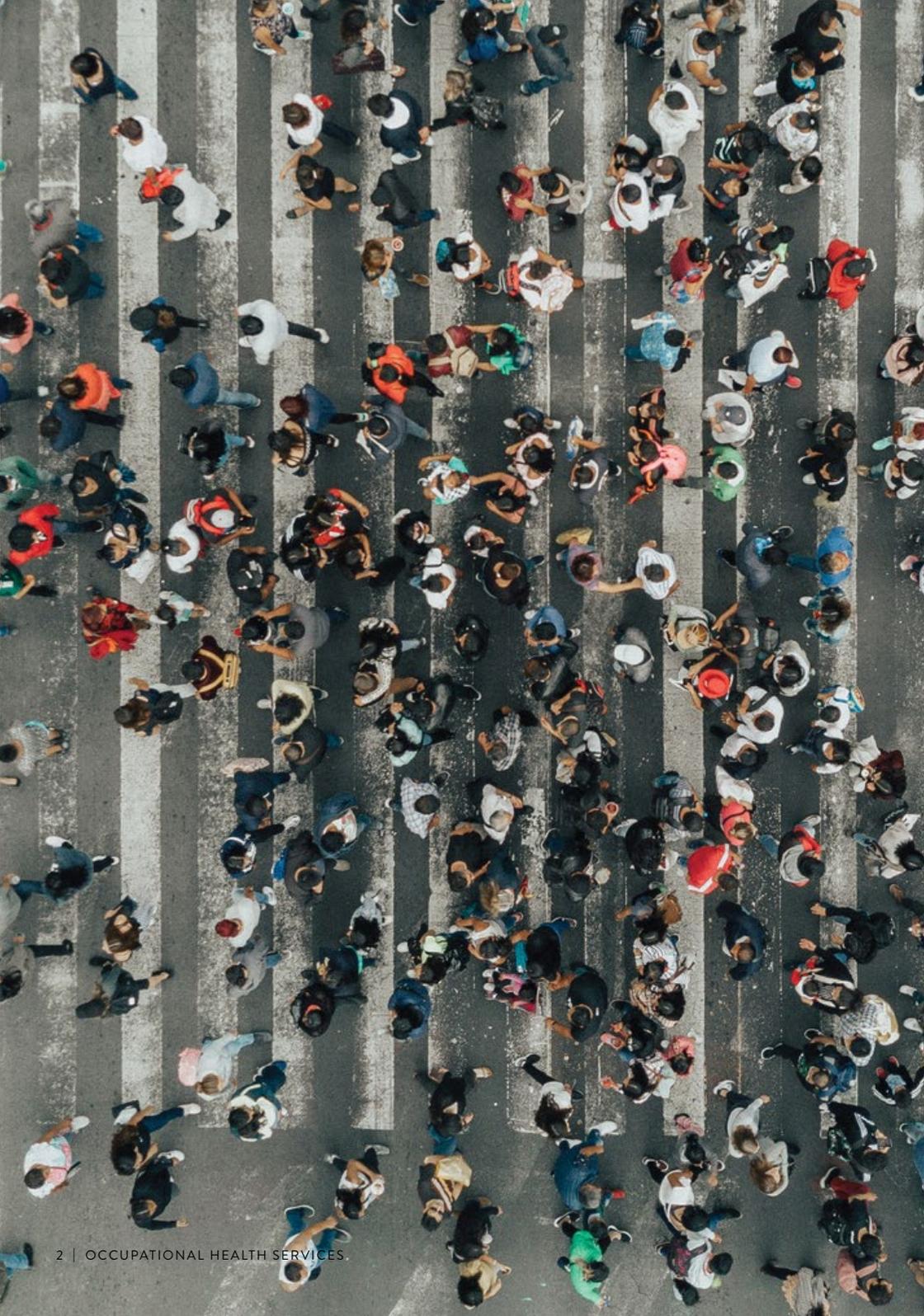




# OCCUPATIONAL HEALTH SERVICES

Creating Healthy Organisations





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# ABOUT US

We provide workplace occupational health and wellbeing services specialising in employment medical programmes, preventative occupational health and wellbeing schemes, and drug and alcohol testing, enabling you to manage the health, safety and wellbeing of your employees.

# WHY CHOOSE US?

## Services that adapt to your requirements

Whether your need is for a one-off medical or a complete end-to-end occupational health solution, we can meet your requirements. This adaptable approach enables us to work successfully across a diverse range of industries, as demonstrated by our portfolio of over 800 clients.

## Expert drug and alcohol testing

Our drug and alcohol tests are performed in our own laboratories – so no need for any third party involvement. Our laboratories are staffed by some of the most highly qualified and experienced experts in the industry.

