



# Network Rail

## Occupational Health Services User Guide

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# 1. OH Assist Services

OH Assist delivers an occupational health programme, on behalf of Network Rail, that equips managers with the information and tools they need to manage the health of employees, and also provide training on how to get the best out of OH.

This document is designed as a reference guide to support the understanding of the services available. It describes the current arrangements available to assist with the management of employees' health risks at all stages from pre-employment to retirement.

**Please ensure you regularly visit [networkrail.ohassist.com](http://networkrail.ohassist.com) to ensure you have the most up to date version of this User Guide.**

OH Assist Services	
<b>Manager Support Service and Medical Helpdesk</b>	
<b>Pre-employment health screening</b>	<ul style="list-style-type: none"> <li>▪ Non-safety critical posts</li> <li>▪ Safety critical posts</li> </ul>
<b>Management Referrals</b>	<ul style="list-style-type: none"> <li>▪ Attendance management assessments</li> <li>▪ Case Management</li> <li>▪ Case Review</li> <li>▪ Case Conference</li> <li>▪ Ill health retirement assessments</li> </ul>
<b>Competence Specific Medicals for track workers and those in safety critical posts</b>	<ul style="list-style-type: none"> <li>▪ Trackside</li> <li>▪ Signaller</li> </ul>
<b>Medication Enquiry Service</b>	<ul style="list-style-type: none"> <li>▪ Online</li> <li>▪ Telephone</li> </ul>
<b>Drug and Alcohol testing</b>	<ul style="list-style-type: none"> <li>▪ Random</li> <li>▪ For cause</li> </ul>
<b>Health Assessment</b>	<ul style="list-style-type: none"> <li>▪ HGV/PCV Driver Medicals</li> <li>▪ Air Observer</li> <li>▪ Food Handlers</li> <li>▪ Fork Lift Truck (FLT)/Buggy Driver</li> <li>▪ Driver – HGV/PCV</li> <li>▪ Vision Testing</li> <li>▪ Night Worker</li> </ul>

<b>Health Surveillance</b>	<ul style="list-style-type: none"> <li>▪ Hand Arm Vibration Syndrome (HAVS)</li> <li>▪ Noise at Work Audiometry</li> <li>▪ Respiratory</li> </ul>
<b>Post Exposure Medicals</b>	<ul style="list-style-type: none"> <li>▪ Asbestos</li> <li>▪ Lead</li> <li>▪ Polychlorinated Biphenyls (PCBs)</li> </ul>
<b>Vaccinations</b>	
<b>Weight Management</b>	

The main elements to the service that OH Assist provides to Network Rail are listed below. Most products are available directly via the [myOHportal](#), although Competence Specific Medicals are supported by the HRSS Medical Bookings Team and HAVS is run as a programme supported by the OH and Wellbeing Managers.

### Customer Service Helpdesk

For **all** occupational health and wellbeing related queries, the customer service helpdesk can be contacted on: **0330 008 5105** (or 0845 608 0656) where callers will receive the appropriate advice and assistance. (NB please use the 0330 number wherever possible as this is a low cost option).

### 9am-5pm Monday to Friday

An Interactive Voice Response (IVR) will ask you to choose from the following 5 options;

- 1 Medication Enquiry line**
- 2 For cause drug and alcohol testing**
- 3 Validium Employee Assistance**
- 4 OH Assist**
- 5 Rehabworks**

## Medication Enquiry Service

OH Assist provides access to a Medication Enquiry Service via the Chemist-on-Call service. Chemist-on-Call is a medication checking service designed to ensure employees who carry out safety critical duties on or around the Network Rail infrastructure are not suffering from adverse side effects of medication whilst at work

Connection to the Medication Enquiry Service is available 24/7 for managers of employees working on safety critical roles through the following access channels:

- Online at <https://app.chemist-on-call.com/chemist> ;
- The Chemist-on-Call number of **08456 773001**.
- OH Assist customer service helpdesk; **0330 008 5105**

Once connected to the Medication Enquiry Service, the company name 'Network Rail' and PIN code will need to be provided. Please see below the PIN numbers for each route businesses and business functions:

- 5049 RWAL Wales
- 5052 RLNE LNE
- 5053 RSEA South East
- 5055 RWES Western
- 5056 REAN Anglia
- 5057 RLNW LNW
- 5058 RSCO Scotland
- 7600 Wessex
- 5059 Other business function

As part of the medication enquiry check, the caller will be asked to provide the following:

- Employee's personal details (name, phone, email);
- Employee's job role details (safety critical Y/N, Sentinel Card holder Y/N, works alone Y/N);
- Employee's line manager details (name, phone, email);
- Details of the person placing the medication check;
- Full name of the new medication and all current medications; and
- The dosage of the medication (if known – otherwise please state 'Not known').

The information provided is retained in a secure and confidential environment and is not available to anyone other than the Medication Enquiry Service team and Occupational Health provider, OH Assist.

Once the relevant information has been provided and the medication check has been submitted to the pharmacist, the outcome will be sent to enquiring supervisor or line manager's email addresses within one hour. Depending on the medication, the pharmacist may also call the individual to discuss the medication and potential side effects

Where it is considered appropriate the service may recommend a referral to an Occupational Health clinician. If this is the case, the manager will be advised to make a management referral, via OH Assist's on- line referral portal, [myOHportal](#) .

## **For cause Drug and Alcohol testing**

All For Cause Drug and Alcohol Testing can be requested by calling the customer service helpdesk on: **0330 008 5105**

The caller will need to select the 'For cause drug and alcohol testing' option via the IVR menu available 24 hours a day, 7 days a week.

## **Activating a call-out**

Once the caller has reached the "for cause" service on the above number (option 2), the following information will be requested:

- Your company name and drugs and alcohol PIN (1925)
- Level of service required [i.e. post incident, whistle blower or for cause (high priority)]
- Your name and contact information - we may need to contact you within the two hours following activation, therefore a direct mobile number is preferred
- Cost centre number
- Area and route
- Address and directions to the location
- This reporting point must be a safe and clearly identifiable venue (e.g. Gatehouse, Reception). The collecting officer must be escorted from this point onwards. We are not able to attend uncontrolled environments (e.g. donors' homes).
- Site contact name and number. The collecting officer will ask for this person upon arrival. This person will need to be available for the entire duration that our collecting officer is on site.
- The category of incident (i.e. for cause or post incident)
- The number of people to be tested and whether they are Network Rail employees or contractors.

Once the information has been confirmed and the call is activated, a collection officer will attend the location within two hours.

- Breath alcohol results will be available immediately on site
- Urine samples will be collected by a same-day courier and taken directly to our laboratory
- Confirmed result will be uploaded directly on to Sentinel.

