

The-OHC Limited
Company Brochure

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About Us

Founded in 2004, The Occupational Health Company is a SEQOHS accredited private limited company providing Occupational Health Services to small and medium sized businesses around the West Midlands.

With a dedicated team of doctors, nurses and occupational health technicians we offer a tailored, professional service providing independent and ethical advice to employers and employees with an aim to promote and maintain the physical, mental and social wellbeing of employees.

Employees can be seen at our headquarters, situated close to Birmingham Airport, at their place of work or remotely via telephonic or video consultations.

Our Team

Dr Shaun Chambers MB ChB MFOM Specialist in Occupational Medicine

As Managing Director and Company Medical Officer, Shaun heads the Occupational Health Company. He has over 30 years experience as an occupational health physician working across a multitude of sectors and industries delivering outcome driven services in an effective and ethical way.

Jacky Moreton

As our Lead Occupational Health Advisor, Jacky offers a breadth of experience in Occupational Health and is heavily involved in development of policies and procedures and the management and continued training of our team of experienced and qualified Occupational Health Advisors.

Tina Morrison

As our Lead Occupational Health Technician, Tina has worked with the Occupational Health Company since its conception, starting first in business administration before qualifying as a highly skilled and knowledgeable Occupational Health Technician, providing valuable support to our additional Occupational Health Technicians, Rachael Chambers and Leanne Woodcraft.

Business Administration Team

Our business administration team is comprised of our finance manager **Vicki Thorpe**, business manager **Zoe Thorpe** and administrative assistant **Deborah Jennings** who are always available to provide administrative support to clients.

Our Team offers a collaborative approach with experience from varied backgrounds to help deliver the best possible service.



Our Purpose

The Occupational Health Company is committed to providing services and products that will promote and maintain physical, mental and social wellbeing of employees.

We pride ourselves on understanding the needs and hazards within a wide range of business environments enabling us to provide comprehensive, tailored Occupational Health services for our clients.

We believe that an Occupational Health service can and must impact on businesses by supporting a reduction in sickness absence and lost time; ensuring our clients meet their obligations under health and safety and disability discrimination law; assisting them in effective recruitment and retention strategies and by maintaining the wellbeing of all staff throughout their employment journeys.

We achieve this by being objective, independent and responsive and by utilising rigorous case management. We aim to build lasting partnerships that improve the wellbeing of an organisation and its people, thereby helping to realize the full potential of a business.

The Occupational Health Company is dedicated to delivering the best service, at the right time, using the best staff, to achieve optimal outcomes.

Deliver - quality Occupational Health solutions which are of proven value to the customer whilst improving the well-being of the employee.

Values - Efficiency, Effectiveness, Independence, Proactive, Ethical, Confidential and "Firm but Fair"

Strategy - The best people delivering the best service. Continual development of the skills, knowledge and competence of our staff and delivery of solutions based on clinical evidence and business outcomes.

Standards - Professional at all times, prove our worth, appropriate objectives delivered at the agreed time, respect to the individual.

Our Charter

Encourage employees to adopt a healthy lifestyle and improve their general well-being.

Support continuous improvement in workplace conditions and tasks

Advise on health hazards and their control and on the medical suitability and effect of illness on the working capacity of employees at recruitment and during employment.

Advocate the use of rehabilitation for all employees

Identify causes of sickness absence and works accidents/illness and advise on solutions

Our Process & Business Delivery

The Occupational Health Company has a specific process designed to develop a tailor-made service for our clients. Throughout our process we value input from clients to ensure a cohesive plan can be developed to implement our system and deliver the best possible service.

Needs Analysis

The first step in commencing a business relationship is for us to undertake a needs analysis, this involves meeting with the client and identifying OH requirements. This can be done by meeting with key players at the company, we will deliver a presentation on OH and the services we provide, and identify the company's current services and needs. The company may be asked to complete our Needs Analysis questionnaire if a complex working environment is identified.

Identify Health Surveillance and Fitness for Work Requirements

If following our initial meeting the client wishes to proceed, then a walkthrough survey of the site will be undertaken with HR and Health & Safety. This allows for potential hazards and Health Surveillance and Fitness for Work requirements to be identified. The Health Surveillance groups and numbers of employees will be identified and a Health Surveillance/Fitness for Work Matrix will be developed setting out exactly what type of medical each Health Surveillance Group requires. This information is used to develop annual hours needed for delivery of the Occupational Health service.

Business Proposal

Following this, a detailed proposal will be submitted which includes general information with regards to the Occupational Health Company, an overview of the new company and its hazards, the recommended service and how it will be delivered, costings and general recommendations.

Development of HS Compliance Database

If the proposal is accepted the next stage is to request an employee list and to develop a HS Compliance database to which each employee and their Health Surveillance requirements are added. This database is used going forwards so that monthly compliance data can be obtained.

Develop Business Plan and SLA's

An initial business plan will be developed for the company that shows how the service will be launched and implemented and the process for delivery of each service. i.e. Post Job Offer, Case Management, Health Surveillance and Fitness for Work. The SLA's are agreed and this is developed alongside the company by the Senior Management Team.

