



Occupational Health Services User Guide

Network Rail

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1. Optima Health Services

Optima Health 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 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 [Optima Health & You](#) to ensure you have the most up to date version of this User Guide (found in Library).

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

Product	Description
Manager Support Service and Medical Helpdesk	<ul style="list-style-type: none"> The support desk is open 08.00 until 18.00 Monday to Friday to offer advice and guidance on any aspect of the service.
Pre-employment Health Screening	<ul style="list-style-type: none"> Non-safety critical posts Safety critical posts
Management Referrals	<ul style="list-style-type: none"> Attendance management assessments Case Management Case Review Case Conference Ill health retirement assessments
Competence Specific Medicals For track workers and those in safety critical posts	<ul style="list-style-type: none"> Trackside Signaller
Medication Enquiry Service	<ul style="list-style-type: none"> Online Telephone

Product	Description
Drug and Alcohol Testing	<ul style="list-style-type: none"> • Random • For cause • Post Incident Testing
Health Assessment	<ul style="list-style-type: none"> • HGV/PCV Driver Medicals • Air Observer • Food Handlers • Fork Lift Truck (FLT)/Buggy Driver • Driver – HGV/PCV • Vision Testing • Night Worker
Health Surveillance	<ul style="list-style-type: none"> • Hand Arm Vibration Syndrome (HAVS) • Noise at Work Audiometry • Respiratory • Skin
Post Exposure Medicals	<ul style="list-style-type: none"> • Asbestos • Lead • Polychlorinated Biphenyls (PCBs)
Vaccinations	

1.1 Customer Service Helpdesk

For **all** occupational health and wellbeing related queries, the customer service helpdesk can be contacted on: **0800 083 3324 Option 4, Option 2** where callers will receive the appropriate advice and assistance.

8am-6pm Monday to Friday

An Interactive Voice Response (IVR) will ask you to choose from the following 6 options;

- 1 Medication Enquiry line**
- 2 For cause drug and alcohol testing**
- 3 PAM Assist Employee Assistance**
- 4 Optima Health Helpdesk (option 2 for NWR employees)**
- 5 Vita Health Group**
- 6 Sharps Line**

1.2 Medication Enquiry Service

Optima Health 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 in safety critical roles through the following access channels:

- Online at <https://app.chemist-on-call.com/chemist>
- Chemist-on-Call number of **08456 773001**
- Optima Health customer service helpdesk; **0800 083 3324**

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:

Eastern –	6060
Southern –	6061
North West & Central -	6062
Scotland -	6063
Wales and Western -	6064
Central Business Functions –	6065
Route Services -	6066

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

- 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, Optima Health. Once the relevant information has been provided and the medication check has been submitted to the pharmacist, the outcome will be sent to the 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 Optima Health’s on-line referral portal, [myOHportal](#).

1.3 For Cause and Post Incident Drug and Alcohol testing

For Cause & Post incident Drug and Alcohol Testing can be requested by calling the customer service helpdesk on: **0800 083 3324**. 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.

1.4 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. NB During COVID 19 testing for the presence of alcohol is done via the urine sample and not via a breath sample.
- 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 and the Line Manager is informed.

1.5 Employee Assistance Programme (EAP)

The EAP service is provided by PAM Assist and is a free of charge, confidential service for information and advice, or counselling, for all Network Rail employees. Calls to PAM Assist can be made via the customer service helpdesk by selecting the EAP option 3 which is available 24 hours a day, 365 days a year. Alternatively, they can be contacted directly via the free phone number **08081 964 505**.

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.

1.6 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 **0800 083 3324**

Typical symptoms that the LINE MANAGER/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
- A potential risk to cause harm to themselves 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 line manager arranges to discuss the psychological/mental health wellbeing concerns with their employee. As their manager, the Line Manager will know their employee best and it's important that they take the lead and talk with their employee. The Line Manager 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 PAM Assist – 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 Optima Health clinical team as part of supporting the manager in resolving the issue

1.7 Physiotherapy

Any queries regarding physiotherapy can be made via the customer service helpdesk between 9:00am and 5:00pm where the caller will be directed to Network Rail's physiotherapy provider; Vita Health Group.

