



Occupational Health Services in NHSBT

OH Assist™

OH Assist™ provides an occupational health (OH) service to all NHSBT employees. Working with line managers at all stages of the process, OH Assist™ will provide advice and consultancy support on subjects including:

- Work/health related measures
- Sickness absence management
- Pre-employment health screenings
- Health Surveillance

This customer service desk can be contacted on 0845 601 8029 Monday to Friday 9am – 5pm.

How will the Occupational Health service help me?

The service has been designed specifically to meet the needs of NHSBT employees. The benefits include:

Impartial medical advice to help you and the Trust address the issues affecting your health.

Advice on rehabilitation and adjustments to your working environment, to help you continue at work or have an assisted return to work.

Why would I be referred?

There are a number of reasons why your manager may consider referring you to Occupational Health and this will be explained to you. It could be as a result of a medical condition that affects your ability to attend work regularly, or you may need adjustments made within your working environment to enable you to carry out your job more effectively.

What happens before I am referred?

After your line manager has explained the reasons for referral, they will complete a referral form for submission to OH Assist™, which will give the OH Advisor (OHA) information about your job and health issue. You will be asked to complete a medical consent form to give permission for OH Assist™ to contact your GP or consultant for additional information to allow OH Assist™ to progress your case. Your medical history will remain totally confidential between OH Assist™ and your GP.

If you require a female Health Advisor for religious reasons you need to make your manager aware.

What happens if I am referred to OH Assist™?

OH Assist™ may write to your GP or consultant and/or ask you to attend a face-to-face consultation. When all the relevant medical information is available, the OH Assist™ OHA will provide a report to your referring manager, summarising their advice.

What will happen if I am required to attend a face-to-face consultation?

You will be assessed by a trained clinician, usually on one of OH Assist™ own sites or at the NHSBT Filton site if you are assigned there. You will be contacted directly by the OH Assist™ administration team to arrange a mutually convenient appointment time and location.

The assessment will usually last up to 20 minutes and will explore aspects of your medical background, your current medical condition and the effect in relation to your job. The advisor may ask questions which you feel are already answered in your file; this is to ascertain your views on your medical history and the impact on your job.

What if I am unable to attend?

It is important that you are seen as soon as possible so that every effort can be made to address the issues affecting your absence. If cancellation is unavoidable, at least three days' notice should be given. Please call the helpdesk number 0845 6018029 if you need to cancel your appointment. They will ask you the reason for the cancellation and any future dates when you would be unavailable for a rearranged appointment.

Pre-employment screening

The purpose is to ensure that staff are not recruited to jobs which could adversely affect their health. Pre-employment screening also helps to identify any changes to the work place to enable people with disabilities to be employed.

24 Hour Sharps/Needle stick Helpline

A risk to NHSBT staff is that of blood borne viruses (BBVs). These include HIV, Hepatitis B etc. They tend to be transmitted via blood to blood contact, for example skin damage with a blood contaminated needle or blood splashes where blood comes into contact with mucosal membranes of the eye, mouth or nose. The risk is extremely small but it needs to be controlled. If you have a needle stick or blood contacts follow the procedure and contact OH Assist™ for advice on: **08453710572**

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Confidentiality with OH Service

OH Assist™ operates the highest standards of client confidentiality, adhering to the Data Protection Act (1998) and the Access to Medical Records and Reports Act (1998). Information disclosed to line managers and/or to NHSBT's HR department will be in general terms only and will not disclose any confidential medical details. It will not include any information that could prove harmful or embarrassing to either party. OH Assist™ will retain confidential medical information.

Health Surveillance

Due to health risks, many jobs require an individual's health to be regularly checked. In addition to protecting the member of staff, it can also be an important safeguard to others, for examples colleagues, patients and road users. Health Surveillance is either a mandatory responsibility required by law or has been identified by risk assessment. Common health surveillance in NHSBT includes health checks for: drivers who drive vehicles such as Lorries or large passenger carrying vehicles; hepatitis B vaccination; and health checks for night worker checks.