulations.

Ill-health retirement cases can be complex and stressful for both employee and employer, and whilst an employee may not be able to work it is not always a clear-cut case whether they will meet pension criteria. We provide an independent assessment service according to the relevant pension scheme requirements and will work with all parties to ensure we obtain all the necessary medical information to support an employee's application to the pension board or to provide a decision against pension scheme criteria whilst minimising stress for all concerned.



Vaccinations and Immunisations

All employers, employees & the self-employed have specific duties to ensure they are immunised in accordance with the recommendations from the Department of Health. This is to protect those at work and others who may be affected by their work activity, such as contractors, visitors and patients. (COSHH 2002 regulations)



We offer tailor-made vaccination programmes to reduce sickness absence and improve business resilience.

Heales Medical has developed an online process for assessing immunity status based on evidence provided and managing the process for ensuring that all vaccination and immunity assessments are properly completed with an immunity report provided to the employee via a secure email for future reference.

Immunisation of Health Workers, Staff and Students

Heales Medical provides vaccination services to institutions such as Universities, GP and Dental Practices and Schools. This includes staff who have regular clinical contact and who are directly involved in patient care.



Travel Vaccinations

We provide contractual clients travel vaccination advice as part of the service both via the website and in response to client enquiry. A number of travel vaccinations can be provided as part of the Occupational Health service although some may require attendance at a specialist travel clinic.

Flu/Pandemic Vaccinations

We can carry out flu vaccinations on or off-site to prevent sickness absence due to flu. Clinics can range from a single nurse to multiple nurses supported by administration staff. We offer clients and/or client employees an online appointment booking service to reduce queuing and time away from the workplace. We also offer an online pre-vaccination questionnaire via a email with a secure link to further reduce time when receiving a vaccination.

More specific Pandemics (COVID-19, Bird or Swine flu) will have different modes of treatment recommended by the Regional Directors for Public Health. We provide regular bulletins to clients in these circumstances.



Health Surveillance

Heales provides a full range of Health Surveillance services specific to your requirements.

This can be delivered either on site at your workplace or from one of our regional offices spread across the UK by our highly trained staff of Occupational Health Nurses, Advisor's or Physicians.

Our internet based Management Referral service allows you to manage the surveillance process of employees effectively with the ability to set up appointments, review of management of reports along with many other useful features.



Health Surveillance can include, but is not limited to:

- Audiometry Tests
- Eye testing/VDU Testing
- Lung Function Assessment (Spirometry Assessments)
- Driver Health Assessments
- General Driver Health Assessment
- Fork Lift Driver Assessments
- Night Worker Assessment
- Hand and Arm Vibration Syndrome (HAVS)
- Food Handler Medicals
- Skin Assessment
- Substances Hazardous to Health (COSHH)
- Lone Worker and Confined Space Medicals
- Working at Height Assessments and Medicals
- HSE Approved Medicals
- Asbestos Medical
- Lead Medical
- Ionizing Radiation Medical
- Workplace Assessment
- Expectant Mothers
- Airside Medicals
- DSE Screening
- Glasses/Eye Test Voucher Services

Health Promotion and Education

Health Promotion

Health Promotion programmes can be delivered through a combination of posters, workshops, newsletters, online meetings/videos and, for our contract clients, the customised OH website linked to the client's own website. Health Promotion events and talks can be organised based on a particular health issue and may also be run to coincide with national campaigns.

We provide, as standard:

- Monthly newsletter with health news stories
- Online diary of Health Promotion events
- Health information on the OH website
- Access to a Healthy Lifestyle blog with easy exercises to do from home and fitness tips
- Access to a Healthy Eating blog with lots of yummy Vegetarian recipes
- Quarterly Health Promotion Poster

The World Health Organisation (WHO) advises that the workplace is an ideal and important arena for health campaigns to ensure a healthy and motivated workforce.

