



026 - Overseas Travel Procedure (Health and Safety)

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Policy Owner: Gill McInnes	Other Key Stakeholders: Chief Executive, Director of Workforce
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Purpose

The Health and Safety at Work Act 1972 imposes a duty of care on NHS24 to ensure the health safety and wellbeing of its staff. Whilst the Act does not extend to overseas territories NHS24 will apply its principles to overseas travel. This document should be read in conjunction with NHS 24 Travel and Accommodation Policy and

This procedure is designed to ensure that foreign travel is appropriately risk assessed and that the member of staff is safe so far as is reasonably practical.

Scope

This procedure applies to all members of staff when travelling outside the United Kingdom

Ensure that all non NHS 24 persons travelling abroad (on behalf of NHS 24) have the relevant insurance cover in place prior to departure.

Definitions

Traveller	The person(s) travelling overseas
Buddy	The nominated person who the traveller will contact on a daily basis to confirm they are well.
Nominated Traveller	If a group of staff are travelling overseas one of the group will be designated as the nominated traveller, they have the responsibility of contacting the nominated buddy whilst the group is overseas
Itinerary	This is a key document detailing all of those travelling, buddy details, contact details of all staff travelling, locations to be visited, and accommodation details including contact details
SMT	Senior Management Team

Roles and Responsibilities

See following flow charts.

NHS 24 Overseas Travel Policy – Roles and Responsibilities V1 2015	
Senior Management Team (SMT)	<div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid black; padding: 5px; width: 45%;"> <p>The member of SMT responsible for nominated traveller (or traveller) is responsible for ensuring all pre-trip documentation is completed and appropriately authorised</p> </div> <div style="border: 1px solid black; padding: 5px; width: 45%;"> <p>Ensuring that all Risk Assessments containing a 'yes' answer are reviewed by the H&S Consultant</p> </div> </div>
Financial Service & Audit Manager	<div style="border: 1px solid black; padding: 5px; width: 100%;"> <p>Is responsible for ensuring the necessary travel insurance including medical and repatriation provisions are in place for the whole trip</p> </div>
Buddy	<div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid black; padding: 5px; width: 45%;"> <p>Is responsible for ensuring that they have been supplied with copies of: passport, other form of Photographic ID e.g. Driving Licence, VISA, Details of any medications, Essential contact details including OOH e.g., mobile phone, email, next of Kin, travel documents, Itinerary/Accommodation Details</p> </div> <div style="border: 1px solid black; padding: 5px; width: 45%;"> <p>Is responsible for informing the relevant member of SMT if a contact deadline is missed from the nominated traveller (or traveller)</p> </div> </div>
Line Manager	<div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid black; padding: 5px; width: 45%;"> <p>Is responsible for approving the travel in principle and ensuring that all relevant documents are completed</p> </div> <div style="border: 1px solid black; padding: 5px; width: 45%;"> <p>Once approval given to travel Occupational Health Clearance should be arranged – European Travel an annual review unless health status changes within this period and all other destinations prior to each occasion of travel</p> </div> </div>