## Physiotherapy

Any queries regarding physiotherapy can be made via the administration helpdesk between 9:00am and 5:00pm where the caller will be directed to Network Rail's physiotherapy provider; Rehab Works.

**Please note:** Rehab Works can still be contacted on their direct number of **0333 222 0710** if preferred.

## Employee Assistance Programme (EAP)

The EAP service is provided by Validium and is a free of charge, confidential service for information and advice or counselling for all Network Rail employees. Calls to Validium can be made via the customer service helpdesk by selecting the EAP option which is available 24 hours a day, 365 days a year. Alternatively, they can be contacted directly via the free phone number **(0800 358 4858)** or free from mobiles with contract minutes on **(0330 332 9980)**.

Support for managers is also available to enable them to talk to a qualified EAP Counsellor who will provide them with immediate recommendations to follow to help address any psychological/mental health issues of an employee and provide guidance on the employee's fitness to remain in work and if safety critical working should be ceased until symptoms improve/resolve.

Following the immediate issue being controlled, it may then be appropriate for the Manager to make a referral to Occupational Health using the OH portal.

## Mental Health Support for Network Rail Managers

In addition to the EAP service mentioned above, a Line Manager or HR may wish to raise concerns regarding psychological/mental health symptoms of an employee in which case the Customer Service Helpdesk can also be contacted on **0330 008 5105**.

Typical symptoms that the LM/HR may share concerns about include:

- changes in the employee's behaviour or mood or how they interact with colleagues
- changes in their work output, motivation levels and focus
- struggling to make decisions
- appearing extremely tired, anxious or withdrawn
- threatening harm to self or others

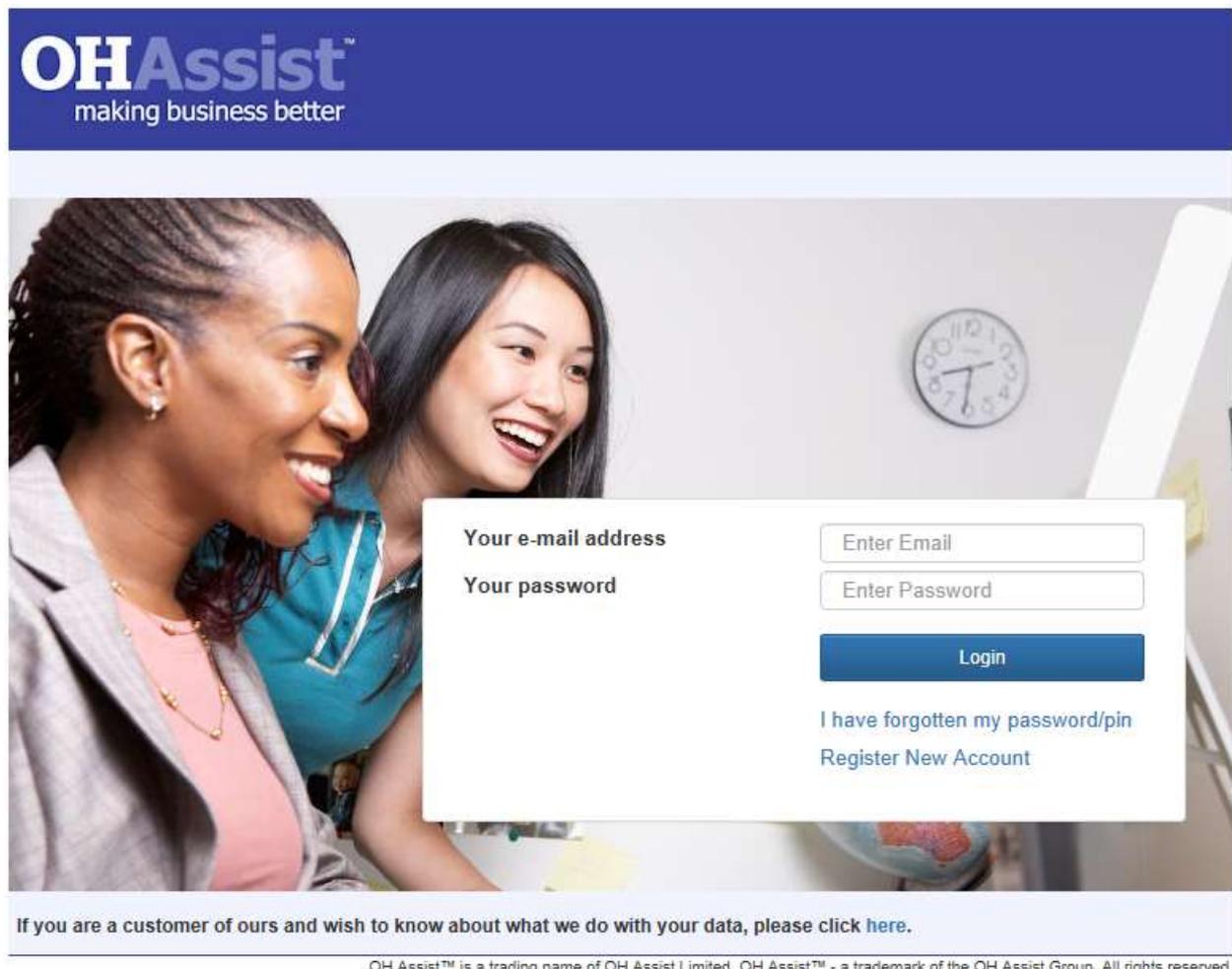
The helpdesk will provide immediate advice to the Line Manager/HR following the approach described below.

- If the employee is working in a safety critical role, the Line Manager should remove employee from Safety Critical Working until the concerns are addressed and resolved;
- The next step would be to recommend that the LM arranges to discuss the psychological/mental health wellbeing concerns with their employee. As their manager, the LM will know their employee best and it's important that they take the lead and talk with their employee. LM can request support from HR where required.
- The Line Manager should discuss their concerns with the employee and encourage the employee to seek advice and support – this support could be from the GP and/or Validium – the EAP Provider to NWR (option 3). It is OK for managers to contact an employee's GP if there are serious concerns, as part of their duty of care responsibilities.
- If needed, the Service Desk will seek advice from the OH Assist clinical team as part of supporting the manager in resolving the issue.

## 2. How to make a referral and access the OH service

### Using the online referral system

It's important to keep your Oracle information up to date as information is used to populate fields within the OH system.



**OH Assist**  
making business better

Your e-mail address

Your password

[I have forgotten my password/pin](#)

[Register New Account](#)

If you are a customer of ours and wish to know about what we do with your data, please click [here](#).

