



Occupational Health User Guide

Falkirk Council

November 2021, Version 2.0

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1.0 Introduction

Optima Health's occupational health services have the capability to deliver a range of benefits to the wellbeing of the Falkirk Council its partners and employees. To achieve these benefits Optima Health is committed to working in partnership with its customers.

The principal goal of Optima Health is to deliver an occupational health programme that equips managers with the tools and skills they need to manage the health of employees.

This document is designed as a reference guide for Falkirk Council. It describes the arrangements available to assist with the management of health risks at all stages from pre-employment to retirement.

1.1 Glossary

Term	Description
CBT	Cognitive Behaviour Therapy
CSA	Customer Service Advisor
CSM	Client Service Manager
DNA	Did Not Attend
DSE	Display Screen Equipment
FFT	Fitness for Task
FLT	Forklift Truck
FME	Further Medical Evidence
GP	General Practitioner
HAWS	Hand Arm Vibration Syndrome
HS	Health Surveillance
IHR	Ill Health Retirement
IRMP	Independent Registered Medical Practitioner
LGPS	Local Government Pension Scheme
MSK	Musculoskeletal
myOHportal	Optima Health's secure online portal.
OH	Occupational Health
OHA	Occupational Health Advisor
OP	Occupational Health Physician
Referring Manager	Individual that has created the referral for that employee
SAR	Subject Access Request

1.2 Services

Product	Description
Online Referral Portal	Access to myOHportal, Optima Health's secure online portal. The portal functionality provides the ability for the referring manager to raise referrals, track progress and receive outcome summary reports, as well as many other features.
Customer Helpdesk	Access to telephone assistance to answer general service queries. Available from 8.30am-5.00pm on working days.

Service Line	Description
Pre-Placement	General Pre-Placement Screening - New starter pre-employment questionnaire screening.
Performance and Attendance Management (Management Referrals)	<p>Occupational Health Advice - Service for advice about the management of an employee's sickness absence, attendance, or concerns about general health in relation to their role.</p> <p>Ill Health Retirement OH Advice - Service to advise whether an employee should apply for Ill Health Retirement.</p>
Case Conference	Individual Case Conference - To facilitate case progression for long term cases which have reached a stage of impasse - to provide support to managers & HR to assist in case resolution.
Health Surveillance	Health surveillance screening where a role involves exposure to noise, respiratory and skin sensitisers, and vibrating tools. Available surveillance: <ul style="list-style-type: none"> • HAVS • Audiometry • Spirometry (Lung Function) • Skin • Asbestos Management

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Fitness for Task	<p>Night Worker Screening - For employees whose role requires a health assessment to meet the requirements of the Working Time Regulations.</p> <p>FLT Driver - A health assessment for a role that involves driving fork lift truck machinery.</p> <p>Group 2 Driver Medical - Health assessment for a Group 2 licence as it involves driving large lorries (Category C) or buses (Category D).</p>
Specialist Services	<p>Physiotherapy – Initial assessment with physiotherapist for the treatment of musculoskeletal conditions.</p> <p>Physiotherapy Additional Sessions – Following the initial assessment when further physiotherapy sessions are required.</p> <p>Blood Lead Testing – When exposure to lead is significant, arrange testing to measure the level of lead in body</p> <p>CBT - Action-centred therapeutic approach, which helps people to change negative thought patterns that are contributing to unhealthy patterns of behaviour.</p> <p>HAVS Tier 5 - Consultation with specialist Doctor in the assessment and diagnosis of Hand Arm Vibrations syndrome</p>
Workplace Assessments	<p>DSE Assessment - An assessment is required of a single work area where the operator uses DSE equipment such as a computer or similar screens. This is either used by the same person or a number of different users e.g. a hot desk.</p> <p>Individual Workplace Assessment - A risk assessment is required of an individual’s ability to use two or more different workstations, this has to include a non-DSE workstations/environments such as access to building, access to facilities, car environment for work, filing in a basement.</p>
Pensions/ Ill Health Retirement	<p>There will be several different referral types for those within the Local Government Pension Scheme (LGPS) including active members, differing deferred members, tier 3 referral and internal dispute. For employees not within the LGPS then 3rd Party Form completion will be required. Independent Registered Medical Practitioner will assess the evidence against the criteria for Ill Health Retirement.</p>

Wellbeing

Health Promotion – Full-day educational and interactive events designed to provide information to employees to help improve their health and well-being.

