OCCUPATIONAL HEALTH

Occupational Health explained

Occupational Health (OH) is aimed at promoting physical and psychological well-being and preventing illness and injury arising from work activity.

The Occupational Health Service at UCL offers professional, confidential and objective advice about health, safety and well-being, including:

- Work related health screening
- Immunisation
- Advice on workplace adjustments
- Rehabilitation following sickness absence
- Early access to physiotherapy
- Short term counselling.

The UCL Occupational Health team

The team includes both administrative staff and clinical staff. All clinical staff hold up-to-date registration with their relevant (Nursing, Medical and Physiotherapy) professional bodies and have significant post-registration experience and/or qualification as Specialist Occupational Health Practitioners.

Confidentiality

Occupational Health Practitioners are bound by the same rules of medical confidentiality as other health professionals, and the duty of confidentiality is extended to all members of the Occupational Health team. The OH team believes that in order to maintain the trust of staff providing sensitive information, and of managers seeking our advice, confidentiality and objectivity is fundamental.
EMPLOYEE ASSISTANCE PROGRAMME

With ever-increasing pressures at work and home, there are times when we all need some extra support to balance the demands of everyday life. That’s why UCL provides staff with a free and confidential, Employee Assistance Programme (EAP) from Workplace Options, an independent provider of employee support services.

Support is available 24 hours a day, 7 days a week, 365 days a year and is accessible by phone, email, online and via instant messaging. The EAP can provide practical information, fact sheets and packs, resource information on support services in your local area and even short-term counselling to help get you back on track.

Freephone: 0800 243 458
Outside the UK: +44 (0) 20 8987 6550
Minicom: 020 8987 6574
SMS texting: +44 (0)790 934 1229* (for call back)
Email: assistance@workplaceoptions.com
*Standard text messaging rates may apply

The EAP is designed to help you with a wide range of work, family and personal issues. From work-life balance to childcare information, relationships to workplace issues, health and well-being, let your EAP support you on the issues that affect all of us at some point in our lives. Topics include, but are not limited to:

Work-life balance, Relationships, Childcare information, Health and well-being, Debt, Disability and illness, Careers, Bereavement and loss, Stress, Elder care information, Life events, Immigration, Anxiety and depression, Family issues, Bullying and harassment, Education, Consumer rights, Workplace pressure

www.ucl.ac.uk/hr/occ_health/services/emp-assistance-programme.php
+44 (0)20 7679 2802
ohsadmin@ucl.ac.uk
**Occupational Health Service**

**CHARTER**

**You can expect**

- That no employee will receive less favourable treatment on grounds of gender, sexual orientation, marital status, disability, race, national origin, age, religion, trade union or political affiliation, HIV status or socioeconomic background
- To be treated with courtesy by flexible and understanding staff
- A safe clean and comfortable environment
- An explanation if your appointment is delayed
- That your records will be kept confidential to Occupational Health.
  [www.ucl.ac.uk/hr/occ_health/faqs/confidentiality_statement.doc](http://www.ucl.ac.uk/hr/occ_health/faqs/confidentiality_statement.doc)
- Complaints to be dealt with promptly
- Your comments will at all times be welcomed.

**You can help us by**

- Treating us with the courtesy you would expect
- By attending your appointment or cancelling with as much notice as possible
- By being punctual for your appointments. We aim to see you if you are late, but you will need to wait if other clients are on time
- By updating us if you change your name or contact details.

[www.ucl.ac.uk/hr/occ_health](http://www.ucl.ac.uk/hr/occ_health)

+44 (0)20 7679 2802

ohsadmin@ucl.ac.uk
Management referral

If you are absent from work due to ill-health, or have a health problem that prevents you from carrying out your job normally, we can advise your manager how long you may be away, so work cover can be planned. Your manager will want advice on adjustments to consider on your return to work, for example working hours and activities, or more generally on the future prospects of you being able to return to work successfully. The Occupational Health Service (OHS) gives you a confidential environment to discuss any health or personal issues that you may have.

If you are seen by an Occupational Physician, your assessment may include a physical examination.

