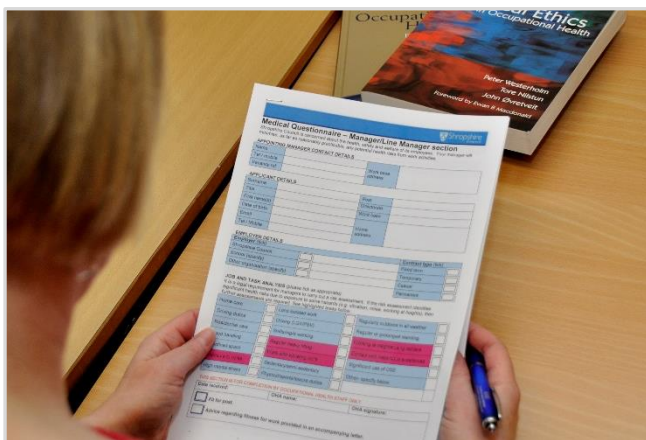


Occupational Health (Maintained Schools)



Service Level Agreement 2019/20

Introduction from Service Lead

Dear Head teacher, Chair of Governors and School Business Manager

Welcome to the Service Schedule for Occupational Health (OH), which contains all the information you will need about our service.

The schedule is split into two parts; one for the core provision which is provided to you as part of the Council's Employer function and the other is a chargeable service which is payable through a 'Pay as You Use' rate.

Changes to Schedule includes:

- Information regarding access to fast track physio services for staff
- Some increased charges for services, due to external increases in costs
- Skin assessments as part of Health Surveillance options
- Vaccinations for Hep B and Seasonal 'Flu

We look forward to working with you.

Carol Fox

Occupational Health, Safety and ICT Approvals Manager

Description of our service

The Occupational Health Service provides a wide range of services.

The Occupational Health Team is committed to providing a high quality comprehensive service to Schools. We will address the impact of work on health and health on work. We advise management to ensure they are complying with the relevant legislation and their duty of care to enable all staff to achieve their full capabilities at work.

Our aim is to provide a confidential, accessible and professional service. We strongly believe that communication and collaboration is the key to providing an excellent and effective service.

Staffing

All Occupational Health medical staff are highly qualified health professionals and are members of their respective professional bodies, the Nursing and Midwifery Council, the General Medical Council and the Faculty of Occupational Medicine.

The Counselling Service is staffed by our preferred contractor.

Physiotherapy is carried out by our preferred contractor.

Our Offer and Our Package

Details of the various packages available for this service, including pay-as-you go options, are available upon request through our contact details.

A free (maximum 1 hour) consultation will be provided to scope and cost out the work required.

Core Service

Our Core Service provides our customers with access to a high quality and comprehensive Occupational Health service. We can help address the impact of health-related matters at work and can advise managers to ensure they are compliant with all legislation.

Service Schedule

- Available to answer enquiries between 9.00 and 17.00 Monday to Friday.
- Medical clearance of new job offers prior to commencement of employment on request, medical questionnaire or medical interview if necessary. Medical clearance will not be undertaken on posts already commenced.
- Management medical referrals undertaken in line with your Sickness Absence Policy.
- Provision of advice on any rehabilitation measures in return to work cases and redeployment issues.
- Occupational Health Advice at case conferences on request.
- Gather and prepare medical information for retirement on the grounds of permanent incapacity in accordance with Local Government Pension Scheme Regulations and Teacher's Pension Scheme.
- Confidential and secure storage of medical records.
- Provide early intervention and support to managers and employees facing problems or crisis, which could affect their work.
- Liaising with other health professionals, i.e. GP or Consultant to support the employer in the referral.
- Access to confidential Counselling Services. The sessions are chargeable and the cost of each session is to be met by the School. For costs, see A3 and A4 on the following pages.