Identify Staff

We select staff based upon the company, its philosophy, working practice and location. Staff undergo checks of their professional status, insurance status and undergo full induction including signing of our confidentiality agreement and an annual self declaration.

Contract

The company is required to authorise a contract which is electronic and includes a Business Proposal, SLA, Standard Terms and Conditions and a Data Share Agreement

Implement Launch Plan

The business plan includes a launch plan, this involves notification to employees of transfer of service and notes, transfer of medical records, service delivery and dates for service provision. HR are supplied with relevant documentation and information, including information leaflets for both HR and employees.

Why choose us?

The Occupational Health Company is a SEQOHS accredited company ensuring a high quality service focused on continuous improvement. We offer experienced professionals including our Managing Director and Lead Occupational Health Physician, who personally can offer over 30 years of experience in Occupational Health over numerous different sectors. His experience is invaluable to our clients.

Our wider network of Occupational Health Advisors offer a breadth of experience in Occupational Health and we value continued development of our staff ensuring they are delivering the most up to date and robust service possible.

From the beginning we focus on your company and tailor our service to suit your business needs. We can offer a wide range of services including Post job offer, Health Surveillance, Fitness to Work and Case Management assessments to provide a service based on your business requirements, ensuring compliance and improving employee wellbeing.

We have a high satisfaction rate from both employees and employers and regularly seek feedback to ensure our standards are kept as high as possible.

Benefits to you

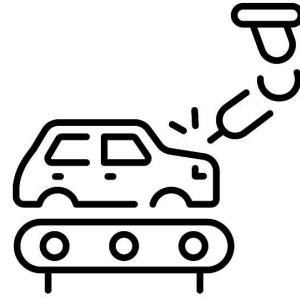
- Improve employee wellbeing
- Reduce sickness absence
- Improve employee morale
- Ensure compliance with HSE



