

Your Referral to Occupational Health – What to Expect

What does Occupational Health do?

Occupational Health deals with the relationship between health and work. We aim to minimise the effect that work is having on health in conjunction with both employee and employer, also to ensure that health conditions are not negatively affecting the work requirements.

Being referred by your manager

Occupational health advises both the employee and their managers about fitness to work. Managers seek advice from Occupational Health in the following circumstances:

- If you have been absent from work for a few weeks due to illness
- If you have had several short absences due to ill health
- If there are concerns about your fitness to do your job safely or effectively

The referral process

Your manager, or HR, should discuss with you the reason for the referral and what will happen afterwards. They will tell you what questions are being asked of Occupational Health and show you any documents being sent to Occupational Health about you.

Consent Form

We will ask you to sign a consent form, and will explain this to you on the day.

The consultation

This will be confidential. Sarsen Health will confirm with you the reasons for the referral and that you have consented to take part (signed consent form). Their Occupational Health Professionals will ask you about any health problems and relevant past medical history. They will be interested in how the illness is affecting you and will discuss your work activities as required. They may also often cover areas such as your domestic situation and activities outside of work as these may have an impact on your general health and wellbeing. Although some of the questions may seem quite personal, they may be important in helping Sarsen Health make recommendations to management/HR.

However, NO PERSONAL DETAILS discussed will be communicated to management/HR without your knowledge and consent.

Where appropriate, Sarsen Health will also discuss possible adjustments to your work to help you either remain at work or return to work. At the end of the consultation we will summarise the findings and response to your manager's questions so that you will be fully aware of what is being communicated.

Response to management

When you are referred by management/HR, they expect to receive a written response with answers to the questions posed.

When you consent to the referral you are also consenting to a report being sent to the referring manager. However, if at any time you are unhappy with the process you can withdraw this consent. In such circumstances, we would inform your manager about this and they would have to make any managerial decisions without advice from Occupational Health. This is not generally in your best interests, but your decision on participation will be honoured at all times. The report will not contain

confidential clinical information about you, unless this has been agreed in advance with you. The report will focus on management information linked to the questions on the referral form.

A copy of the report will be sent to you at the same time that it is sent to your manager. If you wish to see or receive a copy before it is sent to your manager please let us know and we will arrange this. This may cause delay in replying to your manager and Sarsen Health will inform them of this.

Phased return to work

If you have been off work for some time due to ill health, a phased return to work may be advised. This means that your hours of work and/or work activities will be modified for a temporary period to help you readjust to work. The maximum period is usually 8 weeks. This will be monitored by Occupational Health, and will be agreed in conjunction with your manager.

Letters to GPs or Consultants

Sometimes it is necessary to write to your GP or treating specialist for

Sarsen Health – Version 4

Publication Date: April 2012 Review Due: April 2020

additional medical information. In all cases where this is required you will be asked to provide written consent, in compliance with the Access to Medical Reports Act.

How to access information

The information we hold about your referral will be electronic clinical notes, the referral document and the final report, and any other information such as a GP report. If you would like copies of this information please write to the Data Controller at the address below. Generally the information will be stored for seven years, then securely destroyed.

A copy of the Sarsen Health Privacy Notice relating to the General Data Protection Regulation is available upon request.

If you have a compliment, concern or complaint about our service, please contact us at: Sarsen Health Ltd, 3 Wells Court Albert Drive, Woking, Surrey GU21

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Tel: 01483 730143

enquiries@sarsenhealth.co.uk



REFERRALS TO OCCUPATIONAL HEALTH

Information for employees