NHS 24 Overseas Travel Policy – Responsibility of Nominated Traveller (or Traveller) V1 2015	
Pre- Approval	<div style="display: flex; justify-content: space-between;"> <div style="border: 1px solid black; padding: 5px; width: 30%;"> <p>Is responsible for ensuring that the travel request forms and overseas travel risk assessments are completed and presented to the Line Manager and relevant member of SMT for approval and authorisation, and copies of all relevant documents to be given to 'buddy' .</p> </div> <div style="border: 1px solid black; padding: 5px; width: 30%;"> <p>Is responsible for ensuring that the line manager of all other travellers has provided approval to travel and that Financial Services and Audit Manager have suitable and sufficient travel insurance for the proposed destination and travellers</p> </div> <div style="border: 1px solid black; padding: 5px; width: 30%;"> <p>Advise Financial Services and Audit Manager of any pre-existing conditions to ensure any travel insurance is still valid - Attend any OH referral required to satisfy clearance to travel - European Travel an annual review unless health status changes within this period and all other destinations prior to each occasion of travel. If Vaccinations are required these should be obtained from OH.</p> </div> </div>
Pre - Travel	<div style="display: flex; justify-content: space-between;"> <div style="border: 1px solid black; padding: 5px; width: 30%;"> <p>Is responsible for consulting with the foreign and commonwealth office website to review travel advice. Any significant change MUST be discussed with the approving manager/SMT prior to departure and Risk Assessment reviewed/Approved as required</p> </div> <div style="border: 1px solid black; padding: 5px; width: 30%;"> <p>Ensure passport is in date and remains so for the duration of the planned trip. Note that some airlines and countries require your passport to be valid for at least 6 months after the end of your trip</p> </div> <div style="border: 1px solid black; padding: 5px; width: 15%;"> <p>Arrange VISA to ensure plenty of time for it to be processed.</p> </div> <div style="border: 1px solid black; padding: 5px; width: 15%;"> <p>If travelling within the European Economic Area (EEA) you MUST have and EHIC card valid for your journey</p> </div> <div style="border: 1px solid black; padding: 5px; width: 15%;"> <p>If travelling with prescription only medication ensure it is legal in destination country and provide a list with dosage to OH and your buddy</p> </div> </div>
Pre Travel Documents	<div style="display: flex; justify-content: space-between;"> <div style="border: 1px solid black; padding: 5px; width: 60%;"> <p>Is responsible for ensuring that they have provided the 'buddy' with copies of: passport, other form of Photographic ID e.g. Driving Licence, VISA, Details of any medications, Essential contact details including OOH e.g., mobile phone, email, next of Kin, travel documents, Itinerary/Accommodation Details</p> </div> <div style="border: 1px solid black; padding: 5px; width: 35%;"> <p>Take a spare passport photograph with you in the event that a new passport is required if existing passport lost or stolen</p> </div> </div>
Whilst in host country	<div style="display: flex; justify-content: space-between;"> <div style="border: 1px solid black; padding: 5px; width: 45%;"> <p>Take advice from your 'in country' host as to appropriate behaviours and areas to visit/avoid</p> </div> <div style="border: 1px solid black; padding: 5px; width: 45%;"> <p>Contact 'Buddy' daily to ensure safety whilst abroad</p> </div> </div>

Procedure

No overseas travel can take place without the express approval of the Chief Executive (or nominated deputy). In the first instance the traveller or lead traveller must request approval in principle from the line manager of all travellers and from the member of the SMT responsible for the lead traveller – Complete form Appendix 3

No overseas travel can take place unless the staff member(s) have received Occupational Health clearance to travel, periodicity of occupational health clearance are detailed below. The purpose of receiving Occupational Health Clearance is to ensure that staff member's health issues can be appropriately managed whilst overseas.

European Travel -	An annual review with occupational health must be conducted. If in the interim the staff member's health status changes they must receive a renewed clearance from occupational Health.
All other destinations -	occupational health clearance must be obtained for each staff member before each occasion of travel.

When approval in principle is given the lead traveller or traveller must complete in full the "staff overseas travel approval form", and the "overseas risk assessment form", both of which can be found in the appendices.

If any answer in the Overseas RA is answered YES then the form should be referred to the Health and Safety Consultant for their consideration. Prior to travel any risk assessment with YES answers requires the further approval of the SMT member, H&S consultant and the Chief Executive.

Prior to departure the lead traveller or traveller should consult the foreign and commonwealth office website to see if there has been any change with regard to travel advice. Any significant change must be discussed with the approving manager / director within NHS24 prior to departure and the risk assessment reviewed/ approved as required.

Where possible the lead traveller or traveller should take advice from their in country host as to appropriate behaviours and areas to visit / avoid.

Overseas Travel Documentation

The lead traveller or traveller must contact the Financial Services and Audit Manager to ensure that suitable and sufficient travel insurance is available for the proposed destination and travellers.

Ensure that your passport is in date and remains so for the duration of the planned trip. Note that some airlines and countries require your passport to be valid for at least 6 months after the end of your trip.

If you need a visa ensure you allow plenty of time for it to be processed.

If you are travelling within the European Economic Area (EEA) you MUST have an EHIC card valid for your journey

Health Issues

If lead traveller or traveller have pre existing health conditions they should ensure that Financial Services and Audit Manager is aware of this to ensure the travel insurance is still valid.

The lead traveller or traveller should ensure they have had all of the necessary vaccinations for their planned journey, information on vaccination and health can be found on:

The WHO www.who.int/en/

The UK Department of Health www.dh.gov.uk

The US Centers for Disease Control www.cdc.gov/travel

-The European Centre for Disease Control www.ecdc.europa.eu

Anyone travelling with prescription only medication should ensure that the medication is legal in the destination countries, and should maintain a list of all drugs required including dosage. (Ensure that Occ Health have received a copy of this list).