Please note: Vita Health Group can still be contacted on their direct number of **0333 222 0710** if preferred.

1.8 Sharps Line

Optima Health provide a 24-hour telephone helpline to provide immediate and specialist advice following suspected and actual Needlestick Injuries (NSI) and Body fluid exposure (BFE) incidents for Network Rail staff at all levels and third-party employees working on Network rail premises. The service is accessed via the dedicated Sharps Helpline. For all incidents where OH assess that the NWR employee requires to undergo follow up BBV testing, then this can be provided, and the case can be progressed for this by Optima Health, any such face to face assessments will be scheduled in the appropriately timed Network Rail clinic by the Optima Health operations team.

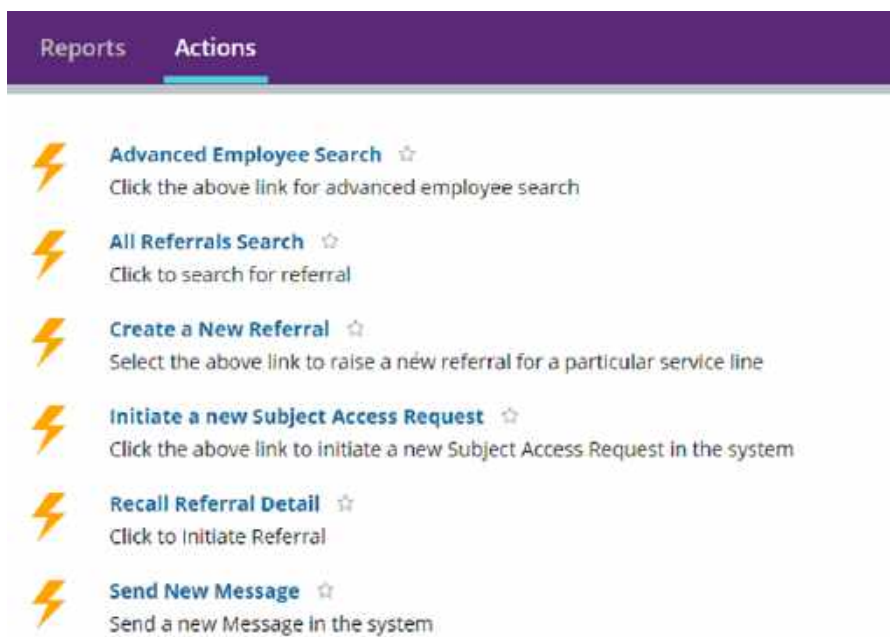
Step 1

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'**



The page will refresh, and you will be presented with a list of the **Optima Health 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 several 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 **'Night Worker Health Screening'** etc.

Select the service line required and click **'next.'**

<input type="checkbox"/> 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.

SAVE DRAFT

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

Service Line	Select Service	Employee Search	Employee Details	Employee's availability	Referral Details	Referral Details	Summary
<input type="checkbox"/> Service	<input checked="" type="checkbox"/> Occupational Health Advice	Description:					Cancel
	<input type="checkbox"/> Pandemic Consultation	Occupational health advice for employees needing information relating to Coronavirus, specifically for those employees categorised as vulnerable.					Yes
	<input type="checkbox"/> Retirement on the grounds of ill health	Advice on ill health Retirement					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 Optima Health 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 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: Staff ID:

Surname: Date of Birth:

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

▼ **Previous referrals logged for employee(s)**

<input checked="" type="checkbox"/>	Staff ID	Title	Forename	Surname	Gender	Date of Birth	Contact & Home Address Details
<input checked="" type="checkbox"/>	Demo2Emp2	Mr	Demo2	Employee2	Male	20/10/1988	Click here to view details...

Step 4

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

As advised, 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.