2.0 Occupational Health Online Platform

Referrals are submitted using **myOHportal**, which is accessed at the following address:

www.myohportal.co.uk

All referrals will be made by the Falkirk Council referring manager/s. Optima Health will then process the referral to the appropriate intervention. Throughout the life of the referral, updates can be viewed in myOHportal by the referring manager and additional managers.

It is recommended that the user accesses myOHportal on a desktop or laptop and not a tablet or mobile device. myOHportal is supported by multiple browsers however, it is recommended that the user accesses myOHportal through Google Chrome. Web browsers must allow cookies and if a user's browser does not allow cookies, then an alert stating that cookies must be enabled in order to log in will be displayed on screen.

2.1 New User myOHportal Accounts

If you need to be set up as user on myOHportal, please complete the New User Request on the OH Portal web page at:

- [OH Online – new user request](#)

This will generate an automatic email to Corporate Business Support who will create an account or advise of any issues within 48 hours.

2.2 Using myOHportal for the First Time

For all new accounts, log in details including the temporary password will be received via email. The temporary PIN is provided to the account creator (Optima or User Administrator) and not the user themselves. The account creator should then pass the temporary PIN to the account holder. Once the user has obtained the PIN from the individual who has created the account, the user can log on to the system.

Upon logging in for the first time, the system will then request the user to create a memorable password, a six-digit PIN number and be asked to set up their security question. Both the password and 2 random digits of the PIN number are then required at every log in. To ensure a successful registration, it is suggested that users type the temporary password rather than using a copy and paste function.

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2.3 Logging on with a Previously Created Account

To log in to myOHportal navigate to www.myohportal.co.uk. The user will need to enter their username (this will be the email address registered with the account) and password that was created by the user. Once this is entered select 'login' and the user will be directed to the pin verification page. The user is then required to enter the two random digits requested from their 6-digit PIN and select submit. The user will then be directed to the home page.

It is recommended that the password is typed instead of using the copy and paste function. If incorrect login details are entered **six times** the user account will become locked. There is a self-unlocking process where the user should then select the forgotten password option and enter their email address. An email will then be sent with a reset password link. Within this they will be prompted to answer the security question that the user selected in the registration process.

If the above step has been completed and the user is still having difficulty accessing their account, please contact the helpdesk.

2.4 What can myOHportal be used for

- Making referrals to occupational health
- Viewing previous referrals made through myOHportal (with appropriate permissions)
- Submitting and tracking referral documents
- Viewing referral progress and history
- Viewing real time updates to referrals
- Instant access to download interim and final reports as soon as they are produced.

3.0 Contacting Optima Health

3.1 Initial Queries

Initial queries regarding the use of the system, user accounts etc. should be addressed to **Corporate Support**:

Email: corporate.support@falkirk.gov.uk

3.2 Case Specific Queries

General absence management procedures should be followed.

Queries relating to cases, referrals, reports, tracking cases, clarifying medical opinions, general health care advice and general pre-employment and pre-referral advice should be directed to the **Optima Health Helpdesk**:

Email: falkirkOH@optimahealth.co.uk

For any escalations (including no response within 48 hours) please contact Lorna Yelland, Customer Operations Manager.

Email: lorna.yelland@optimahealth.co.uk

3.3 Technical Queries

Technical queries should be forwarded to the **Optima Health Helpdesk**:

Email: FalkirkOH@optimahealth.co.uk

Telephone: 01324 508 757

For any escalations (including no response within 48 hours) please contact David Sneider.

Email: David.sneider@optimahealth.co.uk

4.0 Types of Delivery Model

4.1 Telephone Appointments

Telephone consultations need to take place in a quiet and private environment, where the individual feels free to discuss their current situation away from disruption. These cannot take place in an open plan office where other staff are nearby. If the telephone consultation is arranged when the employee is at work, advance arrangements should be made by the referring manager to ensure the employee is available and within the correct environment for the telephone consultation to take place. Alternative contact telephone numbers can be supplied on the referral form, if required.