## Industry accreditations/certifications

We have the appropriate industry-specific accreditations/certifications demonstrating our commitment to best practice and quality standards. Our Clinical Governance Team is responsible for continually improving service provision through benchmarking against national standards and regular audit and training.

- SEQOHS
- ISO/IEC 17025:2017\*
- ISO 9001:2015 (Quality)
- London Underground
- RISQS
- COHPA

\*Held by Abbott Toxicology Ltd, provider of laboratory testing services to Abbott Healthcare Connections Ltd



# OCCUPATIONAL HEALTH PORTAL

Our secure online Occupational Health Portal provides a host of benefits for your business, making the process of managing your occupational health needs quick and easy. The portal allows you to:

- **Book appointments** – Choose from our network of medical centres throughout the UK. You can select a day and time slot convenient to you. Automated appointment reminders via text can be sent to ensure maximum attendance.
- **Request on-site services** – Certain medical assessments can be performed at your site, as well as drug and alcohol testing if required.
- **Track the status of each booking** – The portal provides a summary of every candidate booking, the service type selected, appointment dates and times, and status of the bookings.
- **Download candidate results** – You can easily view and download your results (e.g., toxicology reports, certificates of fitness for medical assessments, case management reports). Search filters allow candidate results to be found quickly and efficiently, whilst keeping all information confidential. With a tick of a box, results can be saved, printed or sent to relevant line managers, colleagues and employees.
- **Send online questionnaires** – You can request employees to complete online questionnaires for certain medicals via the portal. Once the request has been triggered by the manager, the employee will receive a secure link to access the questionnaire. We'll review the results and make them available to you via the portal.
- **Submit online forms for review** – Forms, such as management referrals, can be submitted online, allowing customers to attach supporting documentation. Once completed, the forms are processed by our Operations Team and sent for clinical review.

# CHOICE OF SERVICE DELIVERY

Our occupational health services are easily accessible throughout the UK via our network of medical centres and occupational health physician clinics. Alternatively, your business may be better suited to on-site clinics — a pre-agreed schedule of clinics conducted at your site by the same Health Professional each month.

# PROACTIVE ACCOUNT MANAGEMENT

We believe in a joint approach to managing delivery of our services, working closely with you to gain an understanding of your business, add value and identify areas for ongoing improvement. For contracted services, a dedicated account manager will:

- Monitor contract performance and report at service/business outcome level as appropriate.
- Identify and manage expectations.
- Respond to changing customer needs.
- Operate the contract to specification.
- Maintain/develop service components.
- Conduct regular face-to-face review meetings, which can include full management information reports.
- Build and maintain relationships with you as a single point of contact to ensure smooth running of your contract.
- Provide updates and information on monthly topics, current affairs and advice on health and wellbeing strategies.

# WHY OCCUPATIONAL HEALTH?

Whether your industry is regulated or you are looking to adopt best practice, providing your workforce with a robust occupational health programme can offer significant benefits, such as:

- Increased productivity as employees are healthier and better motivated.
- Reduced risks of accidents.
- Lower employee absence and staff turnover rates.
- Reduced costs.
- Reduced threat of legal action.
- Improved standing amongst the business community.



# OUR APPROACH

To help you create a healthy working environment, we offer a full end-to-end solution for delivering our occupational health services, spanning three key areas:

## COMPLY

We'll identify and implement a process to manage your medical legal duties as an employer, taking the confusion out of understanding and navigating the many industry-specific regulations, standards and government legislation your business may need to comply with (e.g., rail or HSE legislative requirements).

## MANAGE

Our unique, multidisciplinary approach to occupational health means that we can provide a full range of services to effectively manage the ongoing health of your workforce. Services include case management, return-to-work assessments and medication checking.

## ENGAGE

Good employee health management can reduce sickness absence, enhance productivity and contribute to increased staff morale. Our Health and Wellbeing Days, delivered at your site, can raise awareness of common health issues, promoting healthier lifestyles.

If you need assistance with identifying the key issues affecting the health of your workforce, our **Health Needs Assessment** examines your current health and business needs through the analysis of existing policies and procedures, on-site assessment and subsequent gap analysis to provide you with a targeted occupational health programme relevant to your business.

The outcome of the assessment, documented in a full management report, will be benchmarked against similar industries, adding value to your organisation through:

- Targeted occupational health service delivery to meet your needs.
- A reduction in reported sickness absence through targeted, early interventions.
- Higher employee engagement and retention.
- Increased productivity and performance.
- Return on investment.

# COMPLY

with health legislation  
and industry standards





# MEDICAL ASSESSMENTS

We offer a full range of medical assessments and can design medicals tailored to your exact requirements.

The type of medical required determines what tests are included in the health assessment, but typically most include all, or some, of the following:

- Vision and colour vision.
- Hearing.
- General health in line with the relevant standards.
- Blood pressure.
- Diabetes.
- Balance, mobility and coordination.
- Height and weight.
- Body mass index.