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### Step 1

Log in to the [myOHportal](#)

### Step 2

Click on the '**Actions**' tab at the top of the screen in the dark Blue pane. This will present you with a list of options to choose from in the main body of the page

Select '**Create referral**'

News Tasks Records Reports **Actions**

**OH Assist** making business better

All >  
Starred ☆

Applications

- Medical Help Desk (1)
- OH Assist Actions (4)
- Subject Access Request (1)

- Advanced Employee Search** ☆  
Click the above link for advanced employee search
- All Referrals Search** ☆  
Click to search for referral
- Create a New Referral** ☆
- Initiate a new SAR Request** ☆  
Click the above link to initiate a new SAR request in the system

The page will refresh, and you will be presented with a list of the OH Assist Service Lines available to you (Section 3 of this guide "Types of referral and bespoke services" provides information on what each of the service lines provides.

Within each service line there will be a number of different services to pick from. For example, 'Performance & Attendance Management' (Management Referral) will give you the option for 'Occupational Health Advice' or 'Occupational Health Advice Plus.' Or, the 'Fitness For Task' service line will give you services such as 'Trackside Competency Specific Medical' etc.

Select the service line required and click 'next.'

News Tasks (40,093) Records Reports **Actions**

**OH Assist** making business better

**Log a new Referral for a Service Line**

Select Customer & Service Line Log a Referral

Select Customer\*

Network Rail

Please select the customer against which you want to log this referral for

Service Line	Description
<input type="checkbox"/> Performance & Attendance Management	Occupational health advice is recommended to manage absence, support attendance at work or understand an employee's capability to work.
<input type="checkbox"/> Fitness For Task	Recommended to assess an employee's fitness to carry out a specific occupational task. E.g Staff Safety Training, Night worker assessment.
<input type="checkbox"/> Workplace Assessments	A workplace assessment referral is recommended for an existing employee to assess the suitability of their working environment for a particular task or role e.g. an assessment of an employee's work station, work area or surrounding workplace.
<input type="checkbox"/> Immunisation	The process whereby a person is made immune or resistant to an infectious disease, typically by the administration of a vaccine. Vaccination is required for certain occupational roles.
<input type="checkbox"/> Pre-Placement	Pre-placement referrals are recommended for new recruits or to support the redeployment of an existing employee where Occupational Health is required to assess an employee's fitness to undertake the duties of their role including advice in relation to adjustments required.
<input type="checkbox"/> Health Surveillance	Health surveillance is required for an existing employee or group of employees in compliance with legislation, to assess the impact of work hazards on an employee's health.
<input type="checkbox"/> Wellbeing	Educator documents, flyers and health promotion information. Attendance of a Practitioner to carry out health promotion such as 'know your numbers' and 'fit for life'.
<input type="checkbox"/> Case Conference	The purpose of case conferencing is to facilitate case progression for long term cases which have reached a stage of impasse. OH can provide support to managers and Human Resources assisting them to bring cases to resolution. This can include advice about further OH intervention if required.
<input type="checkbox"/> Specialist Services	Anything commissioned to a particular specification. It may be altered or tailored to the customs, tastes, or usage of an individual. ... examples being double length appointments, home visits, referral to a 3rd party specialist.

### Log a new Referral for a Service Line

Select Service Line Log a Referral

Service Line	Description
<input checked="" type="checkbox"/> Performance & Attendance Management	Occupational health advice is recommended to manage absence, support attendance at work or understand an employee's capability to work.
<input type="checkbox"/> Fitness For Task	Recommended to assess an employee's fitness to carry out a specific occupational task. E.g Staff Safety Training, Night worker assessment.
<input type="checkbox"/> Workplace Assessments	A workplace assessment referral is recommended for an existing employee to assess the suitability of their working environment for a particular task or role e.g. an assessment of an employee's work station, work area or surrounding workplace.

### Step 3

This will refresh the page and show the options for the services available under that service line.

Select the service that you'd like to refer in to.

**Select Service for this new Referral (Customer: Network Rail | Service Line: Performance & Attendance Management)**

Select Customer & Service Line | **Select Service** | Employee Search | Employee Details | Employee's availability | Referral Details | Finance Details | Summary

Service	Description	Core?
<input checked="" type="checkbox"/> Occupational Health Advice	OH advice to support the management of absence, attendance at work or understand an employee's capability to work	Yes
<input type="checkbox"/> OH Advice Plus	OH Advice Plus supports the management of absence, attendance at work or understand an employee's capability to work and provides an opportunity for an initial discussion with the Occupational Health Advisor prior to a consultation with an employee. OH Advice Plus is appropriate where additional support is required, for instance due to the complex nature of the employee's health condition or workplace issues.	Yes

Cancel Next

The screen will refresh and allow you to search for an employee (i.e. to avoid having to input the employee details in to the system from scratch).

**Please note** – if you personally have not referred the employee in to OH Assist previously, despite the employee having previously been referred by other managers in the past; you will not be able to search for the employee and draw results from the search function. You must input the employee details from scratch.

In this instance (where you have not referred previously) – to get to the next screen where you will input the employee details – simply click on the 'next button.'

**Employee Search**

Select Customer & Service Line | Select Service | **Employee Search** | Employee Details | Employee's availability | Referral Details | Finance Details | Summary

**Note:** If you would like to raise a referral for an employee you have not referred previously, please click 'Next' at the bottom of this screen.

If you would like to refer for someone you have referred previously, you can use the search function below to find the employee or choose the employee from the list displayed. If you choose a previous employee, their details will be automatically populated within the referral form.

**Employee Search**

Forename  Employee number

Surname  Date of Birth

dd/MM/yyyy

Please click on the search button in order to view search results.

Search

### Step 4

This screen will be pre-populated with the employee's details that OH Assist have on file from previous referrals if you have previously referred the employee in the past.

As mentioned earlier, if you have not previously referred the employee – you will be required to fill in the referral form from scratch. Once completed – click on the '**next button.**'

You will then follow the on-screen instructions page by page to work through to completion of the referral. You will be prompted for missing information on certain mandatory fields and will not be able to progress without the information where mandatory.