Sectors we cover



Food Manufacturing



Automotive



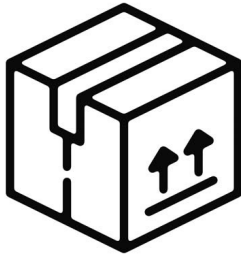
Agriculture



Logistics



Manufacturing



Whole Sale & Retail



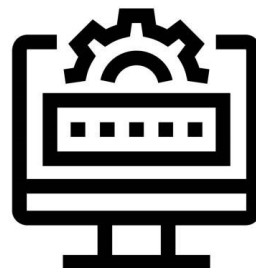
Innovation



Aerospace Engineering



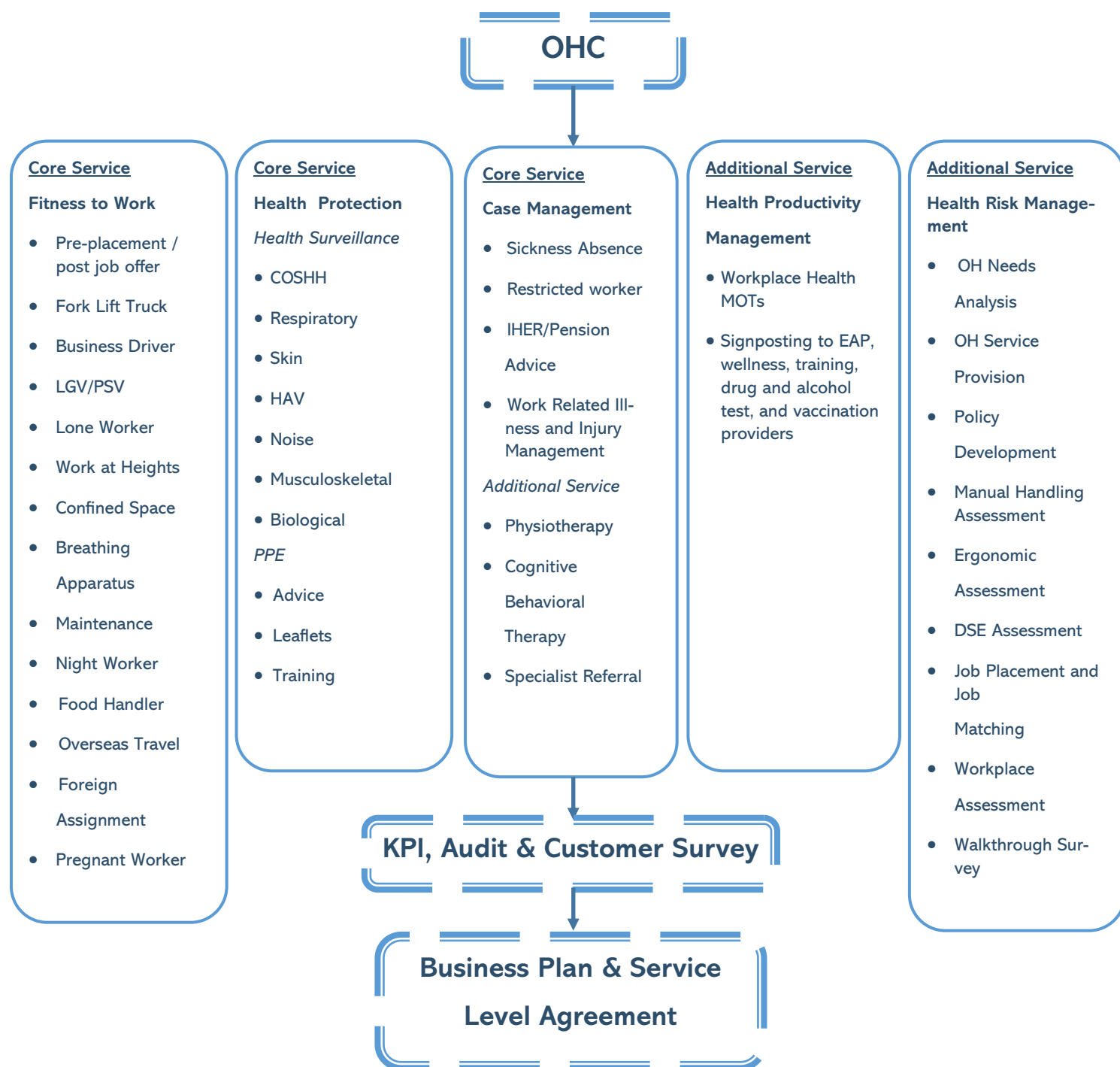
Engineering



Administration & Support

Services

The Occupational Health Company provides an extensive and flexible service tailored to the needs of your business. We can provide a full multidisciplinary in-house service for larger and multi-sited organisations whilst providing Ad Hoc services to small businesses. We use Nurses, Physicians, Technicians, Physiotherapists and Cognitive Behavioural Therapists as primary and secondary advisors. In addition we can signpost you to medical specialists, health and safety specialists, rehabilitation specialists, employee assistance programme providers and well being providers who can help to support your business.



Fitness to Work

The aim of Fitness to Work Assessments is to ensure that the individual is safe to undertake the tasks they are employed to do and to ensure the task will not cause harm or ill health to the individual. They involve periodic medicals using questionnaires and examinations and are usually undertaken by Occupational Health Advisors and Occupational Health Technicians with support from an Occupational Health Physician as required.

- **Pre-placement/Post Job Offer**

Pre-placement/Post Job Offer medicals can be done by questionnaire, by phone or face to face and aid in ensuring prospective employee's are medically fit to fulfill the duties and responsibilities of their post, with a view to make adjustments as may be necessary.

- **Fork Lift Truck**

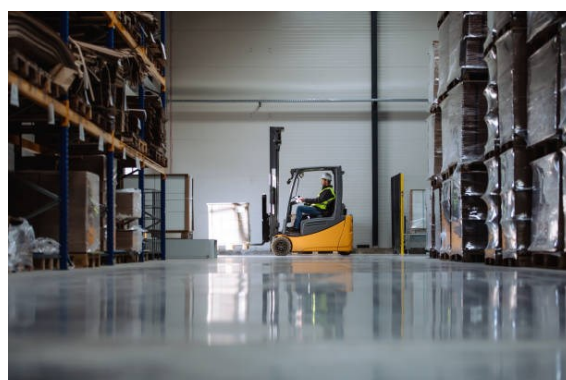
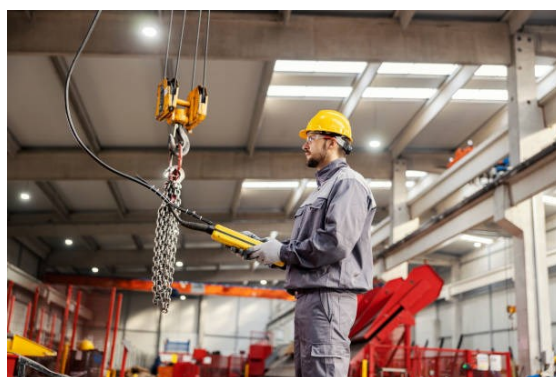
Fork Lift Truck Medicals are necessary for employee's who use Fork Lift Trucks to ensure the safety of themselves and others around them. They are done face to face by our occupational health practitioners and should be undertaken on employment and periodically thereafter.

- **Business Driver**

These medicals are necessary for employees that perform driving duties whilst on company business. We have four different types of driving medicals from low risk to high risk. An Occupational Health Technician can undertake medical screening for lower risk Business Drivers whilst high risk Business Drivers should be assessed by an Occupational Health Nurse or Physician. They are done face to face and should be undertaken on employment and periodically thereafter.

- **LGV/PCV**

These medicals are for employees who are driving Large Goods Vehicles or Passenger Carrying Vehicle. Employees are required to reach an appropriate medical standard both on commencement of duties and periodically thereafter to carry out these duties, the frequency of these medicals is determined by DVLA regulations. They are performed face to face by our Occupational Health Physicians.



Fitness to Work

- **Lone Worker**

A Lone Worker is defined as any employee working alone where risk assessment identifies hazard and they are usually without other worker contact for half an hour or more. These medicals are undertaken to meet the legal requirements of the Management of Health and Safety at Work Regulations 1999. They are done remotely or face to face by our occupational health practitioners and should be undertaken on employment and periodically thereafter.