Optima Health will continue to progress the referral and provide updates to the manager until no further intervention is required or appropriate. At the telephone assessment stage, there could be the following possible outcomes:

- Onward routing to further interventions
- Did not attend
- Referred onto third party
- Outcome Summary Report
- Further Medical Evidence

4.2 Face to Face Appointments

Appointments are currently remote by default, when face to face appointments resume these will be clinically triaged and will occur in a pre-arranged location. The duration and requirements of the screening will vary dependant of the appointment type. It is also important to note that there may be occasions where an OH service cannot be delivered at the Grangemouth office however the individual would be notified of this as required.

5.0 Arranging Appointments

5.1 Tele-Scheduling

Tele-scheduling will be conducted by Optima administrators to agree a suitable appointment date and time with the employee with the aim to reducing appointment DNAs. Once an appointment has been booked the referring manager will be notified. Tele-scheduling can take place between the hours of 9am to 5pm Monday–Friday. Optima Health will attempt to call the employee three times to arrange the appointment and if they are unable to make contact, this will be escalated back to the referring manager via the portal to confirm they wish to continue with the referral. If no response is received within **10 working days**, the referral will be withdrawn automatically.

5.2 Scheduling Escalations

If an employee refuses to arrange an appointment, makes the process of booking an appointment unduly difficult, or the contact number provided for the employee is incorrect, the referral will be ‘escalated’ back to the referring manager. The manager will be informed by email that they have a manager escalation task and will be prompted to log onto myOHportal.

The referring manager can view any manager escalation tasks by selecting my task reports on the left-hand side of the landing page and then selecting the task. Information to why the referral could not be completed will be found within the comment box at the bottom of the page.

If the employee decided to withdraw consent the comment will inform the referring manager and request them to discuss this with the employee. If the referring manager speaks to the employee and they still fail to engage with occupational health, then the referring manager can select to close intervention and withdraw referral. This will completely withdraw the referral so no further processing will occur. If this task occurred due to incorrect employee details, the referring manager could then edit the employee details at the top of the management task. Once updated the manager can select re-book referral at the end of the page. Should an employee fail to attend (referred to as a DNA) a scheduled appointment the referring manager is asked to discuss with the employee the reason for non-attendance. Following discussion with the employee if a further appointment is required, the referring manager should indicate this within the manager escalation task.

Management task escalations have a **10-working day** time-out for the manager to select the action to take place, otherwise the referral will withdraw. **If no contact is made with Optima Health within 10 working days, the referral will be automatically withdrawn, and no further action will be taken unless the employee is re-referred.** However, if the referring manager needs further time, they can put the task on hold for up to

28 days. To do so select put the task on hold and select yes and then enter the reason you would like to put the task on hold.

5.3 Cancellations

If an employee wishes to cancel an appointment, they must contact the referring manager, who will contact the customer service helpdesk to reschedule or withdraw the referral. The exception to this is pre-employment assessments where the prospective employee can cancel and rearrange the appointment. This can be arranged through the customer service helpdesk.

6.0 Referrals

6.1 Creating a Referral

Referrals are submitted using myOHportal. To raise a referral the referring manager needs to:

- Select **Log a New Referral** on the landing page
- Select the **Service Line** require e.g., Performance & Attendance Management
- Select **Submit**
- Select the specific **Service** required e.g., Occupational Health Advice and select **Submit** again.
- The Referring Manager can then progress through the referral form and submit the referral.

If it is a requirement for another user to be updated on the progress of this referral the referring manager must select an additional manager within the referral details page. This can only be achieved if the additional referring manager has a myOHportal account. If the employee has pre-existing open referral the system will alert the referring manager that there is already an open case for the employee.

6.2 Obtaining Consent

Written consent is not required to refer an employee to occupational health. The referring manager must however inform the employee that they are being referred to OH, the reason for the referral, and what to expect from the process, including details of the advice being sought and how it may be used.

To confirm to Optima Health that the referring manager has met their obligation to tell the employee about the referral, the consent declaration box should be checked at the end of the referral form.

Verbal informed consent is confirmed in any subsequent consultations with Optima Health clinicians.

Where written consent is required to approach the employee's GP or specialist, Optima Health will obtain this.