Save

## Employee Details

Select Customer & Service Line
Select Service
Employee Search

Employee Details
Employee's availability
Referral Details
Finance Details
Summary

---

### Basic Details

<p><b>Title*</b></p> <div style="border: 1px solid #ccc; padding: 2px;">--- Select ---</div> <p><b>Forename*</b></p> <div style="border: 1px solid #ccc; height: 20px;"></div> <p><b>Surname*</b></p> <div style="border: 1px solid #ccc; height: 20px;"></div> <p><b>Gender*</b></p> <div style="border: 1px solid #ccc; padding: 2px;">--- Select ---</div> <p><b>Date of Birth*</b></p> <div style="border: 1px solid #ccc; padding: 2px;">dd/MM/yyyy</div>	<p><b>Job Title / Role*</b></p> <div style="border: 1px solid #ccc; height: 20px;"></div> <p><b>Known As</b></p> <div style="border: 1px solid #ccc; height: 20px;"></div> <p><b>Employee number*</b></p> <div style="border: 1px solid #ccc; height: 20px;"></div> <p><b>Costcode*</b></p> <div style="border: 1px solid #ccc; height: 20px;"></div> <p style="font-size: x-small;">Please enter the costcode for the employee</p> <p><b>Route / Function*</b></p> <div style="border: 1px solid #ccc; padding: 2px;">--- Select Business Unit ---</div>
--	---

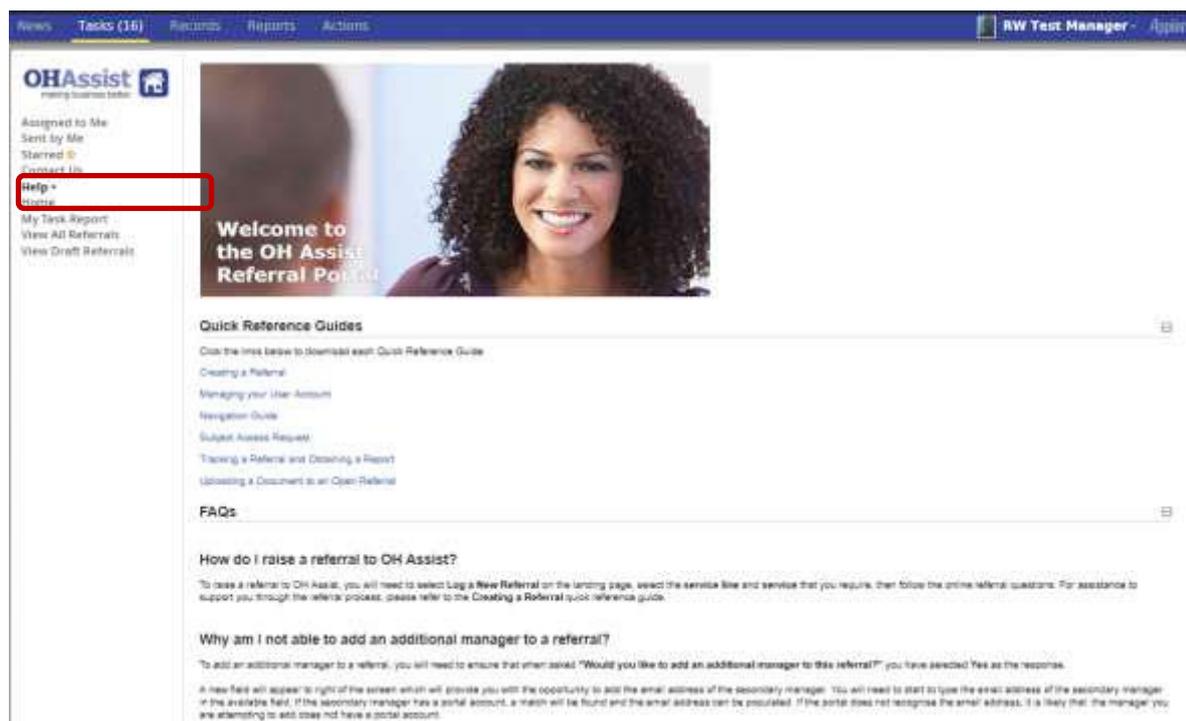
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### Contact Details

<p><b>Preferred Telephone Number*</b></p> <div style="border: 1px solid #ccc; height: 20px;"></div> <p><b>Preferred Telephone Extension Number</b></p> <div style="border: 1px solid #ccc; height: 20px;"></div> <p><b>Contact via SMS*</b></p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p style="font-size: x-small;">It may be useful for OH Assist to send certain information to the employee about their referral via SMS. The</p>	<p><b>Alternative Telephone Number</b></p> <div style="border: 1px solid #ccc; height: 20px;"></div> <p><b>Alternative Telephone Extension Number</b></p> <div style="border: 1px solid #ccc; height: 20px;"></div> <p><b>Contact via Email*</b></p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p style="font-size: x-small;">It may be useful for OH Assist to send certain information to the employee about their referral via email. The emails</p>
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## Help and Guidance Documents

Managers have access to a **"Help"** section on the left side menu bar within **"Tasks"** where they can access FAQ's and Quick Reference Guides.



## Cancellation of appointments

If an employee wishes to cancel an appointment, they must contact the referring manager who will contact the customer service desk to reschedule or withdraw the referral. The exception to this is pre-employment assessments, where the prospective employee can cancel and rearrange the appointment.

## Did not attend an appointment

Should an employee not attend a scheduled appointment, the referring manager will be notified of this and asked to discuss with the employee the reason for non-attendance. Notification will be through myOHportal. An email will inform the referring manager to log onto [myOHportal](#) for a referral update. Following discussion with the employee if a further appointment is required, the Referring manager should indicate this in Cosmas Vista within eight calendar days.

**Please note:** If no contact is made with OH Assist within eight calendar days, the referral will be automatically withdrawn, and no further action will be taken unless the employee is re-referred. This will incur a further cost.

## Dissatisfaction with an OH Report

An OH Report for Performance and Attendance Management referral will provide:

- Advice on what is currently wrong from a health perspective.
- The likely long-term outcome for the condition
- The likely return to work date or return to full duties
- Advice on the type of work / tasks the employee can do. If work duties are affected, advice on whether this damage is likely to be short term, long term or permanent.
- A specific plan to support return to work activities, advice on adjustments, if appropriate, with clear timescales.
- Advice on disability in accordance with the Equality Act 2010
- Answers to any specific questions (maximum of three)

If a report does not meet this standard, the referrer may request an amended report.

## Considerations before asking for an amended report

Before asking for amended report, the referrer should:

- Decide if amended report will make a difference to how the case is managed
- Not delay in asking for an amended report or they may have to make a new referral, this must be submitted within 10 working days of the assessment
- Not ask for amended report because their own opinion is different to the one given in the report by the OH Practitioner

**Please note:** Referring managers must not use the opportunity to ask additional questions. If the questions were not in the original referral, a new referral is required. Should clarification regarding the content of a report be required, call the customer service desk.

## How to ask for an amended report

Call the customer service desk on **0330 008 5105** and request to discuss an amendment to an OH report.

