

Occupational Health – Frequently Asked Questions (Managers)

Who should I contact to confirm if a new employee is able to commence employment?

In the case of Doctors and Dentists please contact Medical Workforce on ext 43674, for general positions please contact the All Wales Recruitment Helpdesk on 02920 905353 in the first instance

I have a concern about a member of my staff, what should I do?

In the first instance advice can be obtained by contacting the Occupational Health Service by phone, however for more in depth advice you should discuss your concerns with your staff member, obtain their consent and complete a [Management Referral Form](#) to refer the staff member to be seen in Occupational Health

How do I refer a member of my staff to the Occupational Health Service?

You should meet with your member of staff and discuss your concerns. You must obtain their consent and send the completed [Management Referral Form](#) to the Occupational Health Service.

My staff member refuses to sign the referral form, what do I do?

The Occupational Health Service is unable to accept unsigned referral forms, you should contact the Human Resources advisory team for advice.

Who will my staff member see once I have referred them to Occupational Health?

All management referral forms are triaged by the Occupational Health Consultant Physician / Senior Occupational Health Nurse. Initial appointments will be arranged with a Doctor, Nurse or Physiotherapist following consideration of the presenting details and the management advice sought.

What's the waiting time for an appointment?

Waiting times are monitored regularly and can vary depending on the current demands on the Occupational Health Service. Please contact the Occupational Health Service for an estimated waiting time.

When will I see the report following an appointment?

Occupational Health reports can only be released with the written consent of the individual, this is sought during the appointment. The staff member can request to see the Occupational Health report before it is released to their line manager / HR, if this is the case Occupational Health will write to notify the manager of the delay.

I am unable to implement the Occupational Health advice given, what should I do now?

Our aim is to inform managers to assist in decision making. If you have any queries about the report, please contact the issuing Occupational Health practitioner to discuss. You may also wish to contact Human Resources.

If a member of my staff self refers to Occupational Health, will I be informed of their attendance?

We do not provide this information but recognise that an individual might bring it to your attention. If management advice is needed, a [Management Referral Form](#) should be completed.