6.3 Employee's Right to Refuse Consent

The employee has the right to:

- Refuse to engage with Optima Health at any stage. However, it is not in the employee's interests to refuse because if they do, their line manager will have to decide on the employee's future without the benefit of OH advice.
- Refuse to give consent to a report being sought from their GP or specialist.
- Refuse to provide consent to release any reports created by Optima Health

6.4 Submission of Supporting Documentation

Upload as an attachment(s) with the referral form on myOHportal. This is the recommended way to provide supporting documents.

6.5 Tracking Referrals

Throughout the life of the referral, updates can be viewed in myOHportal. The referring manager will receive an email with a link to the portal each time a referral has been updated.

If you wish to track the progress of a referral this can be achieved by:

- Logging on to myOHportal
- From the landing page, select **Actions** on the top navigation bar
- Select **All Referrals Search**
- Search for the referral by entering the **Referral ID**
- If the user does not have the Referral ID, they can select to search for the referral under **Advanced Employee Search** and search for the employee under their name

Once the user has searched for the referral, they can then view the referral record (with appropriate permissions) by clicking the referral number on the left of their details. If the referral number is not viewing as a blue link this means that the user does not have the appropriate permissions to view this case. The referral record includes information regarding any appointments that have been booked or completed for this referral. For a more in-depth history of the referral, select **File Notes** on the top referral navigation bar.

6.6 Downloading Reports

When a report becomes available, an email notification will be sent to the referring manager. The email will prompt the referring manager to log in to myOHportal to view the report or click the link in the email to direct to the referral record. Once logged into the portal the report can then be downloaded by:

- Clicking on the **Actions** on the top navigation bar
- Select **All Referrals Search**
- Enter the **Referral ID**
- Select the **Employee**
- Select **Documents**
- Select the report to download

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6.7 Quality and Audit

It is important to Optima Health that the reports that we provide meet your requirements. All reports should adhere to best practice guidance and be compliant with legislation.

Reports from Optima Health must enable management action and case progression. It is our expectation that the reports written by our practitioners will meet our quality standards on content and format.

Before sending out reports, all practitioners check that they are delivering the Optima Health quality standard. An audit is undertaken on a sample of all practitioners' reports on a regular basis.

7.0 Services

7.1 Pre-Placement

7.1.1 Product Overview

General medical screening is required for all new employees. This product includes general pre-employment health screening (including pre-employment examinations where clinically indicated). The purpose of a pre-employment screening is to provide pre-placement advice regarding suitability of applicant for employment and/or internal transfer, including advice on (but not limited to):

- The relevant UK disability legislation.
- Adjustments, necessary to ensure that the applicants can meet the requirements of their roles
- Individuals with a record of high sickness absence
- Adverse health issues (past and present)
- Current legislation
- Fitness for work
- Advice to enable Falkirk Council to gauge the risk of high levels of sickness in future
- Advice on what action to take.

7.1.2 Assessment of the Pre-Placement Health Questionnaire

The health questionnaire will be emailed (if consent has been provided to communicate with the employee by email) or posted to the employee with information for the employee to complete online. This questionnaire will then undergo scrutiny either by auto clearance or manual scrutiny.

There are three outcomes following the completion of the health questionnaire:

- Cleared as fit for the proposed duties
- Progress for further interventions
- Progressed to request further medical evidence

Following the above additional information being received the referral could then be cleared as

- Fit for the proposed duties
- Fit with adjustments
- Unfit

7.2 Performance and Attendance Management

7.2.1 Product Overview

Advice about the management of an employee's sickness absence, attendance or concerns about general health in relation to their role.

Advice from Optima Health will include the following:

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- Fitness to return to work
- Limitations on full service on return to work
- Prognosis for further improvement or deterioration in health
- Recommendations for therapeutic intervention or lifestyle alteration
- The existence of a medical condition in repeated short-term absence cases
- Clarification and interpretation of all medical evidence following the conversation with the employee
- Reasonable adjustments
- Anticipated date of return to work
- Whether the relevant UK Disability legislation is likely to apply
- Working Time Regulations 1998, if appropriate

7.2.2 Referral Process

By ensuring that OH clinicians deliver a consistent output in terms of the OH Report, referring managers can be sure that the advice they require will be provided without having to ask for it. Managers are permitted to ask up to three additional questions within the referral process. Managers are encouraged to provide relevant background information to help the OH clinician understand the circumstances of the employee being referred, including any adjustments they can and cannot accommodate.

