**Occupational Health Assessments**

**Introduction**

Following consideration of the Occupational Health Assessment requirements and the aims and objectives of the client, this document outlines the Occupational Health Service to be provided by Unity Occupational Health & Wellbeing Limited (Unity).

**Purpose**

The purpose of this document is to ensure Unity meets legislative requirements and best practise in terms of health supervision. The service is to focus on work related matters only and will operate on an appointment basis so that work is conducted in a professional manner with minimum interruption to the functioning of the Company.

This document specifies the arrangements for the provision of an Occupational Health (OH) service to your organisation, hereafter referred to as the Client, by Unity hereafter referred to as the Provider and defines in practical terms the responsibilities of both parties (Client and Provider).

**Scope**

The delivery of the Occupational Health service is underpinned by the following principles.

* High quality clinically led and evidence-based service.
* An equitable and accessible service which is impartial, approachable and receptive to both Clients and their employees.

**Staffing**

The Occupational Health Physicians (OHP) will all hold qualification(s) in Occupational Medicine. The Occupational Health Nurse Advisor (OHNA) will be qualified and be registered on the third part of the Nursing and Midwifery Council list as a Specialist Community Public Health Nurse (OH).

# Facilities

# If employees are being seen at Unity, we will provide relevant appropriate facilities. If the OHNA/OHP is visiting the Client’s site then the Client will ensure that facilities provided to the OH team are safe, accessible and appropriate for the services provided, to include access for persons with disability, rooms that provide privacy for the consultation, hand hygiene facilities and washroom access.

**Appointments**

Appointments will be advised by letter or email to the employee as indicated by the Client and the Client will be advised of the appointment arrangements. The employee will be provided with a leaflet advising them of what to expect from the appointment and Occupational Health Service.

**Working Together**

The Client and Provider commit to working together effectively and efficiently. The working processes and service delivery methods are outlined within this document.

**Confidentiality and Record-Keeping**

The Provider will maintain health records for all relevant Clients’ staff either paper and/or electronically. Currently health records are kept within the guidelines of the GDPR Regulations.

The Provider will maintain confidentiality, adhering to the requirements of the General Data Protection Regulations and Access to Medical Reports Act 1988. The Provider, as an accredited OH service, has met good practice and legislative requirements required for the purposes of information governance.

The Provider will keep all OH records in a locked and secure area until such a time that they can be scanned and destroyed. The Provider will ensure that all leavers’ and archived files are kept in a designated place that is a suitable and accessible place and where possible, stored on cloud facilities.

The General Data Protection Regulations governs employee access to their medical records that include medical reports to management prepared by the Provider. It gives employees the right to see and have copies of their health records, including the content of any employer referral letters. Unity will provide a transfer service if the client changes to a new OH Provider, this will be conducted in accordance with the approved regulations and protocols.

**Audit**

Unity will oversee and apply clinical quality by auditing of systems to monitor the services provided.

**Training and Continuous Professional Development (CPD)**

Unity is committed to training and CPD and it is a requirement for OHNA / Physician registration and appraisal.

**Intellectual Property**

Each Party agrees that all Intellectual Property Rights shall remain the absolute unencumbered property of the owner of such rights and agrees that it will not use the other Party’s Intellectual Property Rights for any purpose other than the performance of its obligations under this Agreement.

**Performance Management**

The Performance will be discussed at formal meetings held between the Client and Provider depending on the requirements of the Client or for any other exceptional reason requested by either party.

**Complaints Procedure**

Unity will take complaints very seriously and act as a means of improving the service, therefore, these will be investigated formally, and the response will be within two weeks or immediately if considered to be of a serious nature. Complaints can be received via telephone, verbally or written and will be recorded for reporting on a quarterly basis or more frequently if meetings dictate.

If a complaint is not resolved satisfactorily, it can be escalated and referred to the Director of the OH service for investigation.

**Amendments**

Any amendments and/or variations to this document can only be made with agreement from both parties and must be written with both parties’ signatures.

**The Service Level Agreement for Occupational Health Assessment Services and Business Continuity**

Unity is contracted to provide the services as agreed with the client at the time of engagement on an Adhoc/as required basis. In the event of a disruptive event affecting Unity’s ability to deliver the Services, Unity shall remain responsible for meeting the requirements of this Agreement. Unity shall inform the Client of any impending incident or situation which may affect our ability to deliver the Services. Unity shall put in place a business continuity plan which should set out the detailed procedures and processes to be followed and actions to be taken to protect the service delivery and ensure continuation of the Services during a disruptive event. Unity’s Business Continuity Plan is available on request.