Additional chargeable services

Additional services will be billed at point of delivery. The following services will be available on request:

Ref.	Service	Cost per hour (unless otherwise stated)
A1	Writing to the GP or Specialist for medical reports is only required in some circumstances, e.g. for ill health retirements or the management of difficult cases. The cost will be invoiced directly to the School.	Cost to be provided on request. This can range from £40-£400 depending on what is charged by the GP practice or Specialist.
A2	Ill Health retirement referral undertaken by the Council's Occupational Health Physician including deferred benefits request. *If the OHP is deemed not to be independent to the case an alternative OHP will be appointed from the Council's Registered OHP List. There may be additional costs in these circumstances. This will be agreed between the School and OH before the referral is progressed.	£250.00 per employee if our own OHP Price on application if external OHP required as OHP vary in price due case complexity.
A3	Provision of Counselling Sessions. The employee will contact the service directly and confidentially. No names will be disclosed under any circumstances. Learning and Skills will be invoiced. (P11)	Provision via Learning and Skills *NB this may be subject to change in 2019 as the contract is under review.
A4	Access to the EPS (Educational Psychology Service) The employee will contact the service directly and confidentially. No names will be disclosed under any circumstances. (P11)	£83 per hour. Learning and Skills will pay the first £48 and your School will be charged £35 for this service.
A5	Physiotherapy – Co-ordination and management of referrals to the physiotherapy service.	£50 for initial visit, £30 for follow up
A6	The provision of wellbeing sessions as mutually agreed.	£250 per session.
A7	Provision of Health Surveillance by OHA as follows: <ul style="list-style-type: none"> • Hand Arm Vibration, initial and annual screen. • Hand Arm Vibration, clinical assessment by OHP • Spirometry (lung function test) • Audiometric screening • Skin assessment • Food Handlers skin assessment 	Price per appointment. £35 £185 £35 £35 £35 £35

Ref.	Service	Cost per hour (unless otherwise stated)
A8	Vaccinations <ul style="list-style-type: none"> Hepatitis B Seasonal Flu 	£145 per course £10 per vaccine
A9	If a School or employee fails to provide reasonable notice (24 hours) for not attending for an appointment on more than one occasion for the same referral, a Non-Attendance Charge will be applied and the School will be invoiced.	£40 for Non Attendance at Medical Appointments.

Individual responsibilities of our staff

Roles	Contact details	Responsibilities
Occupational Health, Safety and ICT Approvals Manager	Carol Fox Carol.fox@shropshire.gov.uk 01743 252814	<ul style="list-style-type: none"> Specific areas of responsibility include: <ul style="list-style-type: none"> Health and Safety Team Occupational Health Team Provide leadership and management support to both teams. To review contractual agreements, when necessary. Manage feedback from customers.
Senior Occupational Health Advisor	Matt Thomason Matt.thomason@shropshire.gov.uk 01743 258137 (Mondays, Tuesdays and Fridays)	<ul style="list-style-type: none"> Lead Occupational Health Clinician Management of the Occupational Health team.
Occupational Health Advisors (OHA)	Karen Del-Manso karen del-manso@shropshire.gov.uk	<ul style="list-style-type: none"> To provide impartial, confidential occupational health advice to managers and employees on health issues affecting or having the potential to affect work and work issues affecting health. Sickness absence referrals. Advice for managers and support to employees.

