

Services available through Occupational Health (OH) procedure

Name	Services Available Through Occupational Health
Summary	This document sets the procedure that will be followed when referring staff for additional services that are available through OH.
Associated Documents	
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Golden Jubilee Foundation Values Statement

What we do or deliver in our roles within NHS Golden Jubilee (NHSGJ) is important, but the way we behave is equally important to our patients, customers, visitors and colleagues. We know this from feedback we get from patients and customers, for example in “thank you” letters and the complaints we receive.

Recognising this, NHSGJ have worked with a range of staff, patient representatives and managers to discuss and promote our shared values which help us all to deliver the highest quality care and service across the organisation. These values are closely linked to our responsibilities around Equality.



Valuing dignity and respect

A can do attitude

Leading commitment to quality

Understanding our responsibilities

Effectively working together

Our policies are intended to support the delivery of these values which support employee experience.

1. Introduction

The NHS Golden Jubilee (NHSGJ) is committed to the welfare of all employees. The hospital recognises that provision of some services through Occupational Health (OH), may help to reduce sickness absence levels, maintain retention of staff, and help in the recruitment of potential staff.

At present OH can provide access to physiotherapy, counselling services and some radiological and cardiac services.

The aim is to allow all staff within the GJF access to these services and be aware of the procedure of how to access them

2. Scope

2.1 The contents of this document apply to all employees, including volunteers and to policies developed for and used by NHSGJ.

The services available through Occupational Health procedure sits under the main Occupational Health policy and as such ensures that all members of society are treated fairly.

3. Services available

Physiotherapy:

- a. Staff can self-refer to physiotherapy by contacting extension no: 5121 and leaving their name and contact details.
- b. Consent will be gained from the physiotherapist (physio) or OH to allow communication between the 2 parties in order that we can support staff either to stay at work or return to work.
- c. OH and the physio meet on a regular basis to discuss staff being seen at physiotherapy.
- d. OH and the physio will monitor the number of staff attending physiotherapy and if there are any work issues will investigate and provide relevant advice.
- e. The OH Physiotherapist can provide a Health and Work report for work relevant musculoskeletal problems, similar to that provided by your GP. Further information is available on sharepoint: **Procedure for the Occupational Health (OH) Physiotherapy Service provision of AHP Health and Work Report (HWR)**

Psychological Support Services.

- All staff have access to this service.

The face to face psychological support service currently available to staff is Cognitive Behavioural Therapy (CBT).

- ❑ Advice can be given by OH about other services available via telephone, on line or face to face. See Appendix section 5.
- ❑ There are leaflets/DVDs and booklets available through OH.
- ❑ Employees wishing face to face CBT should make an appointment with the OH nurse. The face to face service is provided by an external organisation with the therapists using rooms within the OH department.
- ❑ Face to face CBT will be triaged, employee name added to our waiting list and appointments arranged by the OH staff.
- ❑ Managers also have access to a list of useful helpline numbers for staff, covering a range of services. See appendix section 5.

Radiology Services

There may be occasions when some x-rays, scans or other radiological tests can be arranged through OH.

- ❑ If an employee is required to have any radiological test and wishes this to be carried out at NHSGJ the employee should contact the OH Department to discuss if this can be carried done.
- ❑ For routine type x-rays to be carried out there needs to be a written request from the employees GP.
- ❑ MRI scan requests need to be written requests from the Consultant that the employee has been reviewed by.
- ❑ Upon receipt of the written request, OH will forward the documentation to the Radiology Department.
- ❑ The employee will receive communication from the Radiology Department with the date and time that the investigation will be carried out
- ❑ A copy of the results will be forwarded to the employees GP/Consultant by the Radiology Department.
- ❑ The employees GP/Consultant will arrange any further investigations/interventions.
- ❑ There are limited radiological tests that can be conducted due to the specialist nature of the organisation.

Cardiac Services

There may be occasions when some cardiac investigations can be arranged through OH. These are highlighted below.

Urgent requests:

- If a staff member becomes acutely unwell and requires cardiac investigations e.g. ECG, the cardiac physiology department should be contacted directly, they will then arrange the relevant investigation. The OH paperwork may be completed retrospectively.

Routine:

- If an employee is required to have a cardiac investigation and wishes this to be carried out at NHSGJ the employee should contact the OH Department in the first instance to discuss if it is possible have completed at GJF.
- 24 hour ECG/BP and ECG Event Recording can be requested if accompanied by a GP referral.
- Requests for Cardiac ultrasound (Echo) require a GP/Cardiologist referral.
- OH will forward a Cardiac Investigations Department (CID) request form with the appropriate details and the test requested to the Cardiac Services Department. This should be accompanied by the GP/Cardiologist referral.
- The employee will receive communication from a member of the cardiac physiology staff to arrange a mutually convenient appointment date and time.
- A copy of the test results will be sent to OH and given to the member of staff and it is their responsibility to ensure this copy is given or sent to their GP/Consultant.
- The employees GP/Consultant will arrange any further investigations/interventions.

At present the Occupational Health Department does not have the facility to offer employees any "fast-tracking" to any surgical/medical specialties.

4. Statutory compliance

This procedure will comply with the relevant statutory requirements, including the following Acts, any subsidiary legislation and subsequent amendments:

- Health & Safety at Work Act 1974
- Equality Act 2010
- Freedom of Information (Scotland) Act 2002
- General Data Protection Regulations

5 – Appendices.

Appendix A

Useful helpline numbers and online services

Mental Health		
Depression Alliance Scotland		www.dascot.org
Saneline	0845 767 8000 6pm -11pm 365 days a year	www.sane.org.uk
Action on Depression	0131 2432786	www.actionondepression.org
Samaritans	116-123	Scotland@samaritans.org
Breathing Space	0800 838 587 Mon – Thurs 6pm-2am Fri 6pm – Mon 6am	www.breathingspacescotland.co.uk
Living Life	0800 328 9655 Mon – Fri 1pm – 9pm	
Living Life to the Full		www.livinglifetothefull.com
Lifelink	0141 552 434	www.lifelink.org.uk
Anxiety UK	08444 775774 (Mon-Fri 09:30-17:30)	
Addictions		
Alcoholics Anonymous	08009177650	www.alcoholics-anonymous.co.uk
Gamblers Anonymous Scotland	0370 050 8881 24hrs	www.gascotland.org
Talk to Frank Text 82111	0300 123 6600	www.talktofrank.com
Family/Personal		
Women’s aid Scotland	0808 027123	www.scottishwomensaid.org.uk
Rape Crisis Scotland	0808 801 0302 6pm - midnight	www.rapecrisisscotland.org.uk
Relate	0300 100 1234	www.relate.org.uk
National Debtline Scotland	0808 808 4000 Mon-Fri 9am - 8pm Sat 9.30am -1pm	www.nationaldebtline.org

Cruse (Bereavement)	0844 477 9400	www.cruse.org.uk
Childline	0800 1111	www.childline.org.uk
Victim Support	08081689111	www.victimsupport.uk
Citizens Advice Scotland		www.cas.org.uk
NHS24	111	www.nhs24.com

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