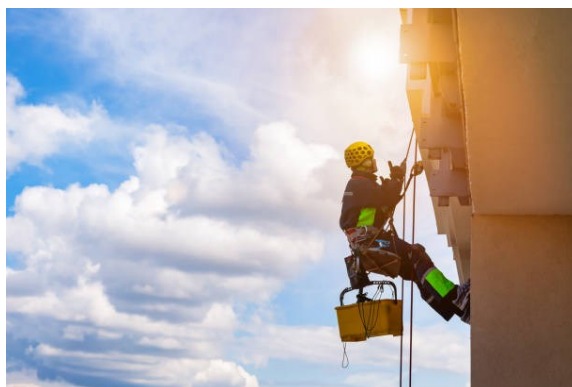
- **Work at Heights**

Any employee working above 2 meters or who is required to wear a safety harness to do their role should undertake a Work at Heights medical to meet legal requirements of the Management of Health and Safety at Work Regulations 1999 are met. They are done face to face by our occupational health practitioners and should be undertaken on employment and periodically thereafter.



- **Confined Space/Breathing Apparatus**

Through the business delivery process we will advise of employees who require Confined Space or Breathing Apparatus Medicals. These medicals are important to carry out for those working in confined space or who require use of breathing apparatus to carry out their duties to ensure legal compliance is met through Confined Spaces Regulations 1997 and to meet guidelines set out in Personal Protective Equipment at Work Regulations 1992. They are done face to face by our occupational health practitioners and should be undertaken on employment and periodically thereafter.

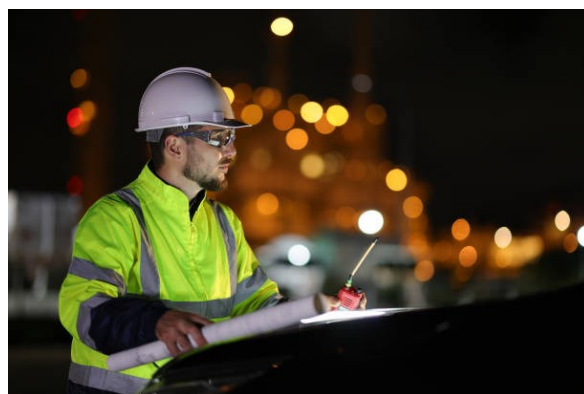


- **Maintenance/General Medical**

A Maintenance/General Medical is recommended for maintenance workers or workers who are generally required to work at heights, within confined spaces or may be required to wear breathing apparatus. Maintenance workers who are directly exposed to hazardous chemicals by nature of their work and who may be exposed to skin and respiratory sensitizers, noise or vibration will require a Maintenance/General Medical and will need further Health Surveillance as required. These are done face to face by our occupational health practitioners and should be undertaken on employment and periodically thereafter.

- **Night Worker**

Night Worker Medicals are necessary for any employees who are undertaking night shifts. Certain medical conditions can be made worse if the individual's day/night pattern is disrupted by night shift working. These are done remotely or face to face by our occupational health practitioners and should be undertaken on employment and periodically thereafter.



Fitness to Work

- **Food Handler**

It is important for any employee who handles food to undertake a Food Handler Assessment to ensure food safety is not compromised and legal requirements under the Food Safety Act 1990 and Food Safety (General Food Hygiene) Regulations 1995 are met, this is so businesses are able to conduct their business in such a way as to prevent food contamination. They are done face to face by our occupational health practitioners and should be undertaken on employment and periodically thereafter.



- **Overseas Travel**

The aim of these medicals is to identify whether an individual is fit to travel, identify whether immunisations or anti-malarial drugs are required and to provide advice on these, to provide advice on safe travel including precautions and equipment that may be required and to provide appropriate travel information both pre, during and on return from the trip.



- **Pregnant Worker**

These medicals are for new and expectant mothers to ensure they are medically capable of carrying out their duties and ensure clients are legally compliant under the Management of Health and Safety at Work Regulations 1999. Pregnant Worker Assessments should be considered following risk assessment undertaken by the company when further medical advice is required. They are undertaken by our occupational nurses and doctors.

- **Statutory Medicals**

We can provide lead and asbestos medicals as required. These are undertaken by HSE appointed doctors.

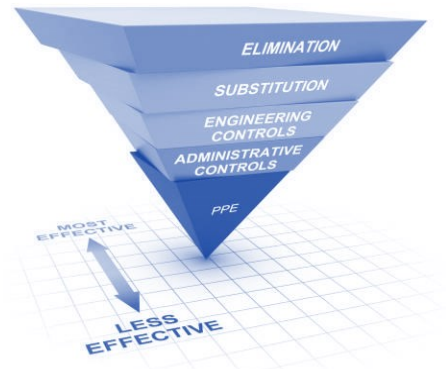


Health Surveillance/Protection

In the UK the main application regulation for Health Surveillance is the Control of Substances Hazardous to Health Regulations 2002. Employers must risk assess the nature of work, and identify whether an individual might be exposed to a hazard and then assess the duration of and the potential exposure.

Employers must control any hazard by the:

- Implementation of health and safety management systems
- Risk assessments
- Prevention and control of exposure
- Maintenance, examination and testing of controls
- Information, instruction and training
- Health surveillance (if necessary)



The Occupational Health Company has a comprehensive system of health protection programmes, usually undertaken by Occupational Health Advisors and Technicians, that can support your business. We can train and support a responsible person or we can run a suitable and appropriate low level or high level surveillance programme for your business.