The referral structure is split in to three key sections:

- Reason for referral
- Background and history plus any managerial / workplace relationship issues
- Employee's current duties

Managers should provide clear, succinct information in these sections and they will be helped by ensuring that as much information as possible is obtained by 'one-click' in the drop-down options or tick boxes. Where free text is required this will be focused so that managers don't have to repeat themselves or provide unnecessary information.

To ensure that the appropriate level of advice is obtained, referring managers should provide information on the following:

- Confirm management actions already undertaken
- Are there any organisational, disciplinary or work relationship issues?
- Has any rehabilitation or adjustments already been made?
- Include details of any failed rehabilitation plans
- What are the key aspects to the employees work currently affected?

7.2.3 Management Feedback Task

Once a Performance and Attendance referral has been completed, the referring manager/s will be sent a task where they can provide feedback on the report.

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The referring manager will receive an email to inform them that they have a manager task and request for them to login to the portal. Management feedback tasks can be viewed by:

- Selecting **My Task Reports** on the landing page
- Click **Manager Feedback Task**
- Select **Accept** on the right-hand side of the top bar to progress the task
- Click the link to view the report
- Navigate back to the previous tab
- Select if the user is **Satisfied** or **Unsatisfied** with the report

If the referring manager selects that they are satisfied with the report no further action is required. If the referring manager has selected that they are not satisfied with the report, multiple options will be presented to inform Optima Health on why the report is not satisfactory. Once submitted the feedback will be reviewed by the administration team and they will take the appropriate and relevant actions to resolve the issue. Referring managers must not use the opportunity to ask additional questions. If the questions were not in the original referral, a new referral is required.

7.2.4 Process of Amending Reports

If the practitioner needs to speak to the employee for consent to make the change or to collect extra information, they will attempt to contact them directly or arrange for an appointment to be made preferably on the same day or within 24 hours. If original practitioner who wrote the report is not available, the case will be taken on by another practitioner.

The process should be completed the same day or at the latest within 24 hours depending on the availability of the employee and/or consent being obtained. The amended report will be uploaded, and the manager informed via a management feedback task on the portal.

7.3 Health Surveillance

7.3.1 Product Overview

Health Surveillance is a statutory requirement for undertaking health checks on people who may be exposed to certain risks such as noise, dust, vibration, radiation or biological agents. Health surveillance is important for:

- Detecting ill-health effects at an early stage, so employers can introduce better controls to prevent them getting worse
- Providing data to help employers evaluate health risks.
- Enabling employees to raise concerns about how work affects their health highlighting lapses in workplace control measures, therefore providing invaluable feedback to the risk assessment.
- Providing an opportunity to reinforce training and education of employees (e.g. on the impact of health effects and the use of protective equipment)

The health surveillance assessment will be carried out via telephone consultation or a face-to-face appointment. This will involve an employee questionnaire, reviewed by the clinician during the medical and can include the following screening elements:

- Audiometry
- Respiratory
- Skin
- Hand Arm Vibration Syndrome (HAVS)

Health surveillance appointments will be scheduled for between 20 to 40 minutes depending on the screening elements required.

7.3.2 Assessments

Audiometry health surveillance is essential for ensuring that the control measures are working and that they are not affecting employees hearing. A questionnaire and a hearing test are carried out by a clinician and the results of the hearing test is categorised based on a scoring system set out by the HSE (shown below).

Category	Description	Action
Category 1	Acceptable Hearing Ability – Hearing within normal limits	None
Category 2	Mild Hearing Impairment – Hearing level within 20th percentile, i.e. hearing level normally experienced by 1 in 5. May indicate developing NIHL.	Warning
Category 3	Poor Hearing – Hearing within 5th percentile, i.e. hearing level normally experienced by 1 person in 20. Suggests significant NIHL	Referral
Category 4*	Reduction in hearing level of 30 dB or more, within 3 years or less. Such a change could be caused by noise exposure or disease	Referral
Category U*	Difference between the ears is greater than 40dB	Referral

To make sure control measures are effective in The Control of Substances Hazardous to Health Regulations (COSHH) it is important to carry out appropriate health surveillance in the form of **lung function testing** and **skin** assessments.

