

Your Occupational Health Service

Where do I attend?

Your appointment will be carried out by telephone or from one of PAM's clinics if a face to face appointment is needed. PAM will contact you in the first instance to agree the time, date and location and your manager will provide you with the details confirming this.

What is Occupational Health?

Occupational Health (OH) is concerned with the effects of work and health, helping your employer to understand health issues and it also supports colleagues in managing their health issues. OH can advise what support is required by colleagues to allow them to work effectively and to assist in managing colleagues back to work.

We are aware that colleagues do not want to be off work but we also understand that GP's and other doctors are not aware of the work environment and how we can make adjustments to support you. The OH Advisor (OHA) is a health and work specialist, so is best placed to understand the effects of health issues affecting people at work.

Why am I being referred to the service?

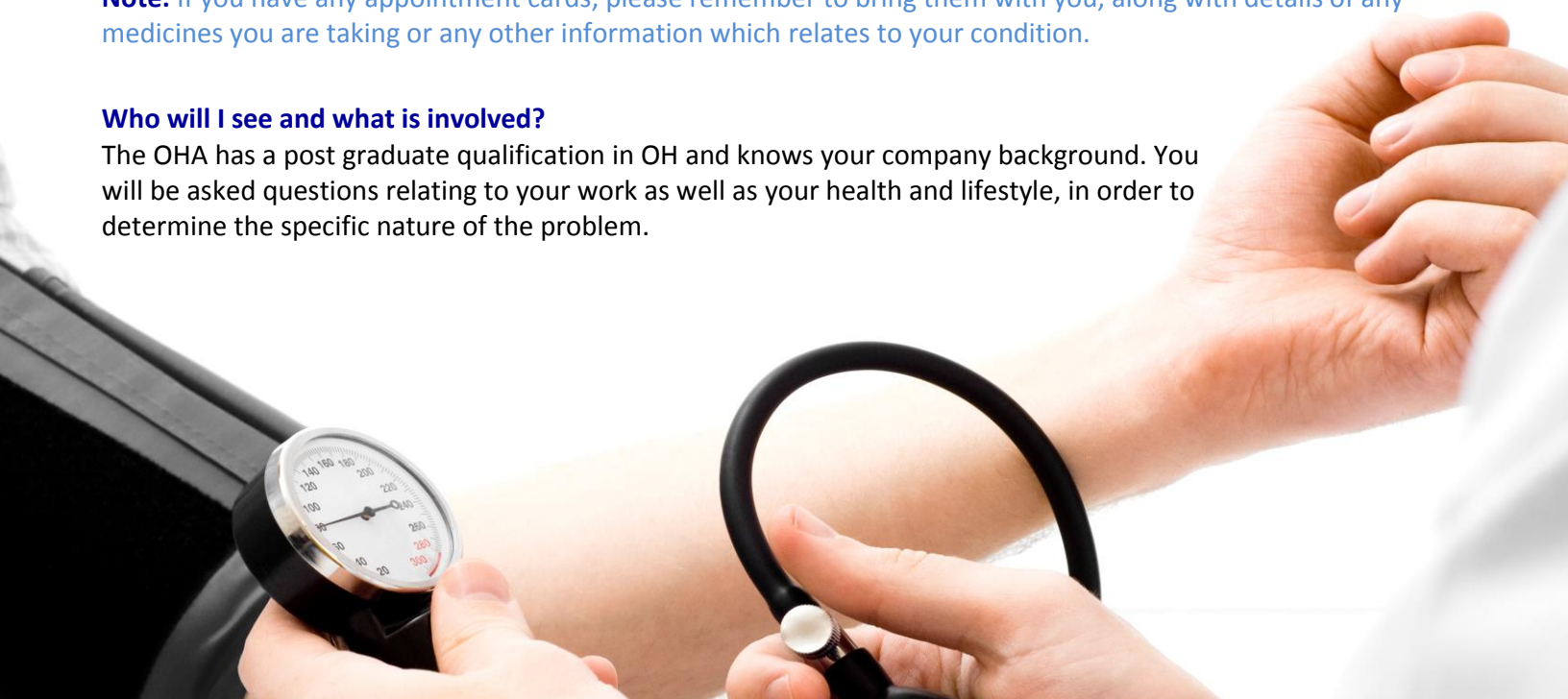
Employers refer colleagues to OH when they are absent for a health reason and also where there are any problems at work related to health. You may also be referred if your manager is concerned about your performance and to explore if there are any likely health reasons for this. An average GP appointment is only 7 minutes long, however, the OHA will talk to you for between 30 to 45 minutes to discuss any health issues or concerns you may have.

You will already have been advised as to why you are being referred, however, if you are still not sure, ask your manager to clarify this before you attend.

Note: If you have any appointment cards, please remember to bring them with you, along with details of any medicines you are taking or any other information which relates to your condition.

Who will I see and what is involved?

The OHA has a post graduate qualification in OH and knows your company background. You will be asked questions relating to your work as well as your health and lifestyle, in order to determine the specific nature of the problem.



During the course of the consultation the OHA will offer any advice and support they feel appropriate to assist in your recovery and tell you how they believe you can be supported at work. You will be asked to sign that you have attended your appointment and are aware that a report is being provided. This is to advise your employer on how you are doing and what support you may require to assist you in remaining at work or returning from an absence. This will be discussed with you following the clinic.

What happens next?

After the meeting a report will be produced, detailing what was discussed and agreed during the meeting, which will be sent to your manager. This will contain advice regarding the nature and extent of your health issues, in regards to how far they affect your ability to do your contractual duties.

This may include:

- Specific advice about other agencies that could help and/or specific suggestions about actions your employer might consider to assist the situation.
- A phased return to work recommendations.

Once your line manager has received the report from PAM it would be normal for this to be discussed with you, so that any actions by you or your department can be agreed and implanted.

The aim of the process is to better understand any health issues you may have which are having a detrimental affect on your ability to do your job, and to consider, with expert medical advice, what actions both you and your employer should take.

Is this appointment independent?

Yes, People Asset Management Ltd are a specialist Occupational Health company, who will look to advise the employer and the employee on health at work and work on health matters. Costs are paid by the employer, however, the OHA is impartial.

What if I am not happy with the referral?

If you are unhappy with the referral please advise the OHA or the reception staff in the clinic. PAM have a consultation policy that explains their process and they will try to make the referral as productive as they can. Regrettably, some employees, in some circumstances, do not support the opinion of the OHA and this matter needs to be addressed directly with your manager as they will always make the final decision.

W: www.pamgroup.co.uk