- The Customer Service Adviser will provide initial support and if required the call will be transferred to a clinician on the Medical Helpdesk
- The OHA on the medical helpdesk will discuss the case with the manager and advise if an amended report is required
- The Medical Helpdesk will advise and if they feel that the report needs amending with their advice or that the case will need further contact with the author of the report. They will contact the practitioner to make the amendment. If not, the case will be closed, and no further report will be issued.
- Any amended report will be uploaded, and the Manager informed via the Portal.

## **Obtaining Informed Consent**

Written consent is not required to refer an employee to occupational health however the referring manager must inform the employee that they are being referred to OH, the reason for the referral, and what to expect from the process including details of the advice being sought and how it may be used.

To confirm to OH Assist that the manager has met their obligation to inform the employee about the referral, the consent declaration box should be checked at the end of the referral on [myOHportal](#).

OH Assist seeks the employee's verbal informed consent to participate in a telephone consultation and to attend a face-to-face consultation. Should an employee wish to view their OH report prior to it being sent to their line manager, explicit consent is now required from that individual before it can be released to their line manager.

Where written informed consent is required to approach the employees GP or specialist, OH Assist will obtain this. Written informed consent is obtained at the time of consultation for Pre-placement and periodic Competence Specific Medicals.

## **The employee's right to refuse to give consent**

An employee has the right to withhold consent at any point in the Occupational Health process. However, a line manager may then have to make a decision on the employee's future fitness for work without the benefit of OH advice.

Withdrawing consent in the context of competence specific medicals may impact on an employee's ability to go trackside, as their current medical might expire should any delays be encountered.

## 3. Types of Referral and Bespoke Services

### Performance and Attendance Management (Management Referral)

Occupational health referrals are applicable to those managers who require advice regarding the management of an employee's sickness absence, attendance or concerns about general health in relation to their role.

Advice from OH Assist can include the following:

- Fitness to return to work
- Prognosis for further improvement or deterioration in health
- Recommendations for therapeutic intervention or lifestyle alteration
- The existence of a medical condition in repeated short-term absence cases
- Prognosis and timescale for recovery
- Reasonable adjustments
- Anticipated date of return to work
- Whether the relevant UK Disability legislation is likely to apply

### Competence Specific Medical Assessments

Trackside and Safety critical workers require assessment of their fitness to work which exceeds the assessment standard applied to non-safety critical workers. The maximum validity of medical certificates issued, and frequency of assessments are determined by the age of the individual at the date of the assessment.

Assessments of medical fitness are made against the requirements of Network Rail standard NR/L2/ OHS /00124 Competence Specific Medical Fitness Requirements.

Level 1 competence specific medicals are booked for all staff, except signallers who attend for a level 5 medical.

#### How to access the service

HRSS will create the referral on the Manager's behalf via 'Bulk Upload' whereby details are submitted to the OH Assist Administration Team.

The OH Assist Administration Team will arrange appointments by letter where dates and locations requested can be matched. The Manager will also receive information via email.

On receipt of the drug and alcohol results, the practitioner will complete a final advice report confirming the outcome available online and will update Sentinel. HRSS will also upload this information into Oracle.

### Hand Arm Vibration Syndrome (HAVS) Assessment

HAVS surveillance will be progressed via a managed programme. HRSS will provide detail of all employees requiring HAVS surveillance and these will be referred or recalled at the appropriate time based on their previous surveillance assessment date and outcome. The OH Health and Wellbeing Managers will work with the OH Assist HAVS Team to support the delivery of the HAVS programme within their Routes and will help OH Assist to consider any Network Rail sites from which appointments can be delivered. Site contacts will also be assigned to support the co-ordination of HAVS appointments.

Please note: the responsibility remains with the Line Manager to check that their direct reports have all appointments booked and advise the Medicals Services Team if any appointments are missing and require booking on **0161 880 3473** or via email: [Medicals@networkrail.co.uk](mailto:Medicals@networkrail.co.uk)

If you have an employee who has moved roles or the exposure levels within their current role have changed, please follow Network Rail guidelines and undertake a risk assessment as appropriate. If it is identified that a referral is required, please refer online.

### **HAVS Tier 1 - Initial or baseline assessment & HAVS Tier 2 - Annual (screening) questionnaire**

Applicable for new employees or those changing jobs roles that will be exposed to HAVS for the first time or annual screening for employee's already identified as being exposed to HAVS.

### **HAVS Tier 3 – Assessment by qualified practitioner**

This is a face-to-face clinical assessment carried out by a suitably trained OHA.

### **HAVS Tier 4 – Formal diagnosis**

The employee will be automatically escalated to HAVS Tier 4 where clinically indicated during a HAVS Tier 3 assessment. The employee will be contacted by telephone and invited to attend the earliest appointment at the most convenient clinic.

The assessment with an OP will take 60 minutes duration and the doctor will do a physical test.

Dependent on the level 3 results they may repeat the contents of the tests. If formal diagnosis is made by the OP, OH Assist has a responsibility to report these cases under RIDDOR 1995 to the employer.

### **HAVS Tier 5- HAVS testing**

Where an employee has attended a tier 4 HAVS assessment with an OP and they have advised that the employee requires further testing, the employee will be referred via bespoke for a HAVS tier 5 assessment (please see section 24 for more details on bespoke referrals). The OP will advise the administration team who will proceed with the referral and provide an interim report to the manager.

On receipt of the HAVS tests results, the employee will be referred back to the OP for a final review and further diagnosis. A final outcome report will be issued to the referring manager.

### **Audiometry (Noise) Surveillance**

To comply with Control of Noise at Work Regulations 2005 and Network Rail Company Standards, an assessment of an employee's hearing is required for all those regularly exposed to noise levels above the upper exposure action value and for individuals at greater risk if exposed between the lower and upper exposure action values.

It is recommended that the following tests are completed:

- Initial baseline test on commencement of role; followed by an annual check for the next two years then;
- Three yearly checks required thereafter, unless cause for concern is raised earlier.
- Those employees exposed to frequent/very loud noise should also have more frequent audiograms based on a risk assessment.

Audiometry surveillance will be progressed via a managed programme. HRSS will provide detail of all employees requiring Audiometry surveillance and these will be referred or recalled at the appropriate time based on their previous surveillance assessment date and outcome The OH Health and Wellbeing

managers will work with the OH Assist Health Surveillance Team to support the delivery of the programme within their Routes and will help OH Assist to consider any Network Rail sites from which appointments can be delivered. Site contacts will also be assigned to support the co-ordination of Audiometry surveillance appointments.