A lung function test is carried out by a combined approach of a health questionnaire and physical lung function capacity testing. The results are usually categorised as:

- Within normal limits
- Below predicted (based on what would be expected for someone of a particular age and height)

A skin assessment will also involve a specific health questionnaire and a visual inspection of the forearms and hands with any abnormalities reported. Any abnormalities or positive answers discussed with OHA to identify any potential work-related skin conditions.

Employers are legally bound to carry out vibration health surveillance on employees who are regularly exposed above action levels set out by HSE. **HAVS Tier 1** and **Tier 2** assessments can be

raised via the myOHportal. The HAVS questionnaire will be emailed to the employee with details for the employee to complete online.

Review of the Tier 1 or 2 assessment will determine if the employee needs to be routed to a Tier 3 assessment by a qualified HAVS OHA. If after referral of a Tier 3 assessment the practitioner believes they require a Tier 4 assessment for a formal diagnosis, they will route for follow on intervention to this tier. The stages of the health surveillance are set out below:

HAVS Tier	Summary
Tier 1	A short questionnaire used as a first check for people moving into jobs involving exposure to vibration. The replies to the questionnaire will indicate whether they need to be referred to Tier 3 for a HAVS health assessment
Tier 2	A short questionnaire that is issued once a year to employees exposed to vibration risks to check whether they need to be referred to Tier 3 for a HAVS health assessment. Every 3rd year an employee should have the chance to discuss their tier 2 questionnaire with an HSE qualified health professional.
Tier 3	HAVS health assessment by a qualified person (e.g. an occupational health nurse). If the assessment shows that the employee has symptoms suggestive of HAVS, Tier 4 will apply.
Tier 4	Formal diagnosis carried out by a doctor qualified in occupational health. The doctor will advise on the employee's fitness for work.

7.3.3 Asbestos Management

There are different types of medical assessments for asbestos exposure.

A) i) Following inadvertent exposure to Asbestos.

ii) Asbestos (Notifiable non-licenced work)

B) Asbestos (licenced work)

For workers carrying out **B) licensed** work, the doctor must either be appointed by HSE or an HSE Medical Inspector. Once the referral has been raised on myOHportal, Optima will tele-schedule the appointment with the employee and the appointment will be scheduled for 30 minutes. The employee will be required to complete an asbestos health surveillance questionnaire. Assessment will involve a clinical review, height measure and lung function testing.

7.3.4 Outcomes

The employee will be advised on their outcomes during their health surveillance assessment and advice issued if appropriate and will be informed of any onward referrals to OHA/OP. The referring manager will receive a fitness report with appropriate advice and staging, if required, of the assessments through the myOHportal. The employee may be referred to a GP if there are complex symptoms which might require primary health input/ follow up.

7.4 Fitness for Task

7.4.1 FLT Driver

Medical assessment to determine employee's fitness to carry out role with fork lift truck machinery duties. Once referral has been raised Optima will tele-schedule appointment with employee. A health questionnaire will be emailed to the employee to complete online and screening with the OHA will be carried out to assess height, weight, blood pressure, hearing and vision. Once assessment is complete the referring manager will receive a report via myOHportal informing them of the fitness of the employee to carry out FLT duties.

7.4.2 Group 2 Driver Medical

When employee's role requires a medical assessment for a Group 2 driving licence or renewal of licence. Optima will tele-schedule an appointment with the employee and the OP. Employee will need to obtain a D4 form from the DVLA prior to the medical for the OP to complete. This assessment should take 30 minutes. An outcome report will be available via myOHportal to the referring managers.

7.4.3 Night Worker Screening

Any person employed as a night worker may be offered a night worker assessment. The definition of a Night Worker is any employee who works at least three hours of his/her regular working time during night-time (i.e., between 11 pm and 6 am – if there is no agreement stating otherwise). The Working Time Regulations (1998) – Regulation 7 provides a framework on the requirement for provision of health assessments for night workers:

- Before being assigned to night work
- At regular intervals while undertaking night work

Following the referral submission, the employee will be emailed a temporary password and pin to complete the health questionnaire on myOHportal. There is a timeline of 30 working days for Optima Health to receive the questionnaire. Should this not be received within this timeframe the referral is withdrawn and no further action taken the referring manager will be notified.

