

OCCUPATIONAL HEALTH SERVICE

Information Sheet for Employees Referred by their Manager

The Occupational Health Service is a professionally independent advisory service. Occupational Health (OH) is a specialist branch of health care concerned with the effects of work upon health and also the effects of health upon work capacity. Its role is to provide impartial advice regarding fitness for work to employees and line managers. This advice is aimed at assisting employees to retain employment which is suitable for their health. OH advise on such issues as sickness absence, disability, rehabilitation, ill-health retirement or other health and work issues.

Why have I been referred?

Referral to OH may be suggested by your manager where there is concern about your health, performance (where there are health implications) or level of sickness absence. An OH assessment can provide objective information that can assist both you and management in addressing these concerns. Your manager will have discussed the purpose of the referral with you. If this has not been discussed with you please contact your manager.

Do I have to attend Occupational Health?

You have the right to refuse to attend an occupational health assessment or other health meeting and may withdraw consent at any point in the process. However if you do not attend occupational health your manager may have to make decisions about your role without any medical information.

Appointments

You will be advised of an appointment by email or post. You will receive an appointment booking confirmation email and a reminder email 2 days prior to the appointment if we have your email address and an SMS reminder prior if we have your mobile number.

You will be assessed by a qualified nurse or doctor who is a specialist in occupational health. The OH assessment will be carried out over the telephone, face to face or by Attend Anywhere, which is a videoconferencing platform.

The OH nurse advisor or doctor will introduce themselves to you and explain the purpose of the assessment. If a physical examination or clinical tests are necessary, this will be explained. An initial appointment lasts approximately 45minutes.

What will be said in the report to my manager?

The contents of the report to your manager will be discussed with you in detail. In general this will include likely duration of sickness absence, the effect of any permanent or temporary disability and advice on restrictions to normal duties, which may enable an earlier return to work and rehabilitation.

Can I have a copy of the report from Occupational Health to my manager?

Yes. A copy is provided to you automatically and your consent to send the report to your manager and Human resources will be requested.

Can I see a copy of the report from Occupational Health before it is sent to my manager?

You are entitled to see the OH report before it is sent to the Manager and/or HR to check for accuracy of factual content, not medical opinion.

You have the right to refuse the OH report being sent to your Manager and/or HR. In this situation, an OH Advisor will explain the risks of refusing consent to ensure you are fully informed of the possible implications.

Will Occupational Health write to my general practitioner/hospital specialist for information?

If the nurse advisor or doctor thinks a report would be useful, the reason for this will be discussed with you and a request made only with your informed written consent. Under the Access to Medical Reports Act 1988 you have the right to read any such report before it is sent to OHS.

Who will see my Occupational Health Records?

Only GO Health Services employees have access to your occupational health records. OH employees are ethically and professionally bound not to release any information without the confirmed consent of the individual, and are bound by professional codes of conduct to maintain client confidentiality at all times. Neither Human Resources nor your manager can access your OH records.

Details of your records will only be released at your request, or in exceptional circumstances, as a legal or ethical requirement.

What if I have already returned to work or my general practitioner has given me a date to return within the next few days?

Please contact your manager to discuss any ongoing need for an OH service appointment. If your manager does not think the referral is required they should email OH to cancel the appointment.

What if I cannot make the particular appointment date?

If you are unable to attend, please inform us as early as possible in order that the appointment may be offered to another member of staff. An alternative can usually be offered but this will result in a delay in being assessed. Should you fail to attend your appointment you will be offered a second one. Should you fail to attend a second time then the referrer will be informed and no further appointments offered at this time.

Access to your Occupational Health Record

You have the right to ask for a copy of the information we hold about you. The request should be made in writing to gram.ohs@nhs.scot and should be responded to within 30 days, free of charge. Photographic proof of identity (passport or driving license) is required on collection of or sight of records. You can also request that an amendment is attached to your health record if you believe any of the information held by GO Health Services is inaccurate or misleading.

Solicitors may request copies of your occupational health records if you are pursuing a claim. Your records will only be disclosed with your informed written consent and verifying your signature by comparing it with a previous signature in your records.

Information can be withheld if it is felt that access to the data is likely to cause serious harm to yourself or another person (which is exceptionally rare) or the records contain information about another person who is not a healthcare professional and who has not given consent to disclosure.

For further information, please contact us:

Telephone: (01224) 553663
Email: gram.ohs@nhs.scot

Website: <https://gohealthservices.scot.nhs.uk/>
Facebook: <https://www.facebook.com/gohealthservices/>
Twitter: <https://www.twitter.com/gohealthservice/>