

NHS North East and North Cumbria ICB: Onboarding Information

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heales.com

Within this pack you will find the following documents which are designed to support you and your practice to get the most from our service

- Heales Occupational Health services for your Practice: A detailed guide to the full range of services we offer under Schedule III.
- A new Occupational Health Provider welcome poster: A one page document providing headline information which can be displayed within your practice.
- Needle-stick/Sharps Injury information booklet: General information about NSI/sharps injuries and our processes.
- Two NSI posters for you to display in your practice as appropriate for the information of your colleagues. One of which has space for the practice to enter their ODS portal code. This code can be quoted when referring a sharps injury case to us and will aid our administration team in processing your cases in a timely and effective fashion.
- User guides providing instructions for the creation of our two most common case types; management referrals and pre-employment cases.
- A full current price list, please note that pricing is subject to change throughout the duration of this contract. The referral of a case to us will likely incur a charge, for example, pre-employment cases begin with an online questionnaire and management referral cases begin with triage. Both of these are chargeable services, if you would like more information please get in touch.

How to register with Heales Medical

Please visit <https://www.heales.com/tl/nhsenglandnorth> to complete our quick and easy registration process.

How to contact Heales Medical

Your dedicated administrator, Terri Whyman, can be contacted at terri.whyman@heales.com or 03333 449 089 ext. 1028 if you have any queries that are not covered by the information provided on our website or within this information pack.

If you have any queries that are in need of escalation please contact your Contract Manager, Jonathan Rusholme, at jonathan.rusholme@heales.com or 07495 550047.

NHS North East and North Cumbria ICB: Contract Information

New Occupational Health Service for NHS Primary Care

A new Occupational Health service from Heales Medical became available to NHS Primary Care practitioners and contractors operating within the NENC ICB from the 2nd March 2024.

Heales Medical are an established provider of Occupational Health (OH) services providing high quality, easy to access services to the NHS South East and NHS South West Commissioning Regions since 2017. We will deliver our services in line with the NHS National Occupational Health Specification, following a procurement process led by NHS North of England Commissioning Support.

About the New Service

The new service, commissioned by NHS NENC ICB, provides OH services in three distinct elements, which are described as schedules I, II, and III:

- Schedule I: which will be funded by NHS England including a core service for performers registered on the National Performers List (NPL).
- Schedule II: which will be self-funded by applicants to the NPL.
- Schedule III: an OH service made available to independent primary care contractors in support of their employer responsibility.

The new service is being provided in line with NHS National Occupational Health Specification, to ensure all NHS Practitioners working in Primary Care Settings in England have access to a consistent and equitable occupational health service.

Further information about the services that will be provided is detailed in the service specification that is available on NHS England's website at <https://www.england.nhs.uk/commissioning/wp-content/uploads/sites/12/2012/12/pc-occupational-health-service-spec.pdf>

Under Schedule I, the comprehensive ICB funded Occupational Health service will include;

- Enhanced Occupational Health Assessment for NPL Practitioners via an easy-to-use secure online portal (or via email or post if preferred).
- Advice and report in respect of performer list practitioners in relation to their duties or to support their health, safety and well-being. Referrals can be made either via our secure online portal or via or in writing using the contact details at the bottom of this letter.
- Virology testing, vaccination for BBV and immunisation for performers on the NPL.
- Urgent and longer term advice to all staff working in primary care settings (including trainees) on exposure to potential blood borne viruses (e.g. through

contact via needle stick injuries or contact with mucus membranes) as required. Support is provided via a telephone helpline which is accessed by calling **03333 449 006**.

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Schedule II services, which are self-funded by the NPL applicant will provide:

- Occupational Health screening/clearance for entry to the National Performers List.
- Virology testing and immunisation as part of application to the National Performers List.
- This is a self-referral service pathway and the applicant should contact Heales Medical directly to commence their assessment using the details at the bottom of this letter.

Services accessed under Schedule III are invoiced directly to the practice, are funded by the practice and are provided in support of their employer responsibility:

- The broad aims of the services are to prevent ill health arising as a result of work, to assist with the appropriate placement of people at work and to promote the establishment and maintenance of high standards of the physical and mental well-being in all staff.
- The objective is to provide easy to access, high quality services that support employers and primary care staff by providing assessment in relation to the following:
 - prolonged/recurrent sickness absence and return to work after sickness absence or accident.
 - work related ill health, fitness to work.
 - periodic health assessment where a risk assessment has indicated that this is required i.e. COSSH.
 - ill health retirement.
 - advice in relation to injuries and ill when appropriate.
 - advice on onward referral e.g. counselling.
- Services will be accessed via an easy to use online portal. Registration can be completed by visiting <https://www.heales.com/tl/nhsenglandnorth>

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If you have any issues in need of escalation please contact your Contract Manager, jonathan.rusholme@heales.com or 07495 550047.