The OHA will review the completed questionnaire and the referring manager will receive an outcome summary report indicating fitness to carry out night work. Any specific recommendations for practice will also be made if appropriate.

7.5 Specialist Services

7.5.1 Blood Lead Testing

Blood lead testing referrals can be made through myOHportal. The employee will be informed and the appointment will be scheduled through tele-scheduling. The blood will then be analysed by Synlab. Synlab will then report the blood lead levels, reference range to CLAW action levels and suspension levels back to Optima Health. Optima Health will then issue a report to the referring manager.

7.5.2 Physiotherapy

Referrals for physiotherapy will now be under its own service within the Specialist Services service line. To raise a referral for an employee's initial assessment, select the Physiotherapy service. This referral will be picked up by our MSK team who will determine if a remote assessment is required or

whether it will be routed to a face-to-face appointment, which could be carried out by our 3rd Party provider Ascenti. Tele-scheduling will be utilised to arrange the appointment with the employee. The MSK practitioner will advise if further additional sessions are required.

7.6 Workplace Assessments

A Display Screen Equipment (DSE) or Workplace Assessment (WPA) referral can be made under Workplace Assessment service line on the portal. Optima will contact the employee to schedule a telephone assessment and request the employee to provide relevant photos of the employees work area. If a telephone appointment is not appropriate then Optima will create a face-to-face referral on the referring managers behalf, and close the telephone DSE/WPA referral, the referring manager will be informed. A final report will be issued via myOHportal to the referring manager.

7.7 Pensions/ Ill Health Retirement

The employee should be referred through myOHportal for Ill Health Retirement (IHR) OH advice to advise whether they should or should not apply for IHR, this will then help gather information as part of the application if they proceed. This service can be found in the Performance & Attendance Management section on myOHportal when logging a new referral. Following assessment, the report will be issued to the referring manager and will advise if they recommend the employee applies for IHR to see if they meet the criteria.

If proceeding with IHR, Falkirk Council will need to arrange completion of the IHR paperwork and signed consent and upload these with any other relevant documentation to the referral on myOHportal. We have step by step guides available to provide more information for completing this process on the portal.

Once the referral has been submitted Optima Pensions team will review the application documents to ensure they have been completed accurately and that the active employees have had an occupational health assessment in the last 3 months. For deferred pension scheme members or members with terminal illness they will ensure the appropriate consent forms have been completed and appropriate certificates sent by the Manager or the HR department. If possible, GP or Specialist reports should be provided by the member, if this is not possible any further medical evidence will be gathered by the pension's team (Glasgow) if required.

An Optima Health Pensions Administrator will send the completed application to the Pensions Medical Adviser (The Independent Medical Registered Practitioner – IRMP) for scrutiny. A rationale is provided for the Scheme employer/administering authority advising which, if any, of the criteria is met and the appropriate certificate is completed by the IRMP.

A copy of the rationale is sent to the member, in accordance with GMC advice, the member then has 10 working days to advise if there is any confidential medical information or factual inaccuracies that they do not wish the employer to know.

If the employee wishes information to be removed the correspondence will be returned to the IRMP to blank out that information. If no contact is made after 10 working days or when the amendment has been made the IHR rationale and certificate will be emailed to the Scheme employer/administering body.

7.8 Wellbeing

To book in a Health Promotion event please discuss with your Optima team.

8.0 Employee's Right to Prior Sight of Reports

Following an assessment, the Optima Health Practitioner will consider all the information provided and complete an OH report. Employees are offered prior sight of the report before their OH report is sent to the referring manager. Employees are given three options with regards to their OH report:

- Prior sight required – employees are given 7 working days to request amendments or refuse consent for the report to be released. Employees are also able to request a further 7 working day extension. Managers will be informed accordingly
- Copy of report required – OH report released immediately to the referring manager and the employee receives a copy at the same time
- No prior sight required – Report will be release to the manager immediately

The advice provided by Optima Health in OH reports is impartial. At the time of the consultation, employees have the right to ask for a report to be amended if they believe that the detail within the report is incorrect or misleading. However, the decision whether an amendment to the report is appropriate will be a clinical decision and at the discretion of the practitioner. The professional opinion would not be changed.

