

## Occupational Health Records

Electronic Occupational Health records are stored on a secure server. These records can only be accessed by the Occupational Health team using log in / passwords. Paper records are held in accordance with the Data Protection Act (1998) and Access to Medical Reports Act (1988). They are stored securely in locked cabinets and only the Occupational Health team have access to the keys. Access to the office is restricted to Occupational Health or authorised staff only. The office is locked during out of office hours so no one can access any information.

If you wish to view or receive a copy of your Occupational Health records held by Workplace Health & Wellbeing, we require your request in writing.

Where possible we will arrange for you to go through your records with an appropriate member of staff so that any questions can be answered at the time.

Please be aware that there will be a charge if you require a copy of your file.

Under the Data Protection Act (1998), information can be withheld if it is felt that access to the data is likely to cause serious harm to yourself or to another person (this is exceptionally rare) or that the records contain information about another person who has not granted consent for disclosure.

## Important Note

Please allow sufficient time to arrive for your appointment. If you think you are going to be late please telephone in advance so we can advise whether it is worth continuing your journey.

Your employer may incur a charge for non-attendance or less than 24 hours' notice of cancellation.

## Confidentiality

All Occupational Health staff sign a confidentiality agreement which highlights that all information received whilst working within the department remains confidential.

If you have refused to give consent to release information to a manager which we feel may have a safety implication to your role, then a member of the clinical team will advise you that they must inform the manager and that on this occasion confidentiality will be broken. You will always be informed when this is going to occur.

## Where to find us

Level 1, 20 Rouen Road,  
Norwich NR1 1QQ

Tel: 01603 287035 Fax: 01603 287026

We are based close to the city centre and within walking distance from Norwich Railway station (approx. 10 minutes). There is a large 'pay and display' car park directly opposite

## We are open:

Monday – Friday: 08.30 – 17:00



# WORKPLACE HEALTH & WELLBEING

Norfolk and Norwich University Hospitals  
NHS Foundation Trust

**Employee What to Expect:  
Management Referrals**



## What is Occupational Health About?

Occupational Health is concerned with the effect of work on health and making sure employees are fit for the work that they do. We work with employers and employees to try to minimise the effects work can have on health.

If you are visiting Workplace Health & Wellbeing for the first time, or are not familiar with the service, we hope the following information will be of help:

### About us

We are a team of Doctors and Qualified Nurses known as Advisers. We are trained and experienced in Occupational Health and supported by a team of experienced administrators.

### Appointments

Employees attend Workplace Health and Wellbeing for a variety of appointments which look to protect and monitor aspects of your health in relation to your work environment.

### What is a Management Referral?

We may receive a Management Referral from your manager to advise about your fitness for work and to ensure that when at work, the activities that you carry out and the environment in which you work will not adversely affect your health.

Your manager or the person making the referral should discuss the reason for the referral with you before your appointment.

### You may be referred if:

- You have been absent from work due to illness for a period of time
- You have had several short absences due to ill-health
- You are struggling with aspects of your work due to ill health
- You have had an accident or incident resulting in you being absent from work
- You have other health issues affecting your attendance, performance or behaviour at work that causes concern

### In the appointment

All appointments are confidential and will take place in one of our clinic rooms, over the telephone or during a site visit at your place of work.

The Doctor or Adviser will confirm with you the reasons for the appointment and explain the process with you. As part of the appointment you may be asked about any current or past health problems. The Doctor or Adviser will be interested in how your health is affecting you and your usual work activities. Areas such as your domestic situation and activities outside work are also discussed as these can have an impact on your general health and wellbeing. Some of the questions may seem quite personal and we do not mean to cause any distress. However they may help us to identify causes of ill-health and will help us to advise on an appropriate plan of action. Where appropriate; possible adjustments to help you remain at work or return to work may be discussed. At the end of the consultation, the Doctor or Adviser will summarise their findings and if a report is required to be sent to your manager, then the content of this will be discussed.

**Note: If you have relevant medical reports and medication details please bring them with you to the appointment.**

### Consent

Various methods of consent are used within workplace Health & Wellbeing. This could be:

**Verbal Consent** - Will be gained when we report back to your manager the outcome of a telephone assessment. Again, the content will be discussed with you.

**Written Consent** - This is gained during a face to face consultation assessment when writing a report back to your manager.

If you choose not to give consent in these situations, we would need to inform your manager about this and they would have to make management decisions without the benefit of occupational health advice. The report will not contain confidential, clinical information about you unless this has been agreed with you in advance and will focus on answering the questions raised in the original referral form or letter sent to us by your manager.

**Note:** You will be given the opportunity to view the report before it is sent to your manager and this will be discussed during the appointment. Written consent may also be used if we are requesting a report from a treating GP or Specialist.

When information is being requested we comply with the requirements of the Access to Medical Reports Act 1988 and you will be informed about this process as part of the request.

### Records

We will send you a copy of our report. Please be aware that we send reports using a secure email service called Cisco encryption and you will be required to go through a registration process before being able to open the document.