Employee Details

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

▼ **Basic Details**

Title *

Forename *

Surname *

Gender *

Date of Birth *

Job Title *

Known As:

Staff ID *

Staff ID can be obtained from HR, if you are unsure.

Business Unit *

▲ **Contact Details**

Preferred Telephone Number *

Preferred Telephone Extension Number

Alternative Telephone Number

Alternative Telephone Extension Number

Contact Via SMS *
☐ Yes ☒ No
A value is required

Contact Via Email *
☐ Yes ☒ No
A value is required

2.1 How to Access a report following an appointment

Once the employee has attended for their Occupational Health appointment with Optima Health, as the Line Manager, you will receive an email that states:

Please be advised that there has been an update to the above referral which is now available to view online

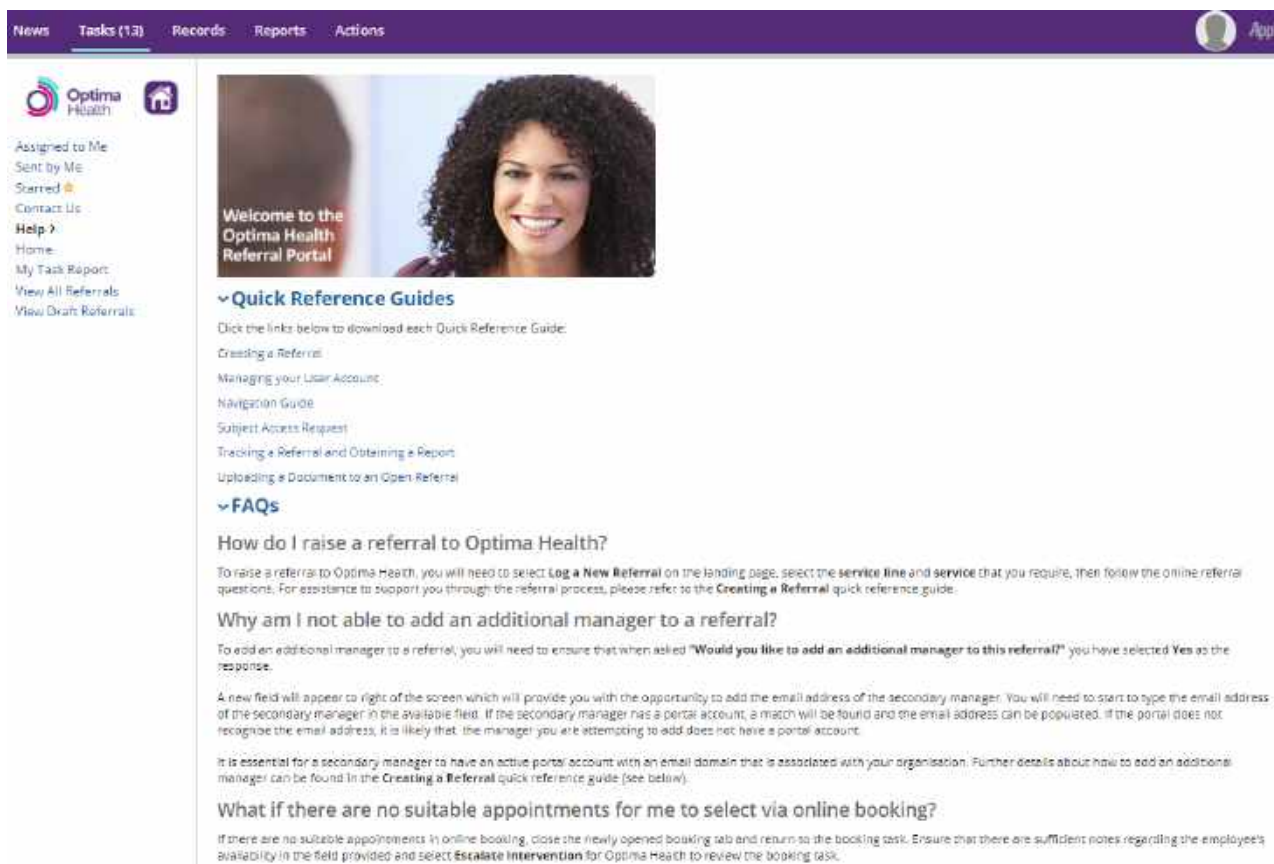
If you are having difficulties viewing this report, please follow the below process:

