



Occupational Health Services Brochure



Heales Medical

Leading Innovation in Occupational Health

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Eamonn Swanton

CEO of Heales Medical

Message from our CEO

“A managed occupational health strategy is an investment that can improve the health and well-being of your organisation”

We have always advocated early intervention to support employees in remaining at or returning to work which was the basis on which Heales Medical was formed in 1999.



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 Local Authorities, Higher Education institutions, NHS Trusts, Schools 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.

Mission

To support targets of reducing the average number of sickness absence days per employee by being proactive in health promotion, health assessment and supporting employees' return to work.

Vision

To provide a world class cost effective Occupational Health service which minimises absence, ensures a safe working environment and maximises employees health and fitness.

Our Services



Pre-Employment
Screening



Sickness Absence
Referral



Ill-Health Retirement



Health Surveillance



Full Range of
Vaccinations



Blood/Urine Tests



Counselling and
Mental Health
Support



Advanced EMDR



Musculoskeletal
Assessments



Health and
Education Promotion



Management
Support



Training and
Development



Drug and Alcohol
Testing



Employee Assistance
Programme (EAP)



Benefits of the Service



We offer Occupational Health services tailored to your organisation, delivering an efficient and cost-effective solution whatever your level of use.

For occasional or one-off referrals, our ad-hoc service provides clear, comprehensive pricing for all services.

If you expect multiple referrals, our flexible contracts offer a more cost-effective option, with a customised package designed around your needs.

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



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.

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

Contract Managers have a proven record of contract or relationship management experience.

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 provide an online, end-to-end pre-employment screening process that is fully automated and consists of two clearly defined stages. Simply enter the employee's contact details, job role and associated risks and we handle the rest.

The system sends automatic email and text reminders for incomplete questionnaires and keeps the referring manager updated throughout.

Candidates complete a general health questionnaire, which is auto cleared if no issues are identified, with baseline health surveillance advice based on job risks. If concerns are raised, a more detailed questionnaire is reviewed by an Occupational Health Advisor, who may request further information or arrange an appointment. Once complete, Management Advice is issued securely to the referring manager.

For healthcare workers and students, appointments are arranged as needed for vaccinations, immunisations, assessments and baseline health surveillance in line with service requirements.

Sickness Absence Referrals

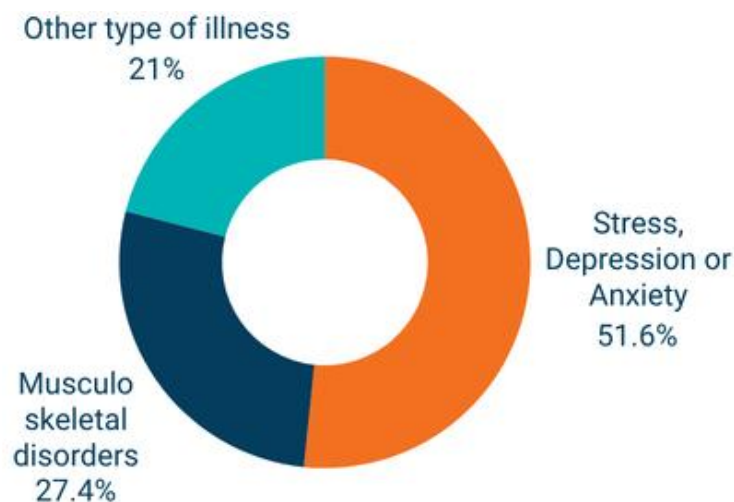
In 2024/25, approximately 1.9 million workers were suffering from work-related ill health, with more than half (52%) of these cases attributed to stress, depression, or anxiety.

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

An estimated 35.7 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 2024/25.

New and long-standing cases of work related ill health by type, 2024/25



Source: UK Health and Safety Executive (HSE)

Source: <http://www.hse.gov.uk/statistics/causdis/index.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 & 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.

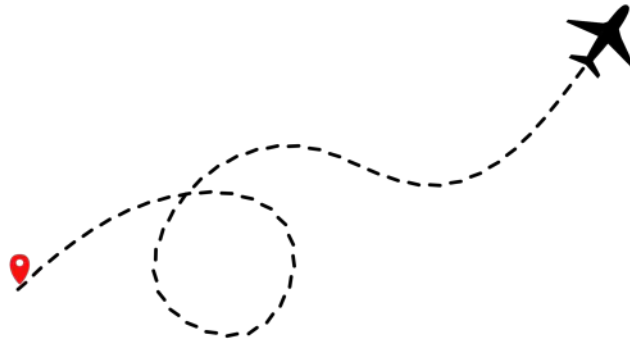
Immunisation of Healthcare Workers, Staff and Students

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 delivers a full range of tailored Health Surveillance services, either on site at your workplace or from our regional offices across the UK, provided by experienced Occupational Health Nurses, Advisors and Physicians.

Our Online Management System enables you to manage employee health surveillance efficiently, including booking appointments and accessing management reports.

Health Surveillance can include, but is not limited to:

- | | | |
|--|------------------------------------|---|
| ✓ Audiometry Testing | ✓ Eye Testing/VDU Testing | ✓ Lung Function Assessment |
| ✓ Driver Health Assessments | ✓ General Driver Health Assessment | ✓ Forklift Driver Assessments |
| ✓ Night Worker Assessment | ✓ Hand and Arm Vibration Syndrome | ✓ Food Handler Medicals |
| ✓ Skin Assessment | ✓ Substances Hazardous to Health | ✓ 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 Assessment |



Health Promotion & 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. Health promotion is provided as standard for contract clients on an ad-hoc basis only.