	<p>Claire Perryer claire.perryer@shropshire.gov.uk (Monday and Tuesdays)</p> <p>01743 252833</p>	<ul style="list-style-type: none"> ▪ To gather and prepare medical information for ill health retirements for the Occupational Health Physician to provide medical opinion. ▪ To assess and review medical information for recruitment purposes. ▪ Health surveillance for work activities on completion of a risk assessment. ▪ Immunisation and vaccination programmes, i.e. Hepatitis B and Seasonal Flu. ▪ Referral for fast-track physiotherapy to our preferred provider. ▪ Health promotion – supporting employees maintain good physical and mental wellbeing. ▪ To maintain employee medical records in accord with professional and legal guidelines. ▪ To maintain OH policies and documentation. To provide advice on Human Resources (HR) policies pertaining to OH.
<p>Occupational Health Technical Support Assistants</p>	<p>Clare Eaves Sarah Trivedi 01743 252833 occupationalhealth@shropshire.gov.uk</p>	<ul style="list-style-type: none"> ▪ First point of contact for OH. ▪ Undertake all aspects of OH administration. ▪ Maintain secure occupational health records.
<p>Occupational Health Physician</p>	<p>Dr James Boag (Contracted)</p> <p>Other Independent OHP from Council’s Registered List when necessary.</p>	<ul style="list-style-type: none"> ▪ Provide a monthly clinic at Shirehall for the provision of Occupational Health Physician Support. ▪ To provide Clinical Supervision.

Our obligations and requirements

What we will do for you:

Ref.	
P1	Available to respond to enquiries between 9.00 and 17.00 Monday to Friday.
P2	Medical clearance of all new job offers prior to commencement of employment on request, by medical questionnaire or medical interview if necessary.
P3	Management OH referrals undertaken in line with the Sickness Absence Policy.
P4	Provision of advice on employee rehabilitation measures in return to work cases and redeployment issues.
P5	Occupational Health Advice available at case conferences on request.
P6	Collate medical information for retirement on the grounds of permanent incapacity in accordance with Local Government Pension Scheme Regulations and Teacher's Pension Scheme.
P7	Confidential and secure storage of medical records.
P8	Provide early intervention and support to managers and employees facing difficulties, which could affect their work.
P9	Liaising with multi-disciplinary teams to manage referral, if indicated
P10	In some circumstances, a referral will be made direct to the Occupational Health physician in more complex cases.
P11	Access to a confidential Counselling Services. Four sessions available, with two additional sessions on approval from OH medical staff (Costs under A3 and A4).
P12	Triage for fast track access to a Physiotherapy Service.
P13	Provision of Health Surveillance undertaken by the Occupational Health Advisor, eg Hand Arm Vibration, Spirometry (lung function test), Audiometric screening, etc.

What we require from you...

Ref.		Date required (if applicable)
C1	Provide prompt and accurate information on request	
C2	All paperwork to be completed in an accurate and timely manner.	
C3	To ensure medical information is provided prior to commencement of employment	
C4	To adhere to all relevant Health, Safety and Wellbeing policies relating to the customer's staff	
C5	All referrals made by management (not individual employees) must make the employee aware of the referral and the reasons for the referral. The referral must include a fully completed referral form, the employee's job description, person specification and up to date sickness records.	
C6	Medical questionnaires submitted for a post offer job are required to be submitted before the applicant commences the new post.	

Key Performance Indicators (KPIs)

Ref	Description of KPI	Target	Tolerances
3.0	SERVICE DELIVERY TIME		
3.1	Employment medicals returned within 5 days.	95%	R = >8 days A = 6 to 7 days G = 5 days
3.2	Initial appointment sent within 5 days	90%	R = >8 days A = 6 – 7 days G = 5 days
3.3	First appointment seen within 14 days of request	100%	R = >17 days A = 15-16 days G = 14 days
3.4	Reports back to Managers sent within 5 days after appointment	90%	R = >8 days A = 6 – 7 days G = 5 days
3.5	Health surveillance referrals seen within 10 days	100%	R = >14 days A = >12 days G = <11 days

Days/times during which Services are to be available

Monday – Friday	9.00 – 17.00
-----------------	--------------

Contact information

For more information	
Contact name	Carol Fox
Role	Occupational Health, Safety and ICT Approvals Manager
Telephone	01743 252814
Email	carol.fox@shropshire.gov.uk

Statutory Requirements

Compliance with all the following legislation:

- Health and Safety at work act, etc. 1974
- The Management of Health and Safety at Work Regulations 1999
- Data Protection Act 2018