

**LEC SUPPORT SERVICES, HQ BFG**

**LEC NOTICE No 46**

**DEPENDANT EMPLOYEE – OCCUPATIONAL HEALTH SUPPORT**

**Occupational Health Policy Overview**

1. Line Managers who need Occupational Health (OH) advice for their Dependant Employee staff can access a service directly from the MOD's partner, OH Assist. This is both to ensure MOD staff comply with health and safety legislation in roles that require a standard of health or fitness based on medical examination, and to support the performance and attendance of any MOD employee whose health affects their work.
2. OH Assist will provide specialist professional assessment and advice to the employee and their Line Manager to ensure that the health of the employee is protected in compliance with health and safety legislation and/or to maximise the performance or attendance of the employee.
3. This advice is then for the Line Manager and/or the employee to follow in the workplace. OH Assist will not provide medical diagnosis or care as primary or secondary medical care will remain with either the employee's GP (or other medical specialist), or the employee's own private medical provider.

**Policy Principles**

4. An employee's personal wellbeing, performance and attendance at work are linked, and as such MOD aims to support its people's health and well-being to promote best performance through its commitment to OH.
5. OH support is used by MOD to ensure that our health does not impact on our ability to do our job and also ensures that our working environment does not affect our health.
6. There are three main reasons to engage OH services in the MOD:
  - a. Because a Line Manager is concerned about an employee's health and its impact on their work.
  - b. An employee's wish to improve their physical environment to meet their condition and return to work as swiftly but as safely as possible.
  - c. Due to legislative and/or operational requirements.
7. OH advice is provided directly to the employee and their Line Manager by OH Assist.
8. Referrals and advice are accessed from the OH Assist online portal – [www.myohportal.co.uk](http://www.myohportal.co.uk).

**Summary of Key Information for Managers and Employees**

9. Referrals for OH advice will be made to OH Assist.

10. The procedure to access OH advice has four stages:
  - a. Stage 1: Identifying the need for OH advice, which is usually for one of three reasons (see Para 6.)
  - b. Stage 2: Requesting the employee's permission to make the referral and letting them know what to expect.
  - c. Stage 3: Making the referral, and having the consultation with the OH Practitioner.
  - d. Stage 4: Acting on the advice.

### **Procedure Roles and Responsibilities**

#### **Stage 1: Identifying the Need for OH Advice**

11. Managers are required to:
  - a. Seek a referral to OH Assist immediately if:
    - (1) You are concerned that an employee's health is affecting their work performance or attendance.
    - (2) An employee has a medical certificate with a diagnosis of either a psychologically-related illness (e.g. stress, anxiety or depression), or a musculoskeletal condition, with no clear return to work date.
  - b. Seek a referral to OH Assist if you need to when carrying out other HR processes, such as arranging reasonable adjustments for staff with disabilities.

#### **Stage 2: Requesting Employee's Permission to Make a Referral to OH Assist**

12. Before making the referral Line Managers are required to request the employee's permission to do so. Use the model letter: "Inform Employee About Occupational Health Referral" as included at Annex A, stating:
  - a. That you intend to seek OH advice on their behalf.
  - b. Why you are making the referral.
  - c. What they should expect.
  - d. That it is in their interest to agree and to cooperate with the OH Practitioner, as otherwise you may have to make a decision without the benefit of professional OH advice.
  - e. That if appropriate, OH Assist will ask them for permission to seek medical information from their GP or specialist. This data will not be available to either the LSU or you as the Line Manager.
  - f. That the referral and any subsequent consultations will be during normal daytime working hours, and are an official duty. The employee may need to talk to an OH Practitioner on the phone (which could be at home if you recommend it), give

their consent to the OH Practitioner seeking advice from their GP or Specialist, or attend a consultation at a medical centre at a convenient location for them, or at home if travelling is difficult. Travel or subsistence will be paid by MOD.

g. That they must attend appointments unless any medical conditions prevent them from doing so – if so they must give you at least 48 hours' notice.

h. That the OH Practitioner or physician will tell them what advice they will be giving to you as the Line Manager and that they will receive a copy of the advice. The advice will not contain any detailed medical information. If they disagree with the content, this will be noted in the report.

i. That they may request details of their personal medical information held by OH providers using MOD Form 1694: Subject Access Request (SAR) Form.

13. Employees should:

a. Cooperate with OH Assist if your Line Manager wishes to refer you for OH advice, as it is in your best interest. If you do not consent to take part in the OH referral process please advise your manager in writing.

b. Consent to OH Assist receiving any new medical information (e.g. GP or specialist reports). Otherwise, their recommendation can only be based on what they have. If you do not consent please advise your manager in writing.

c. Understand that most consultations will be over the phone, as this is quicker and makes better use of work time, and with most conditions a face to face consultation would not provide any more relevant information to the OH practitioner. Face to face consultations are usually required for only the most complex cases or where it is felt a phone consultation would not be appropriate, or where mandated by Health and Safety legislation.

14. Employees are required to:

a. Tell your Line Manager before they make the referral if you have any special requirements, such as caring commitments, limited ability to travel, etc., so that OH Assist can accommodate your needs.

b. Tell your Line Manager as soon as possible if you cannot attend an appointment, and at least 48 hours beforehand.

c. Understand that the consultation will not diagnose conditions or provide treatment - this remains the responsibility of your GP or specialist. The aim of the consultation is to provide your Line Manager with the right advice to enable you to perform in your job, or to comply with health and safety legislation.