The Occupational Health Company will work with Managers and H&S to develop the correct programme for your business. Health records will be maintained and fitness certificates will be provided to the individual and manager following health surveillance. Anonymised group data will also be available to help the business assess the effectiveness of controls.

Health Surveillance gives the opportunity for education and all our programmes contain information leaflets on the hazard, the early signs of disease and the effective use of PPE.

We provide the following Health Surveillance:

- COSHH
- Respiratory
- Skin
- HAV
- Noise
- Musculoskeletal
- Biological



Health Surveillance can be either routine or review. Routine surveillance frequency varies according to the hazard and risk and any statutory requirements.

Review surveillance is required when staff under routine surveillance are identified as having issues, become aware of possible symptoms of concern, employers become aware of symptoms of concern i.e. sick notes, potential risk/exposure changes, abnormal exposure occurs or sickness absence occurs which could be related to the hazard.

Health Surveillance/Protection

- **COSHH**

COSHH (Control of Substances Hazardous to Health) assessments ensure that COSHH Regulations are met. A COSHH assessment refers to the medical surveillance which is required under these regulations for employees who are exposed to certain hazardous substances, which help employers to assess and control exposure to harmful substances such as dust, gases and chemicals and ensure that employees health is regularly monitored for any signs of ill-health caused by exposure. These are usually undertaken on employment and periodically thereafter and are usually undertaken face to face by our occupational health nurses or doctors.



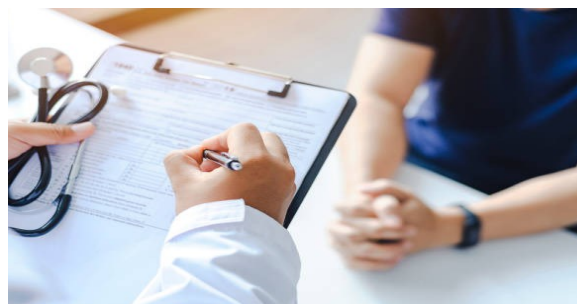
- **Respiratory Surveillance**

Respiratory Surveillance should be carried out to ensure that employees working with respiratory sensitisers or irritants are medically capable of carrying out their duties without risk to the health and safety of themselves. Employees should undertake surveillance both on commencement of work with respiratory sensitisers or irritants and periodically thereafter. Regular surveillance can help to identify symptoms or decline in lung function at its earliest stage so that appropriate actions can be implemented to minimise this. They are done face to face by our occupational health practitioners.



- **Skin Surveillance**

Employees who work with skin sensitisers or irritants should undertake regular skin surveillance to ensure they are fit to undertake their job role and identify symptoms or changes to the skin at its earliest stage so that the correct measures can be taken. These assessments are undertaken face to face by our occupational health practitioners and are done on employment and periodically thereafter.



- **HAV**

HAV or Hand Arm Vibration assessments are required for employees working with vibrating tools. Medical screening should be undertaken when vibration magnitude is above the EAV—a daily exposure action value of 2.5 m/s² A(8). HAV surveillance is undertaken in Tiers, with Tier 1 and 2 being undertaken by Occupational Health Advisors and Technicians, Tier 3 being undertaken by appropriately qualified Occupational Health Advisors/Physicians and Tier 4 being undertaken by Occupational Health Physicians. Regular and periodic HAV surveillance ensures the Control of Vibration at Work Regulations 2005 are met.



Health Surveillance/Protection

- **Noise Surveillance**

Regular Noise Surveillance is important in ensuring compliance with the Control of Noise at Work Regulations 2005. Employees working with noise levels above 85dB, those who are susceptible and working between 80—85dB or those exposed to peak levels of 137dB and above should be offered Noise Surveillance both on commencement of their job and periodically throughout employment. Regular Noise Surveillance helps to identify symptoms or changes in hearing at its earliest possibility so appropriate actions can be implemented to minimise this. These are done face to face by our occupational health practitioners and should be undertaken on employment and periodically thereafter.



- **Musculoskeletal**

Musculoskeletal screening is done to ensure employees are fit to undertake work with musculoskeletal hazards and can help identify symptoms or changes quickly to ensure actions can be implemented to minimise risk to ill-health. Musculoskeletal screening should be undertaken by employees carrying out repetitive tasks or where regular heavy lifting is required, these employees will be identified on commencement of the Occupational Health Service. These can be undertaken remotely or face to face by our occupational health practitioners and should be undertaken on employment and periodically thereafter.



- **Biological Monitoring**

Employees who require Biological Monitoring are identified on commencement of the Occupational Health Service. Employees who will require Biological Monitoring will be those exposed to certain hazards and chemicals such as isocyanates, chrome and cadmium, the frequency of this monitoring will be decided by the Occupational Health Physician and all laboratory results are signed off by the Occupational Health Physician who will go on to certify fitness for work with those chemicals/hazards.



Biological Monitoring can involve urine testing or blood testing and will be undertaken by an appropriately trained Occupational Health Advisor.