If you should take ill during the trip use contact details provided in Appendix 2 – AIG Travel Pack.

Documents

All travellers must ensure they have duplicate copies of all essential documents and that copies are maintained by the travel buddy.

The basic documents that should be copied are:

- Passport
- Other formal photo ID , eg – drivers licence
- Visa
- Details of medications
- Essential Contact details (including OOHrs)
 - ✓ Mobile Phone (all travellers)
 - ✓ E mail (all travellers)
 - ✓ Next of Kin
 - ✓ Contact details for the Buddy
- Travel tickets / e tickets
- Itinerary / Accommodation details

For lost or stolen Documents – Use contact details provided in Appendix 2 – AIG travel pack.

Appendix 1 – Travel Request and Risk Assessment Documents

Appendix 2 - AIG Travel Pack

Appendix 3 - IOSH Guidance - Safety Without Borders

Appendix 4 - NHS 24 Foreign Business Travel Form – May 2015

Appendix 1 - Travel Request Summary

Destination:				
Departure Date:				
Return Date (to UK)		Return Date to Office		
Purpose of Visit				
Number of travellers				
Traveller Names	Department	Lead Traveller		
		Yes	No	
i.				
ii.				
iii.				
iv.				
v.				
vi.				
vii.				
Name of Contact Buddy				
Has a full itinerary been drawn up? (attach a copy)	Yes / No			
Have you checked the FCO website? www.gov.uk/fco	Yes / No			
Please detail all FCO travel information				
Has/ Have the member(s) of staff received occupational health clearance	Yes / No			
Have you completed the overseas travel risk assessment form	Yes / No			

Traveller Details Form			
Name			
Mobile Phone Number			
Email			
Name of Manager			
Next of Kin (NoK)			
NoK Address			
	Postcode:		
NoK contact phone number			
NoK email			
Nominated Traveller / Sole traveller?	Nominated Traveller Yes / No	Group Traveller Yes / No	Sole Traveller Yes / No
Contact Buddy Name			
Contact buddy phone number			
Contact Buddy email			
Passport Number			
Passport Expiry Date			
Is a copy of the passport attached to this document?	Yes / No		
EHIC Card Number			
EHIC Card Expiry Date			
Is a copy of the EHIC Card attached?	Yes / No		
If a Visa is required is a copy attached	Yes / No		
Is a copy of an alternative photo ID attached?	Yes / No		
Do you have any pre existing health issues that you would normally inform travel insurers of?	Yes / No		
If yes have you checked with the Financial Services and Audit Manager that the insurance is valid	Yes / No		
Do you have a list including dosages of all prescription only medications you take	Yes / No		
Have you had all of the vaccinations required for your journey	Yes / No		
Has/ Have the member(s) of staff received occupational health clearance	Yes / No		
If driving is required whilst overseas have you checked that the destination country(ies) accepts a UK Licence	Yes / No		
A copy of the UK driving licence has been taken	Yes / No / N/A		
The destination country(ies) does not accept a UK Licence (an international driving licence will be required)	Yes / No / N/A		
A copy of the International driving licence has been taken	Yes / No / N/A		

Travel Risk Assessment – General Risk Assessment

A copy of the risk assessment (sect 1, 2 and 3) must be given to each traveller.

Destination:			
Departure Date:			
Return Date (to UK)		Return Date to Office	
Purpose of Visit			
Number of travellers			
Descriptor	Comments		
Is the FCO Advice re travel to the destination (and any intermediate points): ➤ Advise Against Travel ➤ Essential Travel Only	If the FCO Places restrictions on travel then Staff should not travel on business.		Yes / No
Is the FCO terrorism level for the destination (and any intermediate points): ➤ A High Threat ➤ A General Threat ➤ An underlying Threat	If the FCO rates the terrorism risk as this high then Staff should not travel on business.		Yes / No
Is there a known outbreak of VHF in the destination country	If there is a known outbreak then Staff should not travel		Yes / No
Do any of the travellers have a health issue that might be exacerbated by travel to the destination	If Occupational health have approved travel then the SMT member should ensure staff are aware of the controls they need to put in place		Yes / No
Travellers mobile phones will not work in the destination country	If mobile phones would not normally be expected to work or if the traveller(s) are working outwith normal coverage areas then consideration should be given to the provision of satellite phones or alternates		Yes / No
Does the Natural Environment / Weather represent a significant hazard at the destination	If environmental hazards or weather extremes are present then consideration should be given to the necessary controls or not travelling		Yes / No
Are zoonoses a significant hazard in destination countries	If yes (e.g.: malaria etc) ensure appropriate drug regime. If traveller cannot take the necessary drugs they should not travel		Yes / No
Are there any other significant hazards associated with the planned journeys?	If yes please provide details:		Yes / No
Detail any additional Controls being put in place for this journey			

