



New Occupational Health Service

Cambridgeshire & Peterborough Clinical Commissioning Group

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Cambridgeshire & Peterborough Clinical Commissioning Group is pleased to announce that, Optima Health has been selected to provide occupational health services from 01st July 2021.

Who are Optima Health?

Optima Health is a leading supplier of occupational health (OH) and wellbeing services in the United Kingdom. Employing the largest pool of employed, skilled medical practitioners outside of the NHS. Optima Health supports around 1.5 million employees throughout the UK.

Optima Health has been delivering successful OH solutions for over 25 years across all sectors of the UK, both public and private. They have the necessary experience, capacity and capability to successfully deliver this Occupational Health Service and have a distinguished track record in transition, delivery and innovation.

For more information on Optima Health, please visit www.optimahealth.co.uk

What is Occupational Health?

Occupational Health (OH) is a specialist field concerned with the prevention of ill health in employees and looks at the interaction between a person's job role and their health. This may be how the individual's health affects their role or how their role affects their health. It is this primary function which makes OH different from the general health service provided by general practitioners (GPs).

OH Physicians normally specialise in OH after many years as GPs, whilst OH Nurses will normally spend years in hospitals and primary care settings. Occupational health nurses and physicians work within the ethical guidelines of their respective professional bodies, which are the Nursing and Midwifery Council (NMC) and the General Medical Council (GMC) respectively. Most OH clinicians have taken additional qualifications in OH; either a degree, masters or professional qualification through their professional body. OH professionals are appointed to advise employers on an employee's health status and their ability to perform their role, so the employer can make informed decisions regarding that employee. OH professionals also carry out certain assessments such as health surveillance. In summary, OH provides an assessment of an individual's functional ability to perform a role, it does not provide a medical diagnosis, that remains the role of primary care and the individual's GP.

It is now recognised that "work is good for you". OH provides advice to managers on how to most effectively and safely support employees back to their full working potential; however responsibility for this process lies with the line manager.

The Core Occupational Health Services

The following provides an introduction to the services that Optima Health will provide for Cambridgeshire & Peterborough Clinical Commissioning Group and the role the OH clinicians will perform in delivering these services. It is vital that you use the OH service in line with Cambridgeshire & Peterborough Clinical Commissioning Group standards, procedures and guidance documents to ensure that the OH service is involved at the most appropriate point.

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Pre-Placement Assessment

The OH service advises on appropriate support measures for applicants where they have identified a functional limitation through pre-placement health screening process. This process evaluates the fitness of an applicant's health, declared via the pre-placement screening, in relation to the hazards and risks of the job, environment or activities.

In addition, there are some regulations that require a person's fitness for work to be assessed against a set criteria to perform a role. A health assessment is a process to evaluate an employee's fitness for role. The OH service will conduct and advise on the outcomes of the appropriate screening against the set criteria.

Attendance Management

When managers need advice and support on an employee's performance or attendance, an attendance management referral can be submitted to OH. OH clinicians provide impartial advice to managers to allow them to make informed management decisions regarding their employees. The OH clinician can only offer advice on the capability of an individual to perform their role in relation to their health and wellbeing in a way that is equally fair to the employee and the business and is in accordance with the Cambridgeshire & Peterborough Clinical Commissioning Group statutory obligations.

In addition to Cambridgeshire & Peterborough Clinical Commissioning Group Managing Absence Policies, the business reserves the right to monitor the sickness absence levels of all members of staff. Where excessive levels of sickness absence or a recognisable pattern of sickness absence is identified, managers/supervisors should refer the employee to the OH service.

Please refer to (insert contract / intranet details) for further support on managing sickness absence.

Medical Helpline

When Practice Managers and Community Pharmacy Leads need medical advice, they will have access to the Medical Helpline. This is a three tiered model of resolution:

Tier 0 – resolved by Optima Health's administration / clinical call handler (immediate advice and guidance)

Tier 1 – signposting to relevant service e.g. OH referral

Tier 2 – signposting to C&P C-19 Staff Support Service (Resilience Hub), Group Therapy Centre, or for HR advice

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Wellbeing

Under the new contract, all staff (and family members) will have access to an innovative wellbeing app. The app includes a clinically validated health assessment that assesses individual risk of developing cardiovascular disease, diabetes, lung disease, dementia and cancer.

The app is packed full of tools and resources and can also be integrated with common wearable technology.

How will I access the services from 1ST July 2021?

There will be a series of communications, roadshows and training in relation to the new OH service. A high-level overview is provided below.

From 01st July 2021 the Optima Health Helpdesk will be available (telephone number TBC). The Helpdesk will provide access to the Administration Helpdesk and Medication Enquiry Line.

Referrals for Pre-placement, Attendance Management, will be made via Optima Health's online referral system, myOHportal. This is an intuitive, easy to use system which allows line managers to:

- Create, submit and track referrals
- Submit supporting information
- View real-time updates to referrals, such as appointment dates and times
- Download reports, following assessments

There is no training required to use myOHportal, but for those wanting additional support, there will be familiarisation sessions available. More information will be shared in due course.

Where will the services be delivered from?

Services will be delivered using the most appropriate method for each individual case. This will include online, telephone and face to face.

A network of flexible delivery sites across the UK will be supplemented by onsite services.

As the contract progresses the list of delivery locations will be regularly reviewed and where there are sufficient volumes, new delivery locations will be added.

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