### **Stage 3: Making a Referral to OH Assist**

15. Referrals will be made directly to OH Assist via their online portal.

16. Line Managers are required to:

a. Contact OH Assist directly via [www.myohportal.co.uk](http://www.myohportal.co.uk). (Copy and paste link into Google Chrome.). New users will be required to register in order to use the service. The referral will be managed and the advice received through this portal.

- b. Give the employee's:
  - (1) Full name and title.
  - (2) Staff number.
  - (3) UIN.
  - (4) Date of Birth.
  - (5) Primary and secondary phone number. (With International dialling code.)
  - (6) Home address and postcode/BFPO number.
  - (7) Work address and postcode/BFPO number.
  - (8) TLB.
  - (9) Job title.
  - (10) Brief job description, including any physical functions involved. If referral is absence-related include the absence history over the last 12 months (accessible from LSU).
  - (11) Any known and relevant medical conditions affecting the employee.
  - (12) Any reasonable adjustments already in place.
  - (13) Any relevant workplace issues, e.g. organisational restructure, disciplinary or grievance issues.
- c. Give as full a picture of the background and reasons for the referral as possible. Please bear in mind that this is your opportunity to provide the full business perspective, detailing any impact the health or medical condition is having on both the employee and the business.
- d. Inform OH Assist if you are aware that the employee has special requirements which need to be accommodated.

#### **Stage 4: Acting on the Advice**

- a. The OH practitioner's role is to advise – they will not tell you as the Line Manager how to manage your case. If you do not understand an OH report, or it has not answered your questions phone the practitioner to discuss your concerns.
  - b. There is no specific time length the OH advice is valid for as this is determined on a case by case basis which will be detailed in the OH Report.
17. Line Managers are required to act on the advice, by:
- a. Fully considering any adjustments that OH Assist recommends. It is your decision whether the adjustment is reasonable or not. (The business may not always be able to support a request for reasonable adjustments).
  - b. Where necessary, managers should consult OH Assist for advice and/or clarification.



First Name and Surname  
Job Title  
1st Line of Address  
2nd Line of Address  
Town/City  
Postcode

Unit Address

**Tel:** (Mil.)  
(Std)  
**Email:**  
**Date:**

**OCCUPATIONAL HEALTH REFERRAL**

Dear *(Insert employee's name here)*

1. I am writing to ask your permission to seek Occupational Health (OH) advice on your behalf. This advice will be provided by the MOD's commercial partner, OH Assist. I am making the referral because:

(DELETE AS APPROPRIATE AND GIVE FURTHER DETAIL IF POSSIBLE.)

- a. I am concerned that your health is affecting your work performance/attendance.
- b. You have a medical certificate with a diagnosis of a psychologically-related/musculoskeletal condition, with no clear return to work date
- c. You are on sickness absence with no clear return to work date.
- d. I am concerned about your irregular attendance/frequent, short-term sickness absences and I want to identify and address any underlying health issues.
- e. We need to arrange **Reasonable Adjustments** for you at your workplace.

(DELETE THE FOLLOWING PARAGRAPH IF THE REFERRAL IS FOR HEALTH SURVEILLANCE OR A MEDICAL ASSESSMENT.)

2. Once I have made the referral, OH Assist will contact you to arrange a consultation, which is likely to be conducted over the phone. This is quicker and makes better use of work time, and with most conditions a face to face consultation would not provide any more relevant information to the OH practitioner. Face to face consultations are usually required for only the most complex cases or where it is felt a phone consultation would not be appropriate, or where mandated by Health and Safety legislation. The consultation will not diagnose conditions or provide treatment – this remains the responsibility of your GP or specialist. The aim of the consultation is to provide me with OH advice tailored to your specific condition to enable me to support you to perform in your job / comply with health and safety legislation. (DELETE AS APPROPRIATE.)

OFFICIAL SENSITIVE – PERSONAL (when completed)

3. You should expect the following:
  - a. If appropriate, OH Assist may ask you for permission to seek medical information from your GP or specialist. This data will not be available to either the LSU or me.
  - b. The referral and any subsequent consultations will be during normal daytime working hours, and are an official duty. You may need to talk to an OH Practitioner on the phone (which could be at home), give your consent to the OH Practitioner seeking advice from your GP or Specialist, or attend a consultation at a medical centre at a convenient location for you, or at home if travelling is difficult. Travel or subsistence will be paid by the MOD.
  - c. You must attend appointments unless any medical conditions prevent you from doing so – if so you must give me at least 48 hours' notice. I may take misconduct action if you fail to attend a consultation without informing me or OH Assist.
  - d. The OH Practitioner or physician will tell you what advice they will be giving to me, and will give you a copy of this advice. The advice will not contain any detailed medical information. If you disagree with the content, this will be noted in the report.
4. Throughout the process, please bear in mind that it is in your interest to cooperate with the OH Practitioner, as otherwise I will have to make a decision without the benefit of professional OH advice.
5. If you wish to withhold your consent to a referral to an OH Practitioner please let me know immediately in writing.
6. Finally, if you wish you may request details of your personal medical information held by OH providers using MOD Form 1694: Subject Access Request (SAR) Form.

Yours sincerely

*(Insert your name)*

*(Insert your designation)*

**FLOWCHART – DEPENDANT EMPLOYEE - OCCUPATIONAL HEALTH (OH) SUPPORT**

