



Heales Medical

Occupational Health



Services For Your Company

www.heales.com



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Who are Heales Medical?

We are a specialist Occupational Health company that has been providing services since 1999, to a diverse range of private and public sector clients including Public sector 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 company to any trends.

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

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)



Benefits of the service

We can offer the Occupational Health service that is right for your organisation. No matter what your usage, we will offer you an excellent, efficient and cost-effective service.

Ad hoc services work well for one-off referrals, or if you think you'll only need the service a few times a year. Prices are offered on a comprehensive price list, which details prices for all the services we offer.

Flexible contract pricing is the most cost effective if you think you'll have a number of referrals. We will create a tailor made package according to your requirements, including as much or as little as you need.

	Ad-hoc	Contract
Reduced sickness absence	✓	✓
Increased workforce wellbeing	✓	✓
Bespoke online case management system	✓	✓
Secure encrypted electronic records	✓	✓
Quick and easy online referrals	✓	✓
Up-to-the-minute online case tracking	✓	✓
Managers portal for easy referrals and case tracking	✓	✓
Notifications sent to managers via secure email link	✓	✓
Email and text appointment reminders	✓	✓
Competitive pricing	✓	✓
Dedicated Contract Management and administration	✗	✓
Flexible, tailor-made packages	✗	✓
Annual or fixed pricing	✗	✓
Customisable system features	✗	✓

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 or 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 at least 5 years Contract or Relationship Management experience in Occupational Health or the NHS.

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.



Service Cost

We can provide ad hoc or flexible contract services. Contracts are from 2 years+ and can be fully-inclusive, part-inclusive or service element.

Please see attached price list for more information.

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 email and text if a completed questionnaire is not received and 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, with advice on baseline health surveillance based on job risks/job assessment entered. If there are any health issues indicated, a more detailed set of questions needs to be completed, which is 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 email link to the referring manager. The referring manager is kept automatically informed, by email, 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.

In 2022/23, approximately 1.8 million workers were suffering from work-related ill health, with nearly half (49%) of these cases attributed to stress, depression, or anxiety.

Musculoskeletal Disorders accounted for 27% of all work-related ill health cases, remaining a significant contributor to work-related conditions.

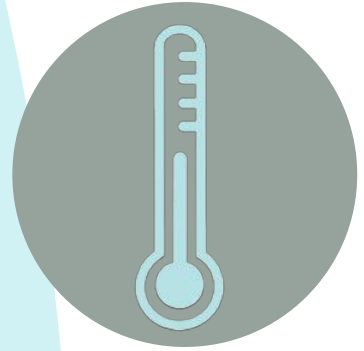
An estimated 35.2 million working days were lost due to work-related ill health or injury during this period.

The estimated cost of workplace injury and illness to UK employers increased to £22.9 billion in 2023/24.

Source: HSE Labour Force Survey, complemented by THOR

<https://press.hse.gov.uk/2023/11/22/hse-publishes-annual-work-related-ill-health-and-injury-statistics-for-2022-23/>

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



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

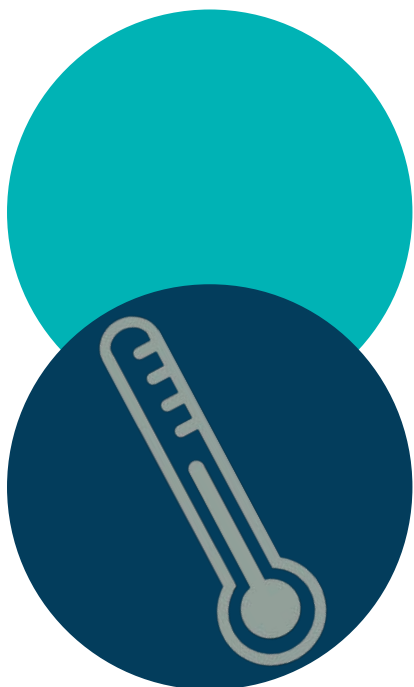
Early intervention, evidence-based advice, targeted treatment and relevant health promotion will help minimise absence significantly.

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, close to the employee's work or home.



Ill-Health Retirement

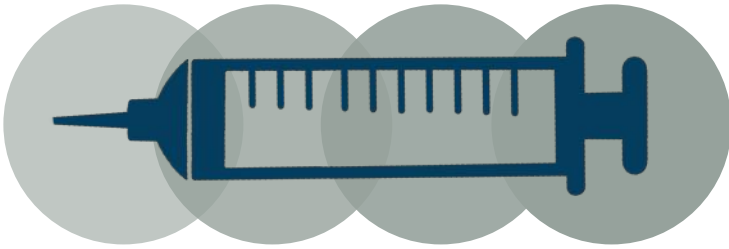
If one of your employees becomes chronically unwell and can no longer work to their full potential, or the options for workplace adjustments or redeployment are exhausted, then it may be time to consider ill-health retirement, dependent upon the pension scheme regulations.

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 and 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 an outstanding vaccination service 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 travel vaccination advice to contract clients as part of the service both via the website and in response to client enquiries. 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 email with a secure link to further reduce time when receiving a vaccination.

More specific pandemics (Bird or Swine flu) will have different modes of treatment recommended by 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, Advisors or Physicians.

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



Health Surveillance can include, but is not limited to:

- Audiometry Testing
- Eye testing/VDU Testing
- Lung Function Assessment (Spirometry Assessments)
- Driver Health Assessments
- General Driver Health Assessment
- Forklift 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 tasty vegetarian recipes
- Quarterly Health Promotion Poster

The World Health Organization (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 through one of our partner providers. These 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 Chiropractic 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



FAQs

When can we start referring?

As soon as you have registered with us you will receive a secure link and login where you can start referring straight away.

How long will it take to get an appointment?

We will normally arrange an appointment with an Occupational Health Nurse within 10 working days of triage. For more complex cases we may advise an appointment with an Occupational Health Physician, which will be within 10 working days of triage. Employees and their managers will be able to change their appointment up to 3 working days prior.

When will we receive Management Advice following a referral?

Management Advice is released within 2 working days of an appointment or GP/Consultant report, and often on the same day, with employee consent. The employee can choose to review the report in case of any changes within 3 working days, or 5 working days if sent by post, if we have not been asked for amendments the report will be sent to the employer.

When will we be invoiced?

Invoices will be sent out monthly.



Terms and Conditions

- Let OH 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 company, contact:

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