Additional General Advice / Controls

Prior to travel you can use the AIG Travel Angel – Online Security and Situation Training e-learning package

It's simple to access and use and provides practical advice about;

- personal security
- preparation and arrival
- travel health risks
- getting around
- street crime and robbery
- carjacking
- kidnapping
- terrorism and unrest.

Some additional Advice is given below.

Deep Vein Thrombosis / Jet Lag

- Ensure you remain hydrated (avoid drinking alcohol)
- Undertake in flight exercises
- Allow time to adjust to time changes at the destination

Accommodation

- Ensure accommodation is suitable prior to arrival
- Consider higher rated hotels (4/5*) in some destinations
- Consult with your host / travel advisor

Emergencies

Medical, loss of supplies, fire, damage, personal security, environmental phenomena, (Flood, fire, etc.), misadventure.

- Ensure that contingency plans are available and considered before travel
- Ensure you have all of the necessary contact numbers for insurer
- Access to medical backup / antidotes
- Medivac is available

The Natural Environment and Weather

The environment and climate can represent significant hazards to travellers and suitable controls may be required if this risk is present at the destination. Controls could include:

- Geographical and weather planning / information.
- Personal Protective Equipment (PPE);
- Suitable clothing (hot /cold/ wet)
- High visibility vests, head wear / helmets
- Eye / face protection
- Hand, gauntlets / gloves / creams
- Skin protection

Driving / Transportation In Country

- Individuals should refrain from driving immediately following any long haul flight.
- If driving is contemplated, the traveller should ensure that the driving license is valid and insurance is arranged.
- The driver will need to become familiar with local driving regulations.
- It is important to verify that the driver is actually licensed to drive a vehicle in the country to be visited, e.g. does the country to be visited recognize a British driving license or is an International driving license needed?

Biological Hazards**Generic precautions:**

Good personal hygiene, avoiding contact with carriers / infected people animals/ contaminants.

All relevant immunisations prior to travel

Good food hygiene:

Cook all foods thoroughly (especially fish /meat)

Wash & cook vegetables & fruit (areas where sanitation is poor)

Avoid:

Contaminated water- do not swim or wash. Be particularly wary of still pools.

If food hygiene is likely to be a problem, eat only hot, freshly cooked food – avoid cold food, peeled fruit and ice cream.

Consideration should be given to taking water purification tablets (be warned: effectiveness against viruses and parasites is often not proven!) and compounds to prevent diarrhoea (essential when actually travelling).

Mosquito control:

Protect from stings & bites (clothing, heavy tight fitting / head & body cover / footwear / nets.).

Anti malarial drugs if risk present

HIV / Hepatitis

Carry emergency first aid kit including needles, syringes and giving sets if travelling to areas with limited medical facilities.

All relevant immunisations prior to travel.

Avoid casual sex and always use condoms when having sex.

Minimise your risk from terrorism

- regularly check travel advice for the country you are visiting and subscribe to FCO email alerts
- watch and read news about the country and region
- be vigilant in public areas and places that attract foreigners and Westerners - embassies, hotels, restaurants, bars and businesses
- look out for anything suspicious, and if you see anything report it to the local police immediately – many terrorist attacks are foiled by the vigilance of ordinary people
- try to avoid routines that make you an easier target – vary the time and route of your regular journeys

What to do in a chemical or biological incident

- move away from the immediate area quickly but calmly
- if you are underground, return to ground level as most chemicals are heavier than air and sink downwards
- alert the emergency services if they are not already at the scene
- make yourself known to the emergency staff and follow their instructions
- don't leave the scene until the emergency services tell you to – you may need to be decontaminated to avoid spreading it to other people

Additional Approval to Travel Authorisation

Additional Approval is required in any risk assessment questions are answered yes

SMT Member	Approved / Not Approved	Signature:
Health and Safety Consultant	Approved / Not Approved	Signature:
Chief Executive	Approved / Not Approved	Signature:

Review History

Issue No	Reason for review and brief description of changes made	Effective Date
1	Initial Issue	Sept 2015
2	Reviewed – no changes	October 2018

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