**Please note:** the responsibility remains with the Line Manager to check that their direct reports have all appointments booked and advise the Medicals Services Team if any appointments are missing and require booking on **0161 880 3473** or via email: [Medicals@networkrail.co.uk](mailto:Medicals@networkrail.co.uk)

If you have an employee who has moved roles or the exposure levels within their current role have changed, please follow Network Rail guidelines and undertake a risk assessment as appropriate. If it is identified that a referral is required, please refer online.

## Respiratory Surveillance

Lung function assessments should be conducted to protect employees' health by the early detection of adverse effects caused by exposure to hazardous substances. It is not a substitute for preventing or adequately controlling exposure, but it ensures that any adverse effect is detected at the earliest stage, and it can also help in evaluating the effectiveness of the control measures detailed in the COSHH assessment.

Please make a referral on line via [myOHportal](#)

## Respirable Crystalline Silica Health Surveillance

As part of their ongoing review of their health surveillance programmes, Network Rail has identified a requirement for health surveillance provision for staff who are exposed to respirable crystalline silica (RCS). Exposure occurs in those staff working with the ballast used along the railway network. Guidance from the Health and Safety Executive (HSE) states that employees should be subject to annual surveillance incorporating review of a health questionnaire and lung function testing.

Employees who have been exposed to RCS for 15 years should also have a chest x-ray (anterior/posterior chest x-ray). They should then have further x-rays every 3 years as part of the surveillance programme.

## Air Observer Medical

This is a periodic health assessment applicable for those employees who operate the company helicopter, which will assess the employee's fitness to fulfil their role.

## Working at Height

There are times when the work activities of employees may involve working at height. A place is defined 'at height' if a person could be injured falling from it, even if it is at or below ground level. Such activities require to be identified by means of job risk assessments, but may involve activities such as climbing ladders or scaffolding, or working with overhead power lines.

It is anticipated that all employees engaged on such activities would be educated on safe working practices, and be equipped with appropriate PPE such as safety harnesses, hard helmets, etc., in order to comply with the HSE Work at Height Regulations 2005. Any underlying health condition, which placed the individual at risk of sudden loss of consciousness or an inability to maintain balance, could result in a risk of serious injury.

## Night Worker Assessments

[The Working Time Regulations 1998 - Regulation 7](#) provides a framework on the requirement for and provision of health assessments for night workers:

- Before being assigned to night work

- At regular intervals while undertaking night work

The definition of a Night Worker is any employee who works at least three hours of his/her regular working time during night time (i.e. between 11 pm and 6 am – if there is no agreement stating otherwise).

An employer should ensure that any night worker has the opportunity of a free health assessment, normally on an annual basis where a decision will be made by OH as to whether:

- The applicant/employee is fit to undertake night work or
- Additional information is required

## **Vision Testing for NDT Personnel Ultrasonic Testing**

NWR employ staff that perform non-destructive testing (NDT) on Network Rail Infrastructure.

To qualify as an NDT Operative requires evidence of training, professional knowledge, skill and experience as well as physical fitness to enable NDT personnel to properly perform NDT tasks. The Occupational Health requirement within the qualification process is to ensure the client meets the required vision standard to carry out the role.

## **Lead Surveillance Post Exposure Medical**

In some circumstances NWR employees may be exposed to lead as a result of certain work tasks, including:

- blast removal and burning of old lead paint
- stripping of old lead paint
- hot cutting in demolition and dismantling operations

In other circumstances, there will be a known risk to lead exposure identified by risk assessment or hygiene monitoring.

Due to the possible nature of these referrals it is important that they should be dealt with as a matter of urgency.

## **Asbestos Post Exposure Helpline**

In the event of an employee being potentially or inadvertently exposed to asbestos during the course of their work they will be advised to call the Asbestos Help line. This service is available between the hours of

**09:00 and 17:00 Monday – Friday.**

The Asbestos Helpline contact telephone number is **0330 008 5105, option 4.**

The call will be taken by the Network Rail administration team who will take their details and transfer the call to the OH Assist Medical Help Desk which is manned by experience occupational health advisers. This will be carried out using the existing processes in place.

An OHA will then speak to the employee to provide advice and reassurance.

## **Fork Lift Truck Medical (Mechanical Handling Equipment)**

The health assessment ensures that the relevant employees meet the 'Group 1' driving standards.

Assessment of fitness to drive a FLT has to be undertaken when an employee is recruited, at 5 yearly intervals for employees over the age 40 and annually for employees aged 65 years or over.

Following the assessment the OHA will complete an Outcome Summary Report (OSR) for the referring manager indicating fitness for employment and detailing any issues identified.

### **Buggy Driver (Station Vehicle Driver) Medical**

NWR employs Station Vehicle Drivers (Buggy Drivers) who transfer goods and members of the public around the station in a small buggy vehicle. These are employees who drive other people or goods about as part of their job. There is therefore a requirement to medically assess these employees, existing or recruits, against the recommended and legal standards.

The health assessment requires the employee to meet the DVLA Group 1 Medical standards.

Group 1 licences are issued until age 70, unless restricted to a shorter duration for medical reasons, and are renewed every 3 years thereafter.

Medical assessment is advised at employment, at age 45 and at 5 yearly intervals until age 65.

### **Large Goods Vehicles/HGV – Group 2 Drivers**

The purpose of a HGV Assessment is to ascertain an employee's fitness to drive the vehicles which fall into the DVLA Group 2 category. Group 2 qualifying vehicles include large lorries (category C) and buses (category D). The medical standards for Group 2 drivers are much higher than those for Group 1 because of the size and weight of the vehicle. This is also reflected in the higher risk caused by the length of time the driver may spend at the wheel in the course of his/her occupation.

All drivers who obtained entitlement to Group 1, category B (motor car) before 1 January 1997 have additional entitlement to category C1 and D1. C1 is a medium size lorry of weight between 3.5 and 7.5 tonne. D1 is a minibus of between 9 and 16 seats, not for hire or reward.

Holders of C1 and D1 entitlement retain the entitlement until their licence expires or it is medically revoked. On subsequent renewal the higher medical standards applicable to Group 2 will apply.

Group 2 licences, Lorries (category C) or buses (category D) are normally issued at age 21 years and are valid till age 45 years. Group 2 licences are renewable thereafter every five years to age 65 years unless restricted to a shorter period for medical reasons.

From age 65 years, Group 2 licences are renewable annually without upper age limit. All Group 2 licence applications must be accompanied by a completed medical application form D4. This must be completed by a qualified medical practitioner.

### **Electromagnetic Fields at Work**

Electromagnetic fields (EMF) are produced whenever a piece of electrical or electronic equipment (i.e. mobile phone, electric hand-held tools, welding (arc & spot) equipment, etc) is used. EMFs are present in virtually all workplaces and if they are of high enough intensity, action may need to be taken to ensure workers are protected from any adverse effects.

