Occupational Health Service Contract Schedule 2 Service Specification:

Qualifications of key Service Providers:

1 Doctor

The service must be under the clinical direction of a registered medical practitioner who is a member of the Faculty of Occupational Medicine, and has appropriate experience. Other doctors should hold an occupational health qualification, or be working towards such a qualification, under the supervision of a member of the Faculty of Occupational Medicine.

2 Nurse

The nursing work should be carried out by an occupational health nurse practitioner, or by a registered general nurse training for an occupational health qualification, under the supervision of an occupational health nurse practitioner.

3 Other Professionals

Where the service makes use of other professionals, such as physiotherapists, they must ensure that they are qualified to a level that is acceptable to the partnership's individual client officers. This will be agreed at the regular contract meetings.

4 Qualifications from outside the United Kingdom

In all cases, equivalent qualifications from outside the United Kingdom will be acceptable: the service provider will be expected to demonstrate that such qualifications are equivalent.

5 Selecting Appropriate Level of Service

Where elements of service may be provided by an appropriately qualified nurse or by a doctor, or by some other practitioner, depending on the particular nature of the case, the service provider may decide which professional is the most appropriate to provide service. The service provider should ensure that clear criteria exist to assist in making this decision and those criteria should be agreed with each of the partnerships individual client officer.

Clerical and administrative cover shall be provided by the Service provider.
Other Service Elements

1 Provision of Cover

The services will be required during any working week, but not on bank holidays. The Partnership will expect that cover will be arranged in the event of annual leave, sickness or any other absence of staff.

2 Location of Service

The service must be provided by the Service Provider from a location acceptable to the Partnership. It should be physically accessible to all employees, whatever their condition and means of transport. Suitable accommodation meeting these requirements, with properly equipped consulting rooms, must be situated within 10 miles of each of the Partnership’s main offices.

3 Methods of Contact and Communications

The Service Provider should establish a contact and communications system that enables the each member of the Partnership to contact the service quickly and clearly, to ensure that key information is communicated in a timely fashion and that where necessary clarification of matters within correspondence can be sought and provided quickly. This should include use of electronic communications where appropriate.

The detail of the communications methods will be agreed and evaluated in the course of the quarterly contract performance and review meetings.

4 Records and Monthly Reports

Records must be kept of all referrals and other elements of work. Monthly reports will be required to enable the volumes of work and timescales within the contract to be monitored. The detail of the reports will be agreed with each of the Partnership's client officers in the course of the contract.

Individual health and medical records will be kept by the Service Provider as necessary, and in accordance with all of the relevant legislation, including that relating to Data Protection, Access to Medical Reports and Health Records, and Health & Safety.

At the end of the contract term the Service Provider will ensure that the individual records are passed on to the next Service Provider where this is necessary in a condition that enables the next Service Provider to manage that information effectively and in compliance with relevant statutory duties.

5 Contract Performance Review and Monitoring Meetings

The Service Provider should provide advice on matters of occupational health related policy and practice, to help the Partnership to develop its arrangements.
Gloucestershire District Partnership

The Service Provider must:

- Provide administrative services and recording systems to enable the service to be delivered effectively and efficiently.
- Provide monitoring information, including statistical information, on a monthly basis to enable the activity, quality and performance within the contract to be monitored and evaluated. The detail of this information will be agreed between the Partnerships client officers and service provider in the contract set-up, and reviewed in monitoring meetings.
- Attend monitoring meetings on up to four occasions a year with each of the individual Partnership officers.
- Maintain occupational health records relating to all the partnership's employees, including health surveillance details where appropriate, and to pass on the records to a successor service provider at the end of the contract period if necessary.

6 Service Volumes and Costing

The Service Provider to provide the Occupational health services requested to the Partnership on a unit pricing 'pay as you go' model.

7 Telephone Consultations

The Service Provider may make use of telephone consultations rather than face-to-face appointments provided that there are clear criteria for deciding when this approach is suitable, and provided that it forms part of an integrated service so that continuity is maintained if it becomes necessary to move towards more direct contact.

8 Missed appointments

Where an appointment is made to respond to a referral or for a pre-employment medical examination, and the employee misses the appointment or cancels less than 24 hours before the appointment time, the Service Provider can charge for that appointment if they have been unable to obtain a replacement for that appointment. The charge will be the same as that for the initial appointment.

Where an appointment is missed or cancelled at late notice, the Service Provider must contact the relevant HR Officer for that case immediately so that they can respond appropriately.

Where practicable, the cancelled appointment should, in the first instance, be offered to another employee from the Partnership.