9.0 Further Medical Evidence

9.1 Overview

The Optima Health clinician may need to contact an employee's GP, Specialist or Consultant for additional information before giving an opinion. Obtaining Further Medical Evidence (FME) will ensure that advice provided is based on current and accurate medical information and we will only request FME where it is likely to add significant value to the advice given.

FME may be required from a GP, Specialist or Consultant in the following circumstances:

- Ill Health Retirement (IHR);
- Support in confirming fitness for task; or
- Specialist advice in complex or legal cases.

All procedures will comply with the requirements of the Access to Medical Reports Act 1988.

9.2 Process

If the clinician identifies the need for additional medical evidence, an FME request will be sent automatically to the relevant parties via the portal. Consent will be gained at the time of making an FME request. The request will be made for a response for FME before the case will be progressed.

The referring manager will be informed when the FME is requested and updated and will be advised on what further actions and interventions are recommended following the request.

On receipt of the FME the requesting practitioner will be notified. They will review the referral and produce a report and/or advice on next steps.

10.0 Access to Medical Records

Individuals have a right under the Access to Medical Reports Act 1988 to access medical reports prepared by any registered medical practitioner who is, or has been, in charge of their clinical care. 'Clinical care' means anyone who has examined, carried out investigations or diagnosed for the purposes of, or in connection with, any form of medical treatment.

Individuals also have several statutory rights under the Data Protection Act 2018. Organisations that control personal information must comply fully with the Data Protection Act.

Under the Data Protection Act, individuals can ask to see the information about themselves that is held. These requests are known as 'Subject Access Requests'.

10.1 Subject Access Requests (SAR) to a medical report by an individual

If an individual (data subject) wants to see their personal data that Optima Health holds this can be achieved by any form of communication. If the requester makes a SAR over the phone it is important to note that Optima Health will likely require additional proof of identity, and it may be requested that the data subject provides additional information via email.

Telephone: 01324 508757

Email: FalkirkOH@optimahealth.co.uk

Optima Health (Falkirk Council)
Office 7, Grangemouth Enterprise Centre
Falkirk Road
Grangemouth
FK3 8XS

To complete a SAR the individual needs to ensure that the following information is provided:

- Full name
- Date of birth
- Contact details
- Company they are employed by
- Details of the document/s that are being requested

10.2 3rd party requests

Requests can be made from third parties, e.g. solicitor for an employee. Third party requests may be deemed as a SAR or an access to medical records request dependant on the content of the request. Requests will only be processed with consent from the data subject.

Telephone: 01324 508 757
Email: FalkirkOH@optimahealth.co.uk

Optima Health (Falkirk Council)
Office 7, Grangemouth Enterprise Centre
Falkirk Road
Grangemouth
FK3 8XS

To complete a SAR the third party needs to ensure that the following information is provided:

- Data subject's full name
- Data subject's date of birth
- Data subject's contact details
- Third party contact details
- Company the data subject is employed/previously employed by
- Details of the document/s that are being requested
- Signed authority by data subject to release information to third party

11.0 Complaints and Compliments

The customer service desk is the first point of call for any complaints or compliments and can be contacted on 01324 508 757 or via email to, FalkirkOH@optimahealth.co.uk.

The Administrator should be able to deal with and resolve many complaints under processes like amended reports or issue resolution. If the complaint cannot be resolved, the CSA will complete a complaint form with the complainant over the telephone and escalate where appropriate. Once completed a copy of the completed form will be sent to the complainant by post and to the Optima Health quality team. If the complainant would prefer to complete the form, the CSA will post or email a copy of the form to them to be returned to Optima Health by post.

The Client Services Manager will co-ordinate all complaints to ensure they are fully responded to and that any lessons learned can be applied.

12.0 Medical Ethics and Confidentiality

Advisers in occupational medicine have the same ethical responsibilities as Advisers in other branches of medicine. The General Medical Council and the Faculty of Occupational Medicine determine the ethical guidelines.

Also, OH Practitioners are responsible for the occupational health of all employees, not just the individual concerned. As the employee is normally a patient of another doctor (i.e. a GP), OH Practitioners must be particularly careful in their relationships with their professional colleagues.

All Optima Health OH medical staff must conform to the highest standards of professional conduct and rigorously follow the ethical guidance provided by the relevant professional bodies.

All our non-medical staff are contractually required to keep medical, personal and corporate information confidential.