A structured Health Promotion event can:

- Reduce ill-health related sickness
- Increase motivation amongst staff
- Increase the quality of products and services



Health Promotion Packages

To help you ensure your staff are at their optimum level of fitness, health and wellbeing we offer a range of lifestyle promotion options. Starting with a blood pressure check, resting pulse rate and total cholesterol level, through a complete assessment including ECG, lung function, blood profile and fitness profile to executive/senior management medicals.

We maintain an online diary of health promotion events (e.g. Cancer Awareness Week) with relevant links which are accessible to all OH Practitioners and Clients.

For contract clients, your dedicated Occupational Health advisor will work in partnership with you to develop health promotion plans as required.

Health Education

Health education can be offered on a range of topics on an individual or group basis, such as manual handling, the proper use of safety equipment, or more general topics such as healthy eating.



Additional Services

Counselling/ EAP

We can provide Employee Assistance Programmes which include 24/7 freephone services for individuals to access support, information and short-term counselling and web support as well as trauma and critical incident management.

We can also provide structured counselling either face to face or by telephone during normal working hours.

Musculoskeletal Assessment and Treatment

We provide a wide range of procedures to objectively assess and improve employees' musculoskeletal health, including Physiotherapy, Functional Capability Testing, MRI Scans and Psychiatric Assessments. We also offer a telephone physiotherapy triage and assessment service.

Other Services:

- Absence Management Helpline
- First Aid Training
- Lifestyle Health Assessments
- Stress Assessment Training/ Audits
- Health/Lifestyle Audits
- Manual Handling Training
- Drug and Alcohol Testing



FAQ's

Q - How much will the services cost?

A - Full details of our charges are available on the portal once you have registered including those services paid for centrally by NHS ICBS. Alternatively, please contact us for a quote.

Q - What support will be available for Needle Stick Injuries?

A - Heales Medical operates a comprehensive Needle Stick Injury (NSI) advice and support service which will be available to all staff working in a primary care setting. Please get in touch with our team if you require further information about our Needlestick Injury Helpline.

Q - Who and how will referrals and requests to OH be made?

A - Each practice can register to have access to our services via an on-line portal. Access to the portal will be via one or more authorised people at each Practice. Your Practice Lead or Practice Manager will most likely be able to provide you details of the people authorised to do this. Once you are registered the practice can refer cases directly to us. Please note, the referral of a case will likely initiate chargeable services. For more information please contact us.

Q - Can we access counselling services via Heales Medical?

A – Yes. However, the occupational health service is in addition to the separate NHS GP Health Service which has been announced by NHS England to improve access to mental health support for GPs and trainee GPs. Further information about how to access this support is available at www.gphealth.nhs.uk.

Q - How do I refer an employee for a vaccination or blood test?

A – Once you have registered for our portal you will be able to refer a case directly to us. Blood tests and vaccinations should be completed under either a Health Surveillance case (for existing employees) or Pre-employment case (for new employees). You will be asked to create the employee profile and provide the job risks for each employee. All pre-employment and health surveillance cases begin with a screening questionnaire and there is a charge for this service. We will then advise if further services are required and provide costs.

Q - How long will I need to wait for an appointment?

A - Wherever possible we will offer you an appointment within 10 working days of your request.

Q - Are pre-employment checks for GPs and Dentists covered by NHS ICBs?

A - Pre-employment checks for those already on the performers list are not currently within the NHSE national specification and therefore should be treated as out of scope for funding by ICBs. Pre-employment checks are an employers cost. The pre-employment check is for the practices own assurance as the employer and the Practice should have a system set up internally as part of the NHS recruitment guidelines and as expected by CQC. The screening required would not be any different than the Practice put in place for all new starters employed by the Practice, whether GP or Allied Health Professional joining their employment.

Terms and Conditions

- Let Heales Medical know of personnel changes to make sure you receive our emails on time.
- Payment is due within 30 days from the end of the month in which the service is provided.
- Late payment of invoices may result in statutory late payment charges and interest.
- Making a referral will result in charges, even if the service is cancelled.
- Appointments cancelled within 3 working days of the appointment or not attended will still be charged.
- Charges will be applied for non-responses to Pre-Employment Questionnaires.

Contact us

If you have any questions about our service, or think we could help your practice/organisation, contact:

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