Exposure to high levels of EMFs can give rise to sensory and health effects that may be irritating or unpleasant. The effects that occur depend on the frequency range and intensity of the EMFs to which a worker is exposed. Examples of sensory effects can include Nausea, vertigo, metallic taste in the mouth, flickering sensations in peripheral vision. Examples of health effects can include tingling, muscle contraction, heart arrhythmia.

The CEMFAW Regulations 2016 require the employer to:

- assess the levels of EMFs to which employees may be exposed;

- ensure that exposure is below a set of Exposure Limit Values;
- When appropriate assess the risks of employee's exposure and eliminate or minimise those risks;
- When appropriate, devise and implement an action plan to ensure compliance with the exposure limits;
- Provide information and training on the particular risks (if any) posed to employees by EMFs in the workplace and details of any action you are taking to remove or control them.
- Take action if employees are exposed to EMFs in excess of the ELVs; and
- Provide health surveillance as appropriate.

## Appointment Timings

The table below sets out approximate timings for common appointment types;

Service Line	Type of Appointment	Delivery Type	Duration
Case Conference	Individual Case Conference	Telephone/F2F	40
Fitness For Task	Asbestos Post Exposure Medical	Face to face	30
Fitness For Task	FLT Driver (Inc. Pre-Placement)	Face to face	30
Fitness For Task	Group 2 Driver Medical (Inc. Pre-Placement)	Face to face	30
Fitness For Task	NDT Vision Test (Engineers)	Face to face	20
Fitness For Task	Random Drug & Alcohol Test	Face to face	30
Fitness For Task	Signaller Competency Specific Medical	Face to face	60
Fitness For Task	Trackside Competency Specific Medical	Face to face	60
Fitness For Task	Train Driver/Depot Driver	Face to face	60
Fitness For Task	Train Working Staff	Face to face	45
Fitness For Task	Vision - Ultrasonic Rail Detector Op	Face to face	15
Fitness For Task	Working at Heights	Face to face	30
Health Surveillance	Asbestos	Face to face	30
Health Surveillance	Audiometry (Inc. Pre-Placement)	Face to face	20
Health Surveillance	HAVS Tier 1 - Short Review	Telephone/F2F	20
Health Surveillance	HAVS Tier 2 - Short Review	Telephone/F2F	40
Health Surveillance	HAVS Tier 3	Face to face (OHA)	40
Health Surveillance	HAVS Tier 3	Face to face (OP)	60
Health Surveillance	HAVS Tier 4	Face to face	60
Health Surveillance	Respirable Crystalline Silica (RCS)	Face to face	25

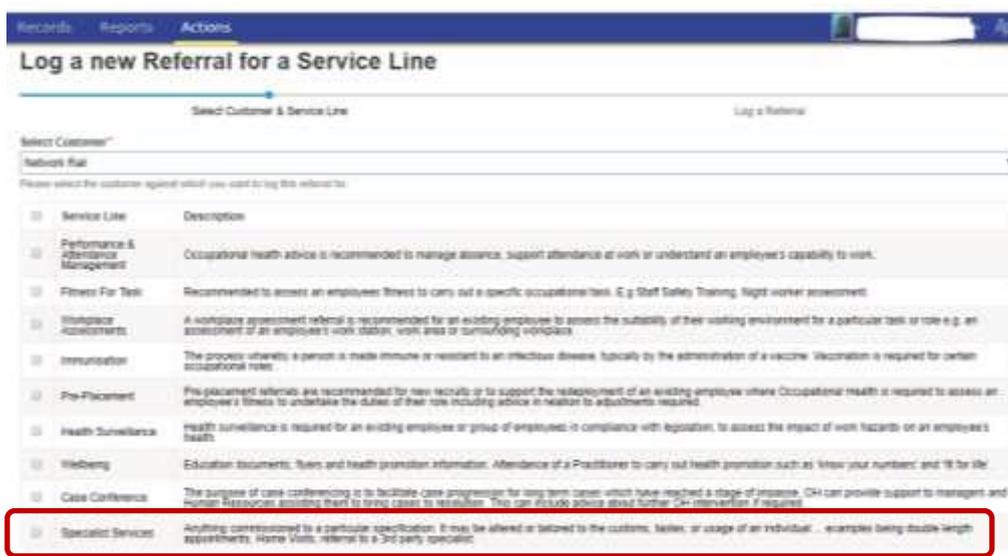
Health Surveillance	Respiratory	Face to face	20
Performance & Attendance Management	Occupational Health Advice	Face to face/Telephone	40
Performance & Attendance Management	Occupational Health Advice Plus	Telephone	60
Pre-Placement	Pre-placement Signaller Competency Specific Medical	Face to face	60
Pre-Placement	Pre-placement Signaller Competency Specific Medical HAVS & Audio	Face to face	80
Pre-Placement	Pre-placement Trackside Competency Specific Medical	Face to face	60
Pre-Placement	Pre-placement Trackside Competency Specific Medical HAVS & Audio	Face to face	80
Pre-Placement	Pre-Placement Train Driver	Face to face	60

## Bespoke Services

Bespoke services are additional services that can be requested as a result of a management report or when necessary.

There may be an additional charge for a bespoke service. Any charges will be discussed with the requesting manager and OH Assist will seek authorisation from the Manager and a cost code, in advance of the requested service being confirmed.

The following products are available via bespoke and can be requested via [myOHportal](#) by selecting "specialist services"



Service	Description
Cardiologist	Consultation with a specialist who will assess current medical condition and advise on treatment options
Chest X-Ray	Diagnostic test to identify chest related problems
Cognitive Behavioural Therapy (CBT)	CBT is an action-centred therapeutic approach which helps people to change negative thought patterns that are contributing to unhealthy patterns of behaviour
Dietician	Consultation with a dietician who will provide advice on nutrition related matters and can modify diets to help manage conditions such as diabetes, heart disease, overweight and obesity, food allergies and intolerance.
Dyslexia Assessment	An assessment to confirm someone is dyslexic and identify where their particular strengths and weaknesses lie
Eye Movement Desensitisation Reprocessing (EMDR)	EMDR is an integrative psychotherapy approach that has been extensively researched and has proven to be effective for the treatment of trauma
HAVS Tier 5	Consultation with doctor who is specialist in the assessment and diagnosis of Hand Arm Vibration Syndrome
Injection	Treatment where recommended usually used to control pain
MRI Scan	Type of scan particularly useful in diagnosis of conditions of the bone and soft tissue
Nerve Conduction Test	A test measuring how fast signals travel through the nerves used in the diagnoses of certain conditions e.g. Carpal Tunnel Syndrome
Neurologist	Consultation with a specialist who will assess and diagnose current medical condition and advise on treatment options
Orthopaedic	Consultation with a specialist who will assess and diagnose current medical condition and advise on treatment options
Osteopath	Drug-free non-evasive manual medicine that focuses on total body health by treating and strengthening the musculoskeletal framework, which includes the joints, muscles and spine
Podiatry	Assessment, diagnosis and treatment of conditions of the feet or ankles
Psychiatrist Appointment and Report	Consultation with a specialist who will assess and diagnose current medical condition and advise on treatment options
Psychologist Assessment	The assessment of an individual with personal or emotional issues affecting their functional ability. Undertaken by a trained psychologist, this assessment will help in the diagnosis and treatment of certain mental health conditions
Respiratory Specialist	Consultation with a specialist who will assess and diagnose current medical condition and advise on treatment options