**Activity Measures – Key Performance Indicators (KPIs)**

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| **Telephone request for advice/help** | **2 Working Days** |
| **Employment Screening** | **First response within 4 working days** |
| **Response to a request for an Occupational Health Assessment**  | **2 Working Days to arrange appointment** |
| **Occupational Health Assessment Reports completed and sent to client (Subject to consent/access requirements)**  | **3 / 4 Working Days from appointment** |

**Terms and Conditions**

**1. Payment Terms** All Occupational Health Services will invoice at the end of the service or the end of each month and will be due for payment within 30 days.

**2. Contract Term** This contract is for an assessment/s as agreed

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|  | 552 Dereham Road, NORWICH NR5 8TUTelephone: 01603 250015 or 01603 250059  Email: mail@unityoccupationalhealth.com |

**Health Surveillance**

**Introduction**

Following consideration of the Occupational Health Surveillance requirements and the aims and objectives of the client, this document outlines the Occupational Health Service to be provided by Unity Occupational Health & Wellbeing Limited (Unity).

**Purpose**

The purpose of this document is to ensure Unity meets legislative requirements and best practise in terms of health supervision. The service is to focus on work related matters only and will operate on an appointment basis so that work is conducted in a professional manner with minimum interruption to the functioning of the Company.

This document specifies the arrangements for the provision of an Occupational Health (OH) service to your organisation, hereafter referred to as the Client, by Unity hereafter referred to as the Provider and defines in practical terms the responsibilities of both parties (Client and Provider).

**Scope**

The delivery of the Occupational Health service is underpinned by the following principles.

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**Staffing**

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# Facilities

# If employees are being seen at Unity, we will provide relevant appropriate facilities. If the OHNA/OHP is visiting the Client’s site then the Client will ensure that facilities provided to the OH team are safe, accessible and appropriate for the services provided, to include access for persons with disability, rooms that provide privacy for the consultation, hand hygiene facilities and washroom access.

**Appointments**

Appointments will be advised by letter or email to the Client and details of appointment timings provided.

**Working Together**

The Client and Provider commit to working together effectively and efficiently. The working processes and service delivery methods are outlined within this document.

**Confidentiality and Record-Keeping**

The Provider will maintain health records for all relevant Clients’ staff either paper and/or electronically. Currently health records are kept for 40 years subject to COSHH regulations.

The Provider will maintain confidentiality, adhering to the requirements of the General Data Protection Regulations and Access to Medical Reports Act 1988. The Provider, as an accredited OH service, has met good practice and legislative requirements required for the purposes of information governance.

The Provider will keep all OH records in a locked and secure area until such a time that they can be scanned and destroyed. The Provider will ensure that all leavers’ and archived files are kept in a designated place that is a suitable and accessible place and where possible, stored on cloud facilities.

The General Data Protection Regulations governs employee access to their medical records that include medical reports to management prepared by the Provider. It gives employees the right to see and have copies of their health records, including the content of any employer referral letters. Unity will provide a transfer service if the client changes to a new OH Provider, this will be conducted in accordance with the approved regulations and protocols.

**RIDDOR (Reporting of Injuries, Diseases or Dangerous Occurrences Regulations)**

Where the Provider reasonably regards an Employee to have suffered, or be suffering with, an Occupational Disease or Condition which is reportable under RIDDOR (a “**RIDDOR Reportable Case**”), the Provider shall advise the Client in writing that it is a RIDDOR Reportable Case.

It is the responsibility of the Client to report any RIDDOR Reportable Cases to the relevant authority (HSE).

Where an Employee has been diagnosed with an Occupational Disease or Condition which is a RIDDOR Reportable Case, the Provider will provide for the on-going health management of that Employee in the Employee’s workplace and shall make recommendations on appropriate adjustments to their work activities if required.

**Audit**

Unity will oversee and apply clinical quality by auditing of systems to monitor the services provided.

**Training and Continuous Professional Development (CPD)**

Unity is committed to training and CPD and it is a requirement for OHNA / Physician registration and appraisal.

**Intellectual Property**

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Unity will take complaints very seriously and act as a means of improving the service; therefore, these will be investigated formally, and the response will be within two weeks or immediately if considered to be of a serious nature. Complaints can be received via telephone, verbally or written and will be recorded for reporting on a quarterly basis or more frequently if meetings dictate.

If a complaint is not resolved satisfactorily, it can be escalated and referred to the OH service Director for investigation.

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**Activity Measures – Key Performance Indicators (KPIs)**

|  |  |
| --- | --- |
| **Telephone request for advice/help** | **2 Working Days** |
| **Completion of Health Surveillance paperwork** | **3 / 4 Working Days from visit** |

**Terms and Conditions**

**1. Payment Terms** All Occupational Health Services will be invoiced at the end of the service or the end of each month and will be due for payment within 30 days for all account customers and we reserve the right for all new customers to request payment in advance of the service.

**2. Contract Term** This contract is for health surveillance/s as agreed.

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