Select **Actions**

- Choose Advance Employee Search
- Enter forename and surname and press green button
- The required case should appear at the top. Click view employee details in blue.
- You will now be in the employee' summary page
- On the left-hand side you can see Optima Health and a home icon. At the bottom select Referrals and Interventions
- This will show you all referral types made for the employee. Select the OH portal number you require by clicking on it
- Now select Documents under the home icon
- The report will be there for viewing

2.2 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



Welcome to the Optima Health Referral Portal

Quick Reference Guides

Click the links below to download each Quick Reference Guide:

- [Creating a Referral](#)
- [Managing your User Account](#)
- [Navigation Guide](#)
- [Subject Access Request](#)
- [Tracking a Referral and Obtaining a Report](#)
- [Uploading a Document to an Open Referral](#)

FAQs

How do I raise a referral to Optima Health?

To raise a referral to Optima Health, you will need to select **Log a New Referral** on the landing page, select the **service line** and **service** that you require, then follow the online referral questions. For assistance to support you through the referral process, please refer to the **Creating a Referral** quick reference guide.

Why am I not able to add an additional manager to a referral?

To add an additional manager to a referral, you will need to ensure that when asked **"Would you like to add an additional manager to this referral?"** you have selected **Yes** as the response.

A new field will appear to the right of the screen which will provide you with the opportunity to add the email address of the secondary manager. You will need to start to type the email address of the secondary manager in the available field. If the secondary manager has a portal account, a match will be found and the email address can be populated. If the portal does not recognise the email address, it is likely that the manager you are attempting to add does not have a portal account.

It is essential for a secondary manager to have an active portal account with an email domain that is associated with your organisation. Further details about how to add an additional manager can be found in the **Creating a Referral** quick reference guide (see below).

What if there are no suitable appointments for me to select via online booking?

If there are no suitable appointments in online booking, close the newly opened booking tab and return to the booking task. Ensure that there are sufficient notes regarding the employee's availability in the field provided and select **Escalate Intervention** for Optima Health to review the booking task.

2.3 Cancellation of Appointments

Employees cannot cancel appointments direct with Optima Health. Should an employee wish to discuss cancelling an appointment, they must contact their line manager who will, if required, contact the customer service helpdesk to reschedule or withdraw the referral. The exception to this is pre-employment assessments, where the prospective employee can cancel and rearrange the appointment.

2.4 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 **myOHportal** in 8 calendar days.

Please note: If no contact is made with Optima Health within 8 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.

2.5 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)

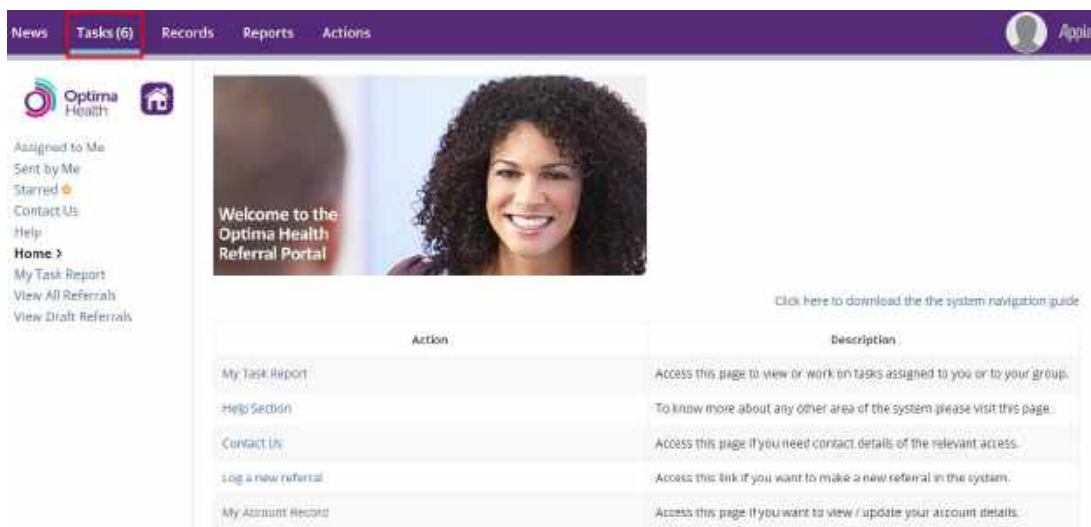
If a report does not meet this standard, the referrer may request an amended report. However it should be noted that the detail regarding an employees fitness to work cannot be amended or changed as this is a clinical opinion.