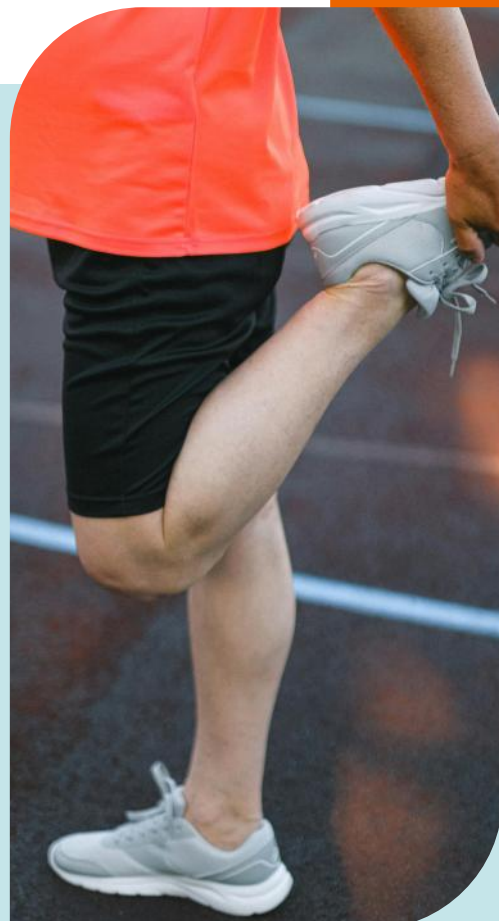
Contract clients receive, as standard:



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 absence
- 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, such as manual handling and the proper use of safety equipment, or more general topics, such as healthy eating. This can be delivered on an individual or group basis.



Additional Services

Counseling/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.

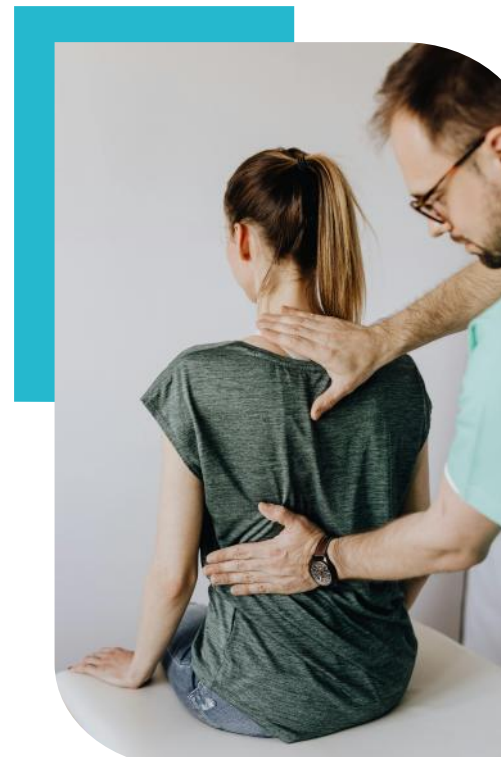
We can also provide structured counselling, either face-to-face or by telephone, during normal working hours.

Advanced EMDR (A-EMDR)

An innovative new version of EMDR that helps employees deal with traumatic experiences and enables a full return to work.

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



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 instead recommend an appointment with an Occupational Health Physician within the same timeframe. Employees and their managers can reschedule their appointment up to 3 working days in advance.

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.

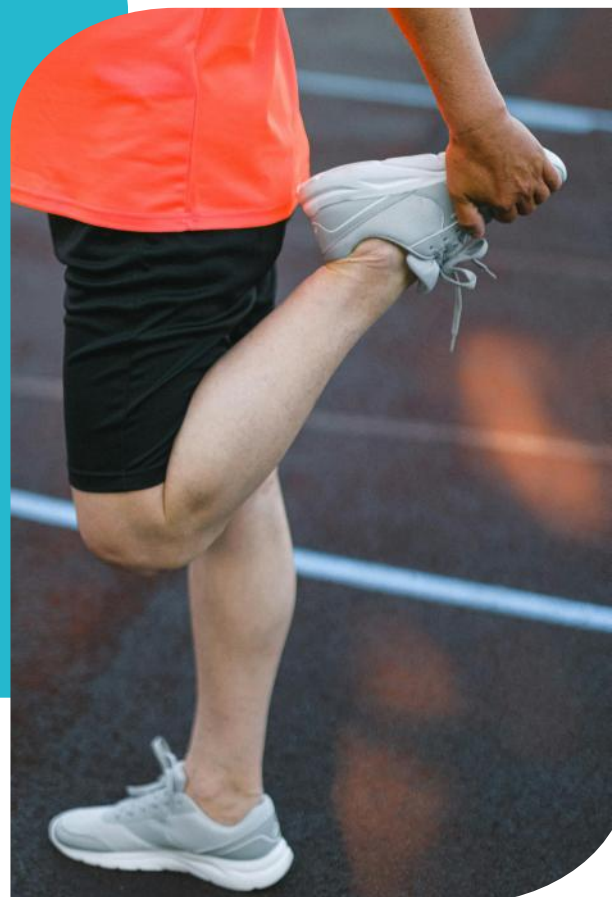
Contact us

If you have any questions about our service, or think we could help your company,

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