## Industry-specific medical assessments

Meeting standards set by Network Rail, Railway Group Standards, Crossrail, London Underground, Civil Aviation Authority, etc.

### **Rail:**

- Preplacement and periodic medicals.
- Personal Track Safety (PTS).
- Competency specific assessments (e.g., individual working alone, controller of site safety, signallers).
- Train driver/movement.

### **London Underground Limited:**

- Basic track awareness.
- Depot track access.
- Working alone.
- Protection master.
- Protecting workers on track during engineering hours.

### **Aviation:**

- Airside driving specific medical.
- Role specific/competency specific medicals.
- General health and wellbeing assessments.
- Health surveillance (e.g., noise exposure).

### **Construction:**

- Safety critical.
- Job specific.
- General health assessment.

# HEALTH SURVEILLANCE

Health surveillance can be defined as a system of ongoing checks within the workplace to detect any early signs of ill health caused by substances and hazards at work. Early identification allows for any corrective action to be taken, preventing the development of more serious health problems.

Health surveillance is required by law, and by working with us you can be sure you comply with the Health and Safety Executive (HSE) regulations such as the Health and Safety at Work Act 1974 and the Control of Substances Hazardous to Health (COSHH) Regulations 2002.

In addition, having the correct health checks in place is a legal requirement enforced by the HSE, and you are at risk of legal action if you do not comply.

HSE statistics for 2016/17 show that there were:

- 554 cases prosecuted, or referred to Crown Office and Procurator Fiscal Service (COPFS) for prosecution in Scotland, by HSE where a conviction was achieved.
- 11,913 notices issued by all enforcing bodies.
- £69.9 million issued in fines resulting from prosecutions taken, or referred to COPFS for prosecution in Scotland, by HSE where a conviction was achieved.

## Typical health surveillance areas include:



### HAND ARM VIBRATION

To monitor employees who are exposed to vibration from power tools and heavy machinery.



### RESPIRATORY

Including measuring lung capacity.



### AUDIOMETRY

Hearing test to check for any hearing conditions/hearing loss.



### SKIN

Examination of areas of skin such as hands and arms that are often exposed to irritants.



### ASBESTOS

A medical examination for employees who are exposed to asbestos above certain defined levels, conducted by an HSE-appointed Doctor.



### LEAD MONITORING

A simple blood test, conducted via laboratory testing.

## Safety-critical medicals

- Working in confined spaces/working at night – general health questionnaires tailored to ensure candidates are fit to work in the described roles.
- Working at heights – includes use of a Chester Step Test to measure the heart's ability to recover from exertion.

## Work station assessments

Our work station assessments focus on identifying any potential health risks that could affect the joints or other tissues in the upper/lower limbs or the back. The assessment provides you with practical recommendations and suggested workplace improvement plans.

# DRUG AND ALCOHOL TESTING

Leading organisations understand the necessity of implementing substance misuse testing as an integral part of their health and safety policy.

Managing the risks associated with workplace drug and alcohol misuse protects the individual employee, their colleagues and members of the public.

Our laboratories are equipped with state-of-the-art technology and maintain one of the widest scopes of accreditation, allowing us to deliver consistently high quality services.

The following drug and alcohol testing services are commonly performed alongside other occupational health services as part of a combined offering:

- For cause
- Pre-employment/periodic
- Random and unannounced
- Medical Review Officer service
- Consultancy and Expert Witness services

# MANAGE

the ongoing health  
of your employees





# CASE MANAGEMENT

Research shows that case management is one of the most cost-effective services available to employers in reducing sickness absence.<sup>1</sup>

Case management is an evidence-based tool in integrating services around the needs of employees with long-term conditions. Our Case Management Team is led by specialists in public and workplace health, who provide clear, evidence-based advice that can be acted on to further manage individuals with presenting health issues.

The focus is on returning the employee to work as soon as it is practical and safe to do so. The service is delivered in a multifunctional way tailored to the individual and organisation via remote case management and/or face-to-face assessments. Our network of Occupational Health Practitioners enables our clients to have access to professional support for all their employees, wherever they are based.

1. Working for a healthier tomorrow. Dame Carol Black. March 2008.



# MEDICATION CHECKING

Having a medication checking service makes certain there is no compromise on safety when employees are taking medication.

Certain medicines – whether prescription, over-the-counter, herbal, sports supplements, anaesthetics or purchased online – can cause side effects including dizziness, drowsiness and a lack of concentration. These can be extremely dangerous and hazardous and may increase the risk of accidents within the workplace. This is particularly important within safety-critical environments.

Our unique medication checking service, Chemist On Call, is operated by a team of industry specialist pharmacists, providing appropriate advice on the risks of side effects along with clear instructions on work restrictions if necessary.