2.6 Manager Feedback

For a period of 28 calendar days after our Occupational Health team have completed a final report for a Performance and Attendance Management referral that you have raised, you will receive a **Manager Feedback Task**. This is a way for you to view the report and give any feedback on the report. This can include requesting amendments to the report, requesting further clarification from the practitioner and giving feedback on the quality of the report e.g. does the report allow you to progress the case as a manager. To access and complete;

Step 1

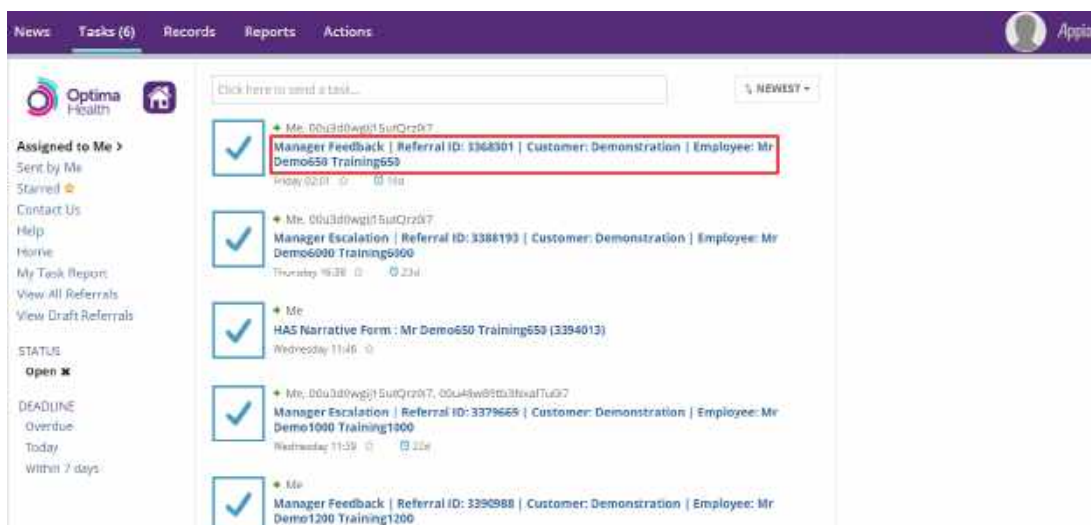
Select Tasks



Action	Description
My Task Report	Access this page to view or work on tasks assigned to you or to your group.
Help Section	To know more about any other area of the system please visit this page.
Contact Us	Access this page if you need contact details of the relevant access.
Log a new referral	Access this link if you want to make a new referral in the system.
My Account Record	Access this page if you want to view / update your account details.