Case Management

Role of The Occupational Health Company

Sickness absence can have devastating effects on the productivity and competitiveness of your business and the health and well being of your employees. The careful and objective management of individuals with sickness absence is therefore vital for small and medium enterprises.

We believe that an Occupational Health Service can and must influence sickness absence by providing an effective, efficient and objective service to the individual and the organisation.

We believe this is best achieved by **Case Management** and the use of proven interventions that allow a safe return to work at the earliest and most opportune time.

It is vital to identify the barriers and obstacles that are preventing the return to work and then to develop and agree the action plan that will remove or minimise these and allow a return to work.

At The Occupational Health Company we employ Occupational Health Advisors as the primary case managers who can call on our multi-disciplinary team of Occupational Health Physicians, Physiotherapists, and Mental Health Specialists.

Interventions used:

- Sickness Absence/Rehabilitation Policy
- Early review of the individual
- Nurse led case management
- Effective communication with the individual during and after return to work
- Goal setting and signposting for the individual
- Early and effective advanced treatment
- Vocational and external rehabilitation programmes
- Functional capacity evaluations
- Clinical pathways
- Disability duration guidelines
- Treatment protocols
- Education programmes and resources
- Job analysis
- Workplace control or adjustment advice
- Early return to work/recovery programmes

What is Sickness Absence

Whitaker has defined sickness absence as “Absence from work attributed to sickness by the employee and accepted by the employer”.

Sickness Absence is usually separated into two types, short term and long term absence, with the separation occurring after 7 days of absence.

Surveys have indicated that the most common causes of short term sickness absence are; colds, stomach upsets and headaches. For long term sickness absence the most common causes are; musculoskeletal injuries and back pain, stress and mental health difficulties.



Case Management

There are many **factors that influence sickness absence** and it is vital when assessing an individual that all factors are considered. An Occupational Health Service must consider the medical issues that are causing absence along with the psychosocial aspect that may contribute to this absence, such as:

Geographical Factors

- Provision of health care
- Social Insurance
- Sickness certification
- Pension age
- Social attitude
- Availability of alternative employment
- Unemployment levels
- Nature of industry

Organisational Factors

- Working conditions
- Job demand
- Size of business
- Industrial relations
- Supervisory quality
- Personnel policies
- Occupational Health Services

Personal Factors

- Age
- Sex
- Occupational status
- Job satisfaction
- Length of service
- Personality
- Life crisis
- Family responsibilities
- Social support
- Alcohol and drug use
- Health status



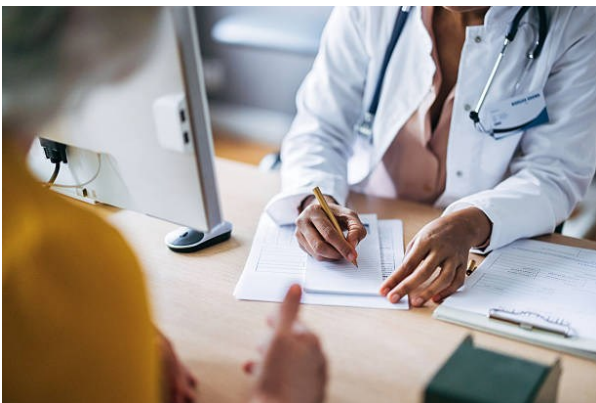
Case Management

The Occupational Health Company believes that case management is the way ahead for improving the outcomes of Occupational Health and it applies the philosophy of case management to sickness absence, rehabilitation, work related illness and injury and ill health early retirement.

The company has significant experience in the concept and applies a pragmatic and effective version of it. All our Primary, Secondary and Tertiary Advisors are trained in, and utilize this process. The aim of case management is to identify the issues that have led to occupational ill health, to develop actions to resolve them and to remove any barriers or obstacles that prevent a successful return to work.

The primary goal of case management is to return the individual to maximal functional capacity and maximal medical recovery and ultimately a return to health, thus allowing a speedier and more appropriate return to work. Case management does not solve personnel problems, “police” absence or require a medical diagnosis.

The Occupational Health Company uses a number of tools to evaluate the progress of the case and to develop return to work strategies. We use clinical pathways, treatment protocols, disability duration guidelines, medical examinations, function capacity evaluations, external treatments, job analysis and vocational rehabilitation.



Additional Services

Occupational Health Needs Analysis

Senior members of our team are able to undertake detailed occupational health needs analysis so that we can advise your company on the best ways to meet your legal requirements and to maximize the well being of your company. We provide an objective assessment that details the services that may benefit you.

The Occupational Health Company uses the OH needs analysis to establish a business plan for delivery of the Occupational Health Service and to identify the key performance indicators and structure for meetings, business reports and customer surveys to assure quality.

Policy Development/Advice

Small and medium enterprises are increasingly faced with legislation in the workplace. The Occupational Health Company can provide practical advice on Health.

Increasingly we will need to manage the aging workforce with particular reference to post job offer and appropriate placement, we can advise on the workability of these employees.

Practical advice on accidents/accident trends can be provided and we are happy to work with companies in the development of policies and procedures relating to occupational health such as disability/rehabilitation, sickness absence, stress, wellbeing and drugs and alcohol.