**EASY ACCESS VIA TELEPHONE OR WEBSITE** – both PIN protected for confidentiality.



**FAST RESPONSE TIMES** – online and telephone checks.



**NO HASSLE TO ADMINISTER** – minimal involvement from HR departments.



**SIMPLE AND INTERACTIVE** – clear recommendation reports provided for audit purposes.



**TREND ANALYSIS** – discover the trends of medication taking in your business.



**PROFESSIONAL COMMUNICATIONS TO YOUR TEAM**  
– gaining engagement.



**AVAILABLE 24 HOURS A DAY, 365 DAYS A YEAR.**

# EMPLOYEE ASSISTANCE PROGRAMME, COUNSELLING AND PHYSIOTHERAPY

Stress and pressure, both in and out of work, can adversely impact employees' work performance, health and wellbeing. We provide a comprehensive set of services designed to help you provide a balanced and healthy working environment.

## Employee Assistance Programmes (EAPs) and Counselling

An EAP is a valuable employee benefit designed to help individuals at work with personal and professional problems that could be impacting their home or work life, health and general wellbeing.

Our EAPs, delivered by Health Assured, offer your workforce access to completely confidential support provided by fully qualified professionals for problems that could be impacting their home or work life.

- Telephone support and counselling provided by qualified and experienced therapists available via a free phone telephone number, 24 hours a day, 365 days a year.
- Online health portal offering a range of self-help modules, informative fact sheets and invaluable advice videos from leading qualified counsellors.
- Counselling sessions via scheduled appointment (structured telephone sessions or face-to-face depending on contract) for times when additional support is required.

## Physiotherapy

Our physiotherapy services are provided by Ascenti, a national provider of physiotherapy treatment and rehabilitation. Ascenti provides world-class physiotherapy treatment and rehabilitation solutions to every patient through highly effective techniques producing rapid improvement to those suffering from soft tissue and joint injuries. Ascenti employs all of their 200+ Physiotherapists, meaning the same high quality physiotherapy service can be found nationwide.

All Physiotherapists are state registered, fully qualified and members of the Chartered Society of Physiotherapists and the Healthcare Professionals Council.

# OCCUPATIONAL HEALTH PHYSICIAN AND SPECIALIST SERVICES

There may be occasions when further investigation or advice is required from one of our Occupational Health Physicians. Examples include management referrals, return to works reviews, industry-specific medical assessments and specialist medicals.

An Occupational Health Physician has specialist knowledge of workplace occupational health issues and has completed formal higher specialist training in occupational medicine.

Following any onward referrals, a summary of fitness and full written report will be issued including any recommendations or adjustments provided by the Occupational Health Physician. This allows your business to make any necessary adjustments.



# ENGAGE

your workforce  
in improving their  
health and wellbeing





Working days lost due to ill health can cause businesses a headache. Keeping employees healthy by engaging them in workplace health programmes can really make a difference to your business and deliver a host of benefits.<sup>2</sup>

Our Wellbeing Programmes are an innovative way to get your employees motivated and engaged in their health and wellbeing at work. Delivered by our team of Health Professionals, they can range from the most basic mini-health checks to more bespoke programmes to help inspire a healthier workforce. In addition, our extensive network of professionals – such as Physiotherapists, Lifestyle Coaches, Mental Health Professionals and Alternative Therapists – ensures we are well equipped to advise on all lifestyle issues associated with positive health.

2. Building the case for wellness, PriceWaterhouseCoopers.

# HEALTH AND WELLBEING DAYS

Our Health and Wellbeing Days promote awareness of a variety of health topics, offer resources on health promotion and disease prevention, encourage camaraderie among coworkers and colleagues, and most importantly, send a clear message to employees that your company values their health.

## Mini-health checks

Mini-health checks conducted at your workplace using quick diagnostic tools to look at key areas for health and wellness concern, such as blood pressure, height and weight, body mass index, cholesterol, glucose and protein testing, and general health/lifestyle questionnaire. Checks typically last around 30 minutes per candidate. Active anonymous reporting of diagnostic results can also be produced following the Health and Wellbeing Day, enabling you to identify and analyse any health trends.



# OUR NATIONWIDE LOCATIONS

## National coverage including:

- Health Professional Led Medical Centres.
- Drug and Alcohol Sample Collection Centres.





# DO YOU WANT TO:



## COMPLY

with health legislation and industry standards?



## MANAGE

the ongoing health of your employees?



## ENGAGE

your workforce in improving their health and wellbeing?

**GET IN TOUCH: +44 (0)8456 773 002\***  
**ABBOTT.COM/HEALTHCARECONNECTIONS**

\* Calls cost 2p per minute plus your phone company's access charge.

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