



Occupational Health & Wellbeing



The Department

The Occupational Health and Wellbeing Department (OH&WB) works to promote and maintain the physical, mental and social well-being of workers in all occupations; the prevention among workers of adverse effects on health caused by their working conditions; the protection of workers in their employment from risks resulting from factors adverse to health; the placing and maintenance of workers in an occupational environment adapted to physical and mental needs; and the adaptation of work to humans.

In other words, health and wellbeing encompasses the social, mental, and physical wellbeing of workers, i.e., the “whole person”. That goal is achieved through workplace policies, programs, and procedures, supported by an external legislative and regulatory framework.

Health and Wellbeing Services

The Occupational Health and Wellbeing Department is responsible for the implementation and delivery of services that can enhance a staff member’s health and wellbeing.

Services that are provided include:

- Walking Group
- Health and Wellbeing Champions
- Time to Talk for Managers
- Vivup Employee Assistance Programme (EAP)
- Mental Health First Aid
- Flu vaccinations

Services also available throughout the Trust:

- Peer 2 Peer (P2P)
- Staff Benefits
- Healthy Eating
- Cycle to Work Scheme
- Library services
- Take 5

Who we are:

The Occupational Health & Wellbeing Department is a team of 9 staff members:

- **Head of OH&WB** is responsible for the management of the department as well as working clinically within the team.
- **Occupational Health Physician** provides specialist medical advice to the Trust. This will include seeing staff for Sickness Absence, Ill Health Retirement and Pre-Employment assessment.
- **Specialist Nurse Practitioners** provide the full range of clinical services and advice, including seeing staff for Pre-Employment and Sickness Absence advice.
- **Clinic Nurse** is responsible for the day to day running of the venepuncture and immunisation clinic.
- **Operational/ Staff Flu Lead** is responsible for the implementation of all H&WB initiatives along with other clinical support activities including leading on the annual Flu Campaign.
- **Medical Secretary** provides full secretarial support to the department and leads the admin team.
- **Receptionist/ Administrators** administrate all contacts and activities within the service including appointments, queries, screening, and referrals

Services we provide internally includes:

- Pre-employment screening for new starters
- Sickness absence management advice and rehabilitation advice
- Advice to managers on Occupational Health and Wellbeing
- Advice to staff (who can self-refer)
- Action after body fluid exposure
- Confidential advice
- Health surveillance
- Ill-health retirement
- Health and wellbeing initiatives
- Immunisation/ blood testing
- Flu immunisation programme
- Ergonomic advice

Services we provide to external clients:

- Pre-employment screening
- Ill-health retirement
- Sickness absence management
- Health surveillance
- Body fluid exposure follow up
- Immunisation/ blood testing

Your appointment/consultation with us

Please bring a list of any medication you are prescribed. If you do have any hospital clinical letters etc. relevant to any ongoing health problem and you feel able to share them with us, they would be most helpful.

All clinics have set appointment times and if you are over ten minutes late, we cannot guarantee that you will be able to be seen. Please allow sufficient time for your journey including finding parking and the department.

During your appointment you can be accompanied by a friend, relative, or a Union Representative should you wish, but you would need to be comfortable to discuss health matters in front of them and occasionally, depending upon circumstance, the doctors or nurses may wish to speak to you in private.

We endeavour to see everybody on time, but occasionally clinics may over-run e.g., a complex consultation, or a previous patient/client was late. If you have waited for ten minutes past your scheduled appointment time, please inform our reception staff. If we know that a clinic is running late, you will be informed on arrival.

Whilst the doctor/nurse will be primarily interested in any ongoing health problems and their impact on work (or vice-versa) you will normally be asked other background questions such as your past medical history and social circumstances. This will enable them to gain an overall view of your health and wellbeing, any other factors that might influence your medical fitness for work, or identify specific support needed.

Your records

Confidentiality

You have the right to expect us to handle any information you or others give us about you, safely and confidentially and in keeping with the Data Protection Act 1998.

Only we can access your electronic/paper records and their contents will not be divulged, or accessed by anyone else without your explicit consent, unless a Court Order requires us to do so, or Government organisations with statutory powers request their release. This means that your manager or other representative of your employer cannot access your file without your knowledge and consent.

All members of the OH&WB team have to sign up to a confidentiality agreement and this includes a requirement not to divulge confidential medical information by verbal as well as by written means without your consent.

Sometimes we may receive a call from managers etc. who wish to clarify a report or seek general advice. Whilst we will endeavour to help them, no new medical information will be volunteered unless you have agreed beforehand that such information can be shared.

Accessing your OH file

You can view your OH record by giving us advance notice so that we can organise an appointment for you. However, we will need confirmation of your identity and therefore would ask that you bring photographic ID with you.

Should you wish a printed copy, of some or all of your OH record, we may ask you to complete a written request form and we reserve the right to charge our reasonable expenses for printing, photocopying and administrative time. We aim to have your copy available within two weeks and we will need to receive payment (if appropriate)

Transfer of OH records

Should your employer change their occupational health provider, so that we no longer provide services, we will transfer your full record to the new occupational health provider if one of the following conditions is met:

- We have your individual consent to do so
- Where possible we will help facilitate an electronic transfer of records, but where this is impracticable, or not feasible for technical reasons, a printed copy will be made available to your new OH provider.

Contact

Telephone: 01908 995 255 or ext. 85255

Email: staff.hwb@mkuh.nhs.uk

Further Support

Vivup EAP

Help and support with pressures at work or home,
Employee Assistance Programme (EAP) available
any time, **24/7, 365** days a year

03303 800658

(Calls charged at local rates)

Or to find the full range of services available,
visit vivup.co.uk



The Vivup Employee Assistance Programme (EAP)

Offering you a range of information and practical support
for problems at work and home including:

Stress | Family Difficulties | Relationships | Health | Finances
Bereavement | Anxiety | Depression | Workplace Issues | Trauma

Call **03303 800658** or
visit vivup.co.uk