Specialist Services – other services not listed	<p>If you require another service that is not listed, then please use this option and tell us your requirements</p> <p>Examples might be;</p> <ul style="list-style-type: none"> <li>• Home visits</li> <li>• Double length appointments</li> <li>• Flu Vaccinations</li> <li>• Health Promotion</li> <li>• Train Driver Medical</li> </ul>
Ultrasound scan	Type of scan particularly useful in diagnosing condition of soft tissue
X-Ray	Test used in the diagnosis of bone and joint problems as well as other health conditions

This list is not exhaustive and new products and services can be developed as required.

## 4. Service Level Agreement (SLAs)

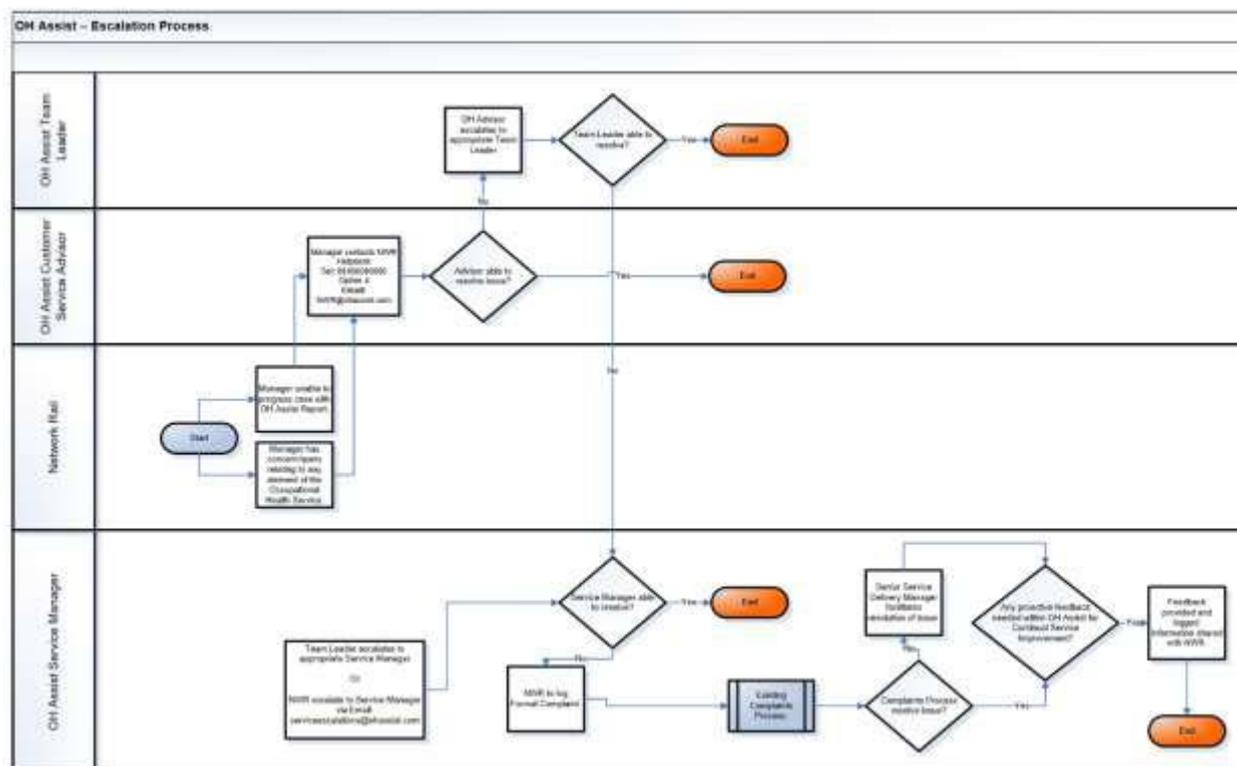
The OH service delivers to the following SLAs

Service Line	Average Clearance Time (working days)
Triage of OH referrals	1 day
Pre-employment on-line	1 day
Pre-employment telephone appt-OHA	5 days
Pre-employment face-to-face appt - OHA	10 days
Pre-employment telephone appt - OP	7 days
Pre-employment face-to-face appt - OP	15 days
Pre-employment competence specific medical	10 days
Attendance management telephone appt - OHA	5 days
Attendance management face-to-face appt - OHA	10 days
Attendance management telephone appt - OP	7 days
Attendance management face-to-face appt - OP	15 days
D&A Results following Competence Specific Medical	5 Days
Help Desk – calls answered within 20 seconds	80%
Case Management – handover to Rehabworks	1 day
Case Management – handover to Validium	1 day

## 5. Escalation Process

On occasion you may not be satisfied with the outcome of the OH referral. In this instance please follow the process below so that any concerns can be recorded and dealt with in a prompt manner.

1. Manager has concern/query relating to any element of OH service
2. Manager contacts OH Helpdesk on **0330 008 5105** or emails [NWR@ohassist.com](mailto:NWR@ohassist.com)
3. Customer Service Advisor either resolves issue or escalates to Team Leader
4. Team Leader either resolves issue or escalates to Service Manager
5. Service Manager either resolves issue or formal complaint is lodged and complaints process followed



For Medical Queries regarding an OH report, the Helpdesk Team will hand off the query to the practitioner in question, who will then respond directly to the manager.

The Practitioner is not able to answer further questions outside of those raised on the original referral document.

A reasonable timeframe for response would be between 1 to 2 business days. The practitioner may also request a telephone discussion with the manager concerned and the admin team will schedule this into both party's diaries at a mutually convenient time.

**To view the full Escalation and Complaints process, please go to**

<https://networkrail.ohassist.com/training-toolbox/escalations-and-complaints/>