

# Information when attending an occupational health assessment

## Who is WTW?

WTW provides professional and independent occupational health (OH) services. We have access to doctors and nurses who have additional specialist training and qualifications in occupational medicine. They are specialists in workplace medicine and are also familiar with your work, so they can help you with workplace health problems that your own GP or NHS consultant may not be trained in or familiar with.

Our OH clinicians will not diagnose your health conditions, nor will they offer treatments or prescribe medication – that is the remit of your GP.

## Why do I need to see an OH clinician?

Your employer has a responsibility to act reasonably towards you and to take proper account of any health issues. They often need specialist medical help to understand how to be fair to people whose health is causing them problems with work.

You may be referred to us by your manager if:

- You have had an illness or injury that has led to you being off sick for a period of time
- You have had a number of short absences from work that are due to 'illness'
- You have problems doing your job role or any apparent problems with your behaviour at work because of your health

Your manager will complete a referral form telling us what the problems are and include details about your job role and your absence. Your manager should discuss with you what they are putting on the form so that you know exactly why you are being referred and can confidently sign the consent form.

## Consent to examination

Our OH clinicians work with the same rules as any other clinician. They will not examine you unless you consent to this freely. In order to do this, there are specific things you need to know:

- Who has asked you to see the OH Clinician and why?
- The clinician will only examine you for the purpose you have agreed to, and will want to be sure that you really understand why you are being seen
- What will be done with the information you give to the clinician?
  - The clinician will only use the information for the purpose for which you gave it
  - If you do not know, please ask whoever made the appointment for you **before** seeing the clinician
  - If we need to obtain information from your GP or specialist, we will ask for your consent and the relevant details. This is all contained on the same consent form, and we will explain your rights under the Access to Medical Reports Act

- We also ask if you would like a copy of the report before it is sent to your manager. If you are not happy for us to write to your manager, you can withdraw your consent at any time. If you do that, we will inform your manager that we cannot send the report, and they will have to manage the situation without the benefit of our advice

## Confidentiality

Unless you have agreed otherwise, the medical details about your health will be kept private. Your medical notes will be kept safely by the WTW OH team and will not be seen by managers or your HR department.

If appropriate, and with your agreement, an interpretation of your situation will be given to your employer in a report, advising on the effects that your health will have on your work now and possibly also in the future. We might say, for example, that you will be 'unfit to work at heights' without revealing details of the medical condition that makes this unsafe for you. You will receive a copy of the report at the same time that it is sent to your employer unless you have specified otherwise.

## Attending your appointment

Your manager will confirm the details of the appointment, and if you can't attend the appointment you have been offered, you will need to let your manager know as soon as possible as cancellation charges may apply.

Please ensure you are ready in plenty of time for your appointment. If you are more than 10 minutes late, the clinician will be unable to see you as the clinics are very busy, and your employer will still be charged.

## The consultation

Anything discussed in the consultation is confidential and responses to the questions asked are recorded in your confidential occupational health notes. These notes are not open to anyone other than you and the Occupational Health team.