Step 2

Select the **Manager Feedback Task** from the list of outstanding tasks



Step 3

Select **The Report Link** to view the report you are to give feedback on. This will download a copy of the report for you to view

News Tasks (6) Records Reports Actions  Appian

You must accept this task before completing it. [ACCEPT](#) [GO BACK](#)

Manager Feedback | Referral ID: 3368301 | Customer: Demonstration | Employee: Mr Demo650 Training650

Referral Details

Referral ID: 3368301	Employee: Mr Demo650 Training650
Customer: Demonstration	Referring Manager(s): Mr Training Demo1, Mr Training Demo2
Referral Service: Occupational Health Advice	Created By: Mr Training Demo1
Status: Closed - all interventions complete	Created On: 27/08/2020 09:50
Service Line: Performance & Attendance Management	Referral Date: 27/08/2020 10:02

Step 4

Select an option from the **Manager Decision**

If You Are Satisfied

- Select **'I am satisfied with this report'**
- Select **'Submit'**
- Select **'Proceed'** to complete the task

[Go to Drafts](#)

Manager Feedback | Referral ID: 3368301 | Customer: Demonstration | Employee: Mr Demo650 Training650

Referral Details

Referral ID: 3368301	Employee: Mr Demo650 Training650
Customer: Demonstration	Referring Manager(s): Mr Training Demo1, Mr Training Demo2
Referral Service: Occupational Health Advice	Created By: Mr Training Demo1
Status: Closed - all interventions complete	Created On: 27/08/2020 09:50
Service Line: Performance & Attendance Management	Referral Date: 27/08/2020 10:02

Report

Full Report - Mr Demo650 Training650 - 3368301 - 01/01

Manager Decision

☒ I am satisfied with this report
☐ I am not satisfied with this report

[Submit](#)

[SAVE DRAFT](#)

Feedback Have been Submitted

Thank you for your feedback. Your response has been recorded.

[PROCEED](#)

If You Are Not Satisfied

- Select 'I am not satisfied with this report'
- Type any additional information (maximum of 500 characters) in the box provided
- Select '**Proceed**' to complete the task

Manager Feedback | Referral ID: 3368301 | Customer: Demonstration | Employee: Mr Demo650 Training650

Referral Details

Referral ID: 3368301
 Customer: Demonstration
 Referral Service: Occupational Health Advice
 Status: Closed - all interventions complete
 Service Line: Performance & Attendance Management

Employee: Mr Demo650 Training650
 Referring Manager(s): Mr Training Demo1, Mr Training Demo2
 Created By: Mr Training Demo1
 Created On: 27/08/2020 09:50
 Referral Date: 27/08/2020 10:02

Report

Full Report: Mr Demo650 Training650 - 28052020 - 0303

Manager Decision

- ☐ I am satisfied with this report
☒ I am not satisfied with this report

Please provide further information*

- ☐ The report contains administrative errors
☒ I require further clarification on the content of the report
☐ The report does not fully explain the key health and wellbeing issues of the employee
☐ The report does not contain a professional opinion on the employee's capability for work, or how they may be assisted with modified duties
☐ The report does not answer all of the questions posed
☐ The report content is contradictory
☐ The report does not advise whether the employee is protected by relevant legal acts (e.g. Equality Act)
☒ Other

Provide your feedback below *

For purposes of the Manager Feedback Guide:

maximum 1000 characters

[SUBMIT](#)

2.7 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 Optima Health 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**.

Optima Health 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. An employee is given 7 days to review and request any changes to a report.

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

2.7.1 Informed Consent - Referrals via the Customer service Helpdesk

As the referral is being taken over the phone, there is a requirement to ensure the relevant consent checks have taken place.

The administrator will as you progress through the consent section of the referral ensure relevant consent has been obtained and a statement as follows will be added to the referral.

Referral input over the telephone by OPTIMA HEALTH EMPLOYEE NAME. All information provided and verified by MANAGERS NAME. Consent was confirmed and declaration has been completed

2.8 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 decide 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. Standard types of Referral

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 Optima Health 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

3.1 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 Optima Health Customer Service Team.

The Optima Health Customer Service 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.

3.2 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 Optima Health HAVS Team to support the delivery of the HAVS programme within their Region and Business Functions, they will help Optima Health 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**.

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 employees 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 Occupational Health Advisor.

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 Occupational Physician 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, Optima Health has a responsibility to report these cases under RIDDOR 2013 to the employer.