Organisational Stress-Audit/Risk Assessment

The HSE defines stress as the adverse reaction people have to excessive pressures or other types of demands placed on them. There is a clear distinction between pressure, which can create “a buzz” and be a motivating factor, and stress, which can occur when this pressure becomes excessive.

- **In 2024/25, there were an estimated 964,000 workers suffering from work-related stress, depression or anxiety.**
- **This represents 2,770 per 100,000 workers and resulted in an estimated 22.1 million working days lost.**
- **In 2024/25, work-related stress, depression or anxiety accounted for 52% of all work-related ill health and 62% of all working days lost due to work-related ill health (22.9 days lost per case).**
 - **Source: LFS, annual estimate, 2024/25**

There is a clear need to reduce stress in the workplace and to create a well organisation. This is driven by the legal and business case but also by the requirement for companies to become an employer or choice. By reducing stress in an organisation it can reduce its sickness absence, increase productivity and improve moral.

The Occupational Health Company can assist in developing stress policies and can guide businesses in how to manage stress in the workplace and to use appropriate tools and resources to enable you to undertake stress audits and risk assessments for your business

Additional Services

Mental Wellbeing Support

The OHC believes the most cost effective way a company can support employees with mental ill health is by using a professional, dedicated EAP service providing access to trained counsellors and CBT therapists, online wellbeing services, private GPs 24/7 and training programs for mental wellbeing and resilience.

We can support you in reviewing your EAP service or identifying an EAP and would be happy to assist in contract negotiations to ensure cost effective solutions for mental and physical wellbeing can be obtained. It is important that when an EAP service is launched that effective communication and advertising occurs so that utilization of the service is in excess of 25%.

When selecting an EAP we recommend clients use the professional body EAPA UK who have a list of accredited and non-accredited service providers.

We can signpost you to excellent mental wellbeing training providers to support and enhance mental health resilience in individuals and your organization.



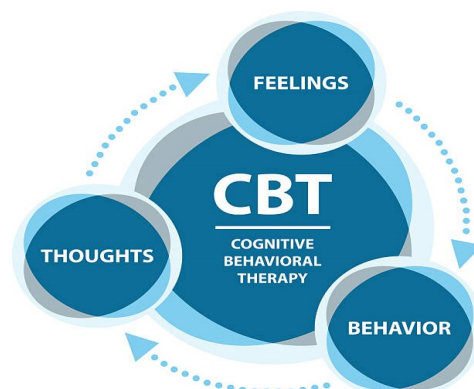
Mental Health

Mental Health issues in the workplace are an increasingly common cause of sickness absence and are increasingly replacing musculoskeletal conditions as the major cause of long term absence.

The Occupational Health Company can assist your company in understanding and identifying issues and implementing action plans that can control and reduce mental health issues.

The Occupational Health Company can provide;

- Access to Cognitive Behavioral Therapists and Psychiatrists
- Mental Health Case Management
- Signposting to support networks and information sources



The service can be run in conjunction with your Employee Assistance Programme and is coordinated by your Occupational Health Advisor. Early recognition and treatment is vital to prevent long term disability and our Occupational Health Advisors are trained in Mental Health Case Management.

Additional services

Lifestyle and Wellness

The overall purpose of any wellness programme is to focus on employee health promotion and reduce ill health in the workforce, maximizing their potential productivity. We can signpost you to appropriate EAP and Lifestyle and Wellness providers who can deliver innovative solutions with regards to this.

The Occupational Health Company can provide;

- Health MOT's for individuals to support wellbeing improvement. These can be delivered to support wellness days or can be delivered on a regular or Ad Hoc basis within your contract.
- Signposting to support networks and information sources



Our Partners/Alliances

Physiotherapy

We have alliances with nationwide suppliers of Occupational Health Physiotherapists. They are able to provide a telephone service for acute musculoskeletal treatment or the service can be provided on a sessional basis at your site or at a network of clinics throughout the country.

The service is based around communication and correct and early intervention with the aim of maximal recovery and early appropriate return to work.



Our Online OH System

The Occupational Health Company has introduced an occupational health software system, called MEDDBASE, so that we can deliver our service more efficiently and to enhance security for patient data. This system is used by numerous occupational health providers in the UK. Our Lead Occupational Health Advisor Jacky Moreton, in collaboration with MEDDBASE, has developed the system so that it supports our innovative occupational health processes.

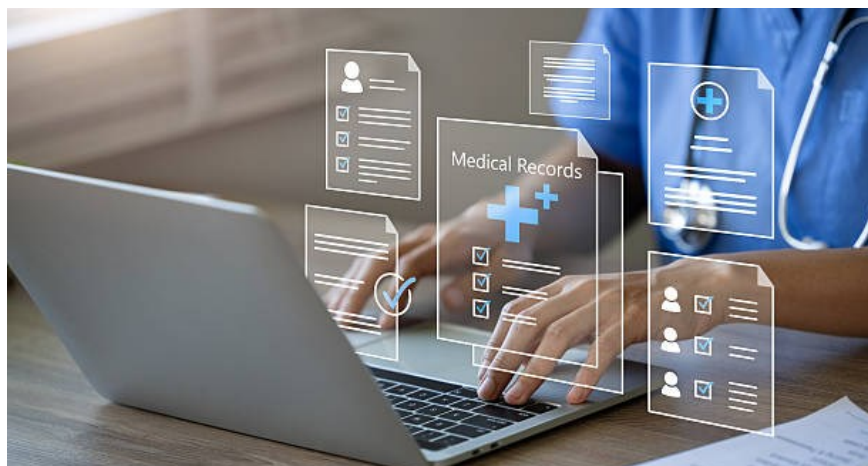
MEDDBASE improves efficiency and enhances data security and compliance so that we maintain compliance with GDPR and industry standards. It allows centralized management of data; and allows us to support employees and employers more effectively.