Self referral

You can refer yourself to the OHS to discuss health issues that impact on your work. The OH advisor will give advice about the services you can access, whether you should visit your GP for treatment and can also refer you for physiotherapy here in OH. The OH advisor can also refer you to the Employee Assistance Programme for counselling if you feel unable to make the first contact. This process does not generate a report to the manager.
Work-related immunisations
Vaccinations against infectious disease (e.g. hepatitis B) will be offered if a risk has been identified by your manager/supervisor. A job hazard form completed by your manager/supervisor and sent to OHS will indicate the need for immunisation. We will then contact you to make an appointment.

Health surveillance
As part of your job you may work with animals, latex or chemicals. If you do, it is the employer’s responsibilities to ensure your health is not impaired by your work. Occupational Health (OH) practitioners may advise on changes to work practice and additional personal protective equipment to control risks to your health. It means that for some roles you may be asked to complete a health questionnaire and to undertake tests to ensure that your work is not causing you ill-health. You will also be advised on symptoms of work-related ill-health that you need to report to your manager and to OH.

Health surveillance ensures that early signs of ill-health can be detected and dealt with promptly, before becoming a long-term problem.

Research Passport
Many UCL researchers require clearance to work in the NHS as part of their role. This is because the NHS has certain health criteria for staff working within it that do not usually apply in a university. Your manager should send through a job hazard form and we will contact you to make an appointment.

www.ucl.ac.uk/hr/occ_health
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ohsadmin@ucl.ac.uk
Self-referral to OH

You can refer yourself to Occupational Health to discuss health issues that impact on your work. The OHA will give you advice about services you can access, whether you should visit your GP for treatment and can also refer you for physiotherapy here in OH. The OHA can also refer you to the Employee Assistance Programme for counselling if you feel unable to make first contact. This process does not generate a report to your manager.

Work related vaccination

Vaccinations against infectious disease (e.g. hepatitis B) will be offered if a risk has been identified by your manager/supervisor. A job hazard form completed by your manager/supervisor and sent to OHS will indicate the need for immunisation. We will then contact you to make an appointment.

Travel vaccinations

(for holidays or work-related travel)

We offer a travel vaccination clinic to staff at UCL. If travel is for work reasons, your supervisor/manager should complete a job hazard form and send it to the OHS. When you attend the appointment, we will complete a risk assessment and will advise you on travel vaccinations, anti-malarial medication and other health issues for your trip.

We can also provide this service for holiday travel. A price list for this service can be found here.

www.ucl.ac.uk/hr/docs/passport.php

Research passport screening

(for UCL employees undertaking work in the NHS)

Many UCL researchers require clearance to work in the NHS as part of their role. This is because the NHS has certain health criteria for staff working within it that do not usually apply in a university. Your manager should send through a job hazard form and we will contact you to make an appointment.

www.ucl.ac.uk/hr/occ-health
Management referral to OH

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The OHS gives you a confidential environment to discuss any health or personal issues that you may have. If you are seen by an Occupational Physician, your assessment may include a physical examination. The advice given by occupational health is concerned with matters of fitness for work and may include:

- The identification of the presence of a health problem that may impact on an individual’s work
- The potential effects of the problem on current and future performance or attendance
- Adjustments to the work place or tasks that would assist in reducing the adverse effects of the health problem on attendance and performance
- Timescales for expected improvement (and return to work if currently on sick leave)

If you are unclear about any of the issues outlined above, please discuss them with the OH practitioner at the time of your assessment.

Confidentiality

All occupational health professionals are bound by the same rules of medical confidentiality as other members of the medical profession. These rules are designed to protect an individual from the release of personal, confidential information without your consent. Occupational health professionals adhere to these principles, and this is considered vital to protect the professional integrity of the service, and to maintain confidence in those using the service.

A manager will therefore have enough information to take the appropriate action required.

Data Protection Act 1998

The information we will be recording is sensitive personal data as it will relate to information about your health, medical history and any treatments you have received. You have the right to see any information we hold about you in your health record. To do so, you can request copies of the information held by writing to UCL Legal Services.

If you believe any of the information held is inaccurate or misleading you can request that an amendment is attached to the health record.

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What types of services does UCL OHS offer?

Health Assessment ‘on-offer’ of employment

You may be referred to us when you have been offered a position at UCL. It is the role of OH to advise the employer on aspects of an individual’s health that might be made worse by any particular activity or on your fitness to perform a particular role. The Occupational Health Advisor (OHA) or Occupational Health Practitioner (OHP) will make an assessment and advise your employer on how to ensure that your health is protected and on adjustments to the workplace or job tasks that may help you to perform the role.

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