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 details 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 Optima Health, Health Surveillance Team to support the delivery of the programme within their Regions and Business Function and will help Optima Health 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.

3.3 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.

3.4 Respirable Crystalline Silica (RCS) Health Surveillance

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.

3.5 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.

3.6 Working at Heights

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 hats, etc., 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.

3.7 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

3.8 Vision Testing for NDT (non-destructive testing) Personnel Ultrasonic Testing

NDT qualified operatives require 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.

3.9 Post Exposure – Lead Assessment

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. An initial blood test will be taken and followed up with an Occupational Physician.

3.10 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 **0800 083 3324 option 4**. The call will be taken by the Network Rail customer service team who will take their details and transfer the call to the Optima Health 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.

3.11 Fork Lift Truck (FLT) Medical - Mechanical Handling Equipment

Employees operating a FLT are expected to meet the 'Group 1' driving standards. Assessment of fitness to drive a FLT must 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.

3.12 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.

3.13 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 during 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.

3.14 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 risks (if any) posed to employees by EMFs in the workplace and details of any action you are taking to remove or control them
 - Act if employees are exposed to EMFs in excess of the ELVs
- AND**
- Provide health surveillance as appropriate

3.15 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
Compliance	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

Service Line	Type of Appointment	Delivery Type	Duration
Fitness for Task	Working at Heights	Face to face	30
Fitness for Task	24 Hour Blood Pressure Monitoring	Face to Face	40
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 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
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
Pre-Placement	24 Hour BP Monitoring	Face to Face	40

4. Specialist Services

Specialist 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 specialist service. Any charges will be discussed with the requesting manager and Optima Health 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”;

<input type="checkbox"/> 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"/> 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 checked="" 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.
<input type="checkbox"/> Pensions	

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Product	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
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 following a diagnosis of dyslexic to identify where their particular strengths and weaknesses lie
Dyslexia Diagnosis	This service is an assessment to formally diagnose dyslexia
MRI Scan	Type of scan particularly useful in diagnosis of conditions of the bone and soft tissue

Product	Description
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"> • Home visits • Double length appointments • Flu Vaccinations • Health Promotion • Train Driver Medical
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

5. 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	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	10 days
D&A Results following Competence Specific Medical	*3 working days (negative) *7 working days (non-negative)
Help Desk – calls answered within 20 seconds	80%
Case Management – handover to Vita Health	1 day
Case Management – handover to PAM Assist	1 day

* from receipt at lab.

6. Escalation Process

On occasion you may not be satisfied with the handling of your referral. The best way to let us know is to contact our Helpdesk where our team will either help you or escalate your case to the Team Leader. The Helpdesk team will give you a same day response and will aim to resolve all your issues. You can also escalate a case by emailing resolve@OptimaHealth.co.uk putting 'Escalation' in the header and we will respond within 2 working days.

If we haven't been able to resolve your case at this stage then you can lodge a formal complaint by emailing customerexperience@OptimaHealth.co.uk putting 'Complaint' in the header and we will acknowledge your complaint within 1 working day to let you know who will be handling it within 2 working days. A full response to a complaint will be provided within 10 days and in exceptional circumstances should this be longer a holding response will be provided.

For Medical Queries regarding an OH Report, please use the manager feedback button on the **myOHportal** which will return a query to the clinician to directly.

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 Complaints process, please go to

[Optima Health & You – Engagement | Optima Health & You \(optimahealthandyou.co.uk\)](https://optimahealthandyou.co.uk)

CONTACTING OPTIMA HEALTH HELP US HELP YOU

**ALL ENQUIRIES CONTACT
HELPDESK**

0800 083 3324 Option 4, Option 2



Escalations via Helpdesk

0800 083 3324 Option 4, Option 2



Escalations via Email

Resolve@optimahealth.co.uk
Header 'Escalation'



All Complaints

Resolve@optimahealth.co.uk
Header 'Complaint'



**All Manager Feedback for Medical
Reports via OHPORTAL**