Further information on MEDDBASE is available at their website:

<https://www.meddbase.com/occupational-health-software/>

The system allows:

- Access to real time information
- Streamlined workflows
- Effortless appointment booking
- Improved reporting systems
- Instantly generated reports and certificates
- Improved accessibility
- Superior data management
- Easy access for clients



Quality Assurance

The Occupational Health Company has been a SEQOHS accredited company since 2018.

SEQOHS accreditation provides assurance that the accredited occupational health provider:

- Understands the occupational health needs of the organisation they are delivering services for
- Has had the value of its outputs independently assessed and validated
- Has staff who are professionally qualified and trained for the work they undertake.
- Are qualified to act as a 'competent person', as defined by the HSE, to advise on protecting the health of employees and supporting those with disabilities in work.
- Treat the employees of the clients they see professionally and with respect.

Occupational health is more effective when delivered to the industry standards. This is where SEQOHS comes in. It's recognised as the benchmark for a Safe Effective Quality Occupational Health Service.

Our business processes are based around this accreditation and we continually focus on audit and feedback to ensure that standards are kept as high as possible

The Occupational Health Company uses multiple other forms of quality assurance such as:

- **Staff Appraisal and Development**
- **Customer Satisfaction Surveys**
- **Regular Audit of Systems, Procedures, OH Reports and Staff**
- **Performance Reviews and Customer Reports**
- **Formal Customer Activity Reports and Feedback Meetings**



Clinical Governance

Clinical Governance refers to the framework that ensures healthcare organisations are accountable for improving quality of care and maintaining high standards. Clinical Governance bears significant weight for **The Occupational Health Company** and is integrated with our Quality Assurance procedures and the accreditations we hold.

During our induction and recruitment stringent checks are carried out to ensure our practitioners are suitably qualified, registered and insured to carry out duties.

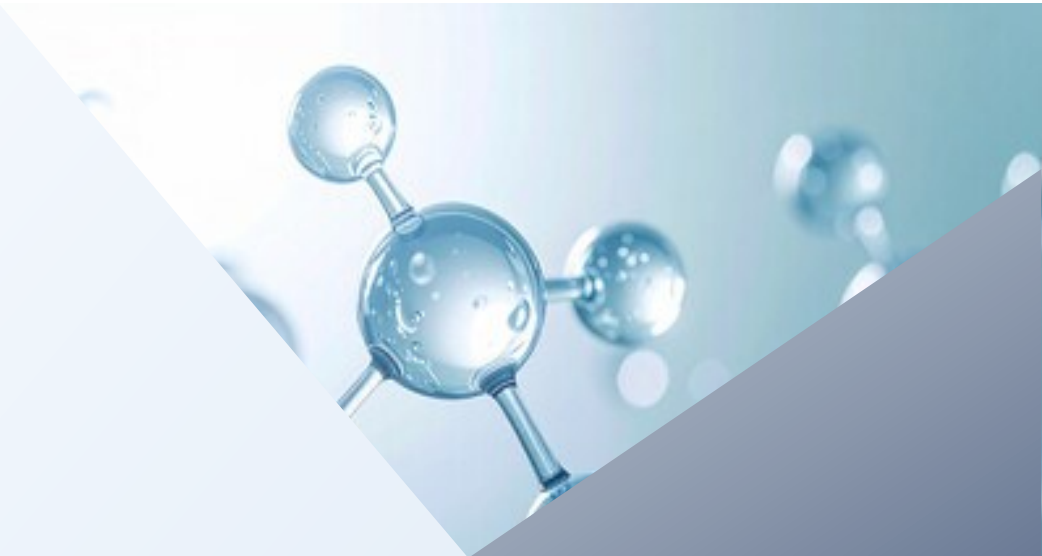
Our policies and procedures are produced in line with our SEQOHS accreditation, guidelines set out by the HSE, Faculty of Occupational Medicine and the Society of Occupational Medicine and from other legislation that may affect our clients.

We carry out regular audits of clinical work, clinical policy and procedures and also internal policy and procedures. We request regular feedback from clients through surveys and business meetings and offer the opportunity for confidential feedback from patients and clients with our surveys linked on emails.

Our staff undergo annual appraisal and we offer continual support with CPD and training often in line with audit to ensure that any new guidelines are covered and our staff are practicing to the most up to date standards, policies and procedures.

Clinical Governance holds such a great importance in our everyday business practices as it provides way to ensure we are accountable, drive continuous improvement and are able to create an environment where staff and their clinical work can be continuously developed and in turn can thrive, meaning they can provide the best possible advice and support to both employers and employees.





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