If the Service Provider considers it appropriate to offer a new appointment to a person who has missed or cancelled an appointment, then the relevant HR Officer should be informed immediately of the reason for the cancellation and advised of new appointment date and time.

Repeated failures to attend by an employee require attention by line management.
Service Quality

It is of great importance that the service quality meets the requirements of the Partnership. The service must be delivered by professionally qualified staff to an appropriate level and it must have arrangements for ensuring compliance with requirements related to confidentiality, data protection, health & safety, equalities and other statutory requirements.

Where advice or opinions are sought, the Service Provider must be clear and unambiguous, and must take into consideration the organisational requirements related to the workplace, the practicality of any recommendations and the individual HR policies. The scope of the opinions should relate to the questions raised, but if the service provider considers that wider matters should be considered that may not be specific to the referral, then those matters should be raised separately to the individual referral response.

Where matters are raised within a consultation that are not apparent from the referral, the Service Provider must check these out with relevant HR Officer before confirming advice if it is likely to have a material impact on the advice.

Delayed access to service or to reports can have a significant detrimental impact on the effectiveness of management action, and the benefit to employees: for this reason the timescales indicated in the specification will need to be closely followed and monitored. The Partnership will take action through the contract in response to failure to meet the timescale or quality requirements, where attempts to improve have been unsuccessful. The detail of the monitoring and improvement planning (if necessary) will be agreed during the contract set-up process.

The Service Provider must be an innovative provider of outsourced Occupational Health, services. Service delivery must be based on building lasting and mutually beneficial working relationships with the Partnership members utilising wherever possible the latest emerging technologies and electronic communications channels.

Good performance in respect of the quality and timescales will be taken into account by the Partnership when considering the extension of the contract term.
Detail of Services

1. **Online Pre-Employment Health Screening**

Description

- Assess and evaluate online pre-employment health questionnaire sent by prospective employee. Make further inquiries if necessary to form opinion.
- Send electronic written report to relevant HR Officer regarding the person’s medical condition and implications for the person’s ability to undertake the full range of duties and responsibilities attached to the job, including matters where adjustments might be necessary.
- Include details related to Disability Discrimination, food handling, night work and special work-related risks where they are relevant.

**Time Requirements**

Electronic report sent within 3 working days of receipt of completed questionnaire.

**Minimum Qualifications**

Forms to be evaluated under qualified Occupational Health Nurse direction

**Indicative Service Volumes**

Numbers of forms in recent years:


2. **Pre-Employment Medical Examination**

Description

- Where the contents of the online pre-employment health questionnaire indicate it is necessary, carry out a pre-employment medical examination, and send an electronic report on the conclusions to the relevant HR Officer.
- The report should address the matters referred to in 1 above.
- Where applicable make follow up appointments and/or telephone consultations to monitor and support the new employee adjust to their new role.

**Time Requirements**
Gloucestershire District Partnership

- Examination arranged within 5 working days of evaluation of pre-employment questionnaire.
- Electronic report sent within 3 working days of examination.

Minimum Qualifications

Examination and report by Occupational Health Nurse or Registered medical practitioner, depending on the nature of the case.

Indicative Service Volumes

Volumes in recent years

<table>
<thead>
<tr>
<th>Year</th>
<th>Volume</th>
</tr>
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<tbody>
<tr>
<td>2004-05</td>
<td>75</td>
</tr>
<tr>
<td>2005-06</td>
<td>55</td>
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<tr>
<td>2006-07</td>
<td>86</td>
</tr>
<tr>
<td>2007-08</td>
<td>34</td>
</tr>
</tbody>
</table>

3. Medical Opinion Referrals

Description

- Arrange appointment or telephone consultation for an employee in response to a request from management to address health issues related to work.
- Provide electronic written reports including information relevant to the individual Partnership member’s operational needs, including:
  - An opinion about the employee’s fitness to undertake the full range of duties related to the job,
  - Whether any reasonable workplace or task modifications or other action would be appropriate,
  - Likely timescales where possible, and whether further occupational health involvement would be needed,
  - Whether the employee’s health condition is sufficiently serious and long lasting to consider redeployment, rehabilitation, dismissal or other action management may find appropriate.
- Respond to requests for clarification of the content of reports and their implications, and advise to help case management.
- Whether the criteria for ill-health retirement under the relevant pension scheme are likely to be met.

Time Requirements

- Initial appointment within 10 working days of receipt of referral request questionnaire.
- Electronic report sent within 5 working days of receipt of examination.

Minimum Qualifications
Clear criteria should be established to indicate when it is appropriate for cases to be dealt with by an occupational health nurse, and when by a doctor or any other practitioner.

Similar criteria should also be in place to indicate when a telephone consultation is appropriate.

**Indicative Service Volumes**

Volumes in recent years

<table>
<thead>
<tr>
<th>Year</th>
<th>Appointments</th>
<th>Cases</th>
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<tr>
<td>2004-05</td>
<td>524</td>
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<td>2005-06</td>
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<td>2006-07</td>
<td>668 (401)</td>
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<tr>
<td>2007-08</td>
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**4. Ill Health Retirement**

**Description**

- Obtain independent doctor authorisation for ill health retirement in compliance with the requirements of the Local Government Pension Scheme (LGPS).

**Time Requirements**

- Initial appointment within 10 working days of receipt of referral request questionnaire.
- Electronic report sent within 5 working days of receipt of examination.

**Minimum Qualifications**

Independent medical practitioner to satisfy standards of LGPS.

**Indicative Service Volumes**

Number of LGPS and TPS ill-health retirements in recent years:

<table>
<thead>
<tr>
<th>Year</th>
<th>Number</th>
</tr>
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<tr>
<td>2004-05</td>
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<td>2006-07</td>
<td>24</td>
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<tr>
<td>2007-08</td>
<td>24</td>
</tr>
</tbody>
</table>

**5. Referral to other medical Practitioner for report and/or assessment.**

**Description**
Following discussions and approval from relevant HR Officer, make referral to another practitioner (such as a specialist) for an opinion to enable timely information to be available in individual cases. This is normally to complete a response to a referral or pre-employment medical examination.

**Time Requirements**

- Request to other practitioner within 3 working days of agreement to proceed.
- Report from Occupation health to appropriate Partnership officer within 3 working days of receipt of report from specialist.
- Chase up reports from specialist after 15 days if not received

**Minimum Qualifications**

To be agreed on a case-specific basis

**Indicative Service Volumes**

Anticipated volumes are very small (less than 5 per year)

**Charging**

We expect this to be charged at the cost of the particular appointment required.

### 6. Employee Assistance Programme

Unlimited access for employees’ and their immediate family (immediate family members must be permanently living at the employee’s home address) to a Free-phone confidential telephone help line manned 24 hours a day, 365 days per year by counselling psychologists or trained counsellors.

Access to a network of qualified counsellors and specialists for up to six face-to-face counselling sessions per employee. Sessions to be held via telephone or at venues situated within 10 miles of each of the Partnership’s main offices.

**Charging**

A timed rate should be quoted, for use when other costed elements are not provided.

### 7. Absence Call Line

An absence call centre, with local rate telephone numbers, staffed by trained operators, into which employees of the Partnership report their absence. Line...
Managers, and if appropriate HR and Occupational Health, are informed either electronically or by telephone of the absence, the reason for the absence, the expected duration of the absence and details of any work in progress which may need attention before they return.

Relevant documentation such as self certification forms and return to work interview pro-formas are forwarded to the relevant line manager.

Line Managers and HR Officers must be able to access real time organisational and individual departmental absence reports and trend analysis by absence type.

8. Other Elements

**Description**
Occupational Health nurse adviser to attend individual Partnership members main offices to hold sessions for staff and management access, to undertake a variety of tasks. These may include:

- **DSE vision screening**
  - using keystone vision screener or similar method
- **Advice to individual employees or manager**
  - regarding individual cases or more general occupational health or health education advice.
  - Follow-up work related to employee referrals where appropriate.
  - Support to management or employee training or health promotional campaigns.
- **Home visits, where agreed with the relevant HR officer**

Specific services in response to needs identified and agreed by Partnership client officer. These may include:

- **Health Surveillance:**
  - Hand-arm vibration syndrome screening.
  - Follow-up for Hand arm Vibration screening.
  - Hearing screening including audiometry.
  - Respiratory surveillance

- **Vaccination**
  If groups of workers require immunisation, it will normally be done at a session based in the workplace. Individual vaccinations will normally be done at the Occupational Health consulting rooms.
  - Annual Flu vaccination programme
  - Hepatitis B vaccination
  - Other vaccinations
  - Support to employees who have needle-stick or similar injuries

- **Physiotherapy**
  - Physiotherapy advice service for access by employees.
  - Physiotherapy treatment sessions.
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**Other Elements**

- Drivers’ medical examinations of PCV and LGV drivers to comply with the requirements of DVLA.
- Night worker evaluations

**Time Requirements**

Times & locations to be agreed with client officer

**Minimum Qualifications**

Occupational Health Nurse

**Charging**

A timed rate should be quoted, for use when other costed elements are not provided at the site visit.