

CAERPHILLY COUNTY BOROUGH COUNCIL

PROCUREMENT SERVICES

CONTRACT TITLE: OCCUPATIONAL HEALTH PROVISION

CONTRACT REF: CCBC/PS291/PHR

SPECIFICATION

AIM

To provide a professional and proactive occupational health service to Caerphilly County Borough Council.

GENERAL INFORMATION

Caerphilly County Borough Council has 8,500 employees working in a large variety of jobs and environments.

The Council has recently appointed a full time occupational health nurse who will have clerical support. Currently consideration is being given to the appointment of a Back Care Advisor.

Medical suite is currently being constructed at the Ystrad Fawr site. Completion expected early January 2004. The facilities consist of:

- Reception, office and administration area. Lockable storage for medical records.
- An adjoining consulting/treatment room with standard facilities including sink, examination couch. Personal computer to enable rapid e-mail communication and computerised OH reporting system.
- Disabled toilet facilities

In March of this year the Council achieved the Silver Award under the National Assembly for Wales Corporate Health Standard, and with a proactive employee health strategy is looking at going for gold.

Occupational health advice where a qualified Occupational Health Physician is required is currently provided via an NHS trust and an independent occupational health physician provides a second opinion where differences exist between the Councils' advisor and the employee's medical practitioner/consultant.

REQUIREMENT FOR SERVICE

The Council is seeking tenders for the provision of occupational health advice from a qualified occupational health physician, who will work in partnership with the Councils occupational health staff.

The service is required throughout the year. Consideration must be given to cover in the event of long periods of absence.

Service Standards: Tenderers should be aware that service standards have been set for the Occupational Health Unit as a whole and only certain standards will be specific to the occupational physician.

Tenderers may bid for all or part of the contract as follows:

- (i) Provision of the complete service as defined in the specification. Such provision may be at the providers' premises or utilise the Councils facilities.
- (ii) Provision of part of the service. Tenderers must clearly state which part of the provision they wish to provide. This may fall into the following categories:
 - a. All or part of the two sessions per week and when they are to be delivered (days of the week and times)
 - b. Undertaking pre employment screening.
 - c. Where examinations would be undertaken. If not using the Councils' facilities this must be within reasonable travelling distance of Caerphilly county Borough Council.

SESSIONS

Two sessions per week, with the option for an additional session once every two weeks dependent on demand, up to a maximum of fifty weeks per annum.

Sessions will be of three and a half hours per session.

Sessions are to take place between 09:00 and 19:00.

Sessions should be on different days of the week preferably one early in the week and one towards the end of the week in order to achieve service standards. The times and days are to be agreed between both parties. The intention is that the agreed days and times stay the same for the duration of the contract.

It is recognised that due to operational issues or exceptional circumstances there will need to be a degree of flexibility.

DURATION OF CONTRACT

Two years. The minimum notice period on either side is six months.

Start date to be agreed.

ADMIN AND SECRETARIAL SUPPORT

It is intended that Caerphilly Occupational Health Unit, including typing of letters and reports, will provide this support.

Tenderers are encouraged to speak to either Rod Gough or Hazel Hortop to discuss any areas or details they wish to clarify, prior to submitting their tender.

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SERVICES TO BE PROVIDED

1. Pre-employment Screening

2. Sickness/Absence Referrals and Other Referrals

3. Health Surveillance

4. Other

5. General

1. PRE-EMPLOYMENT SCREENING

1.1 To determine fitness for the proposed role and to identify any reasonably apparent reason why an applicant would not be able to physically or mentally perform satisfactorily in that role.

1.1.1 Initial assessment of medical questionnaire(s) by Occupational Health Nurse (OHN).

1.1.2 Medical examination by OHN/Occupational Health Physician (OHP).

1.1.3 Obtain as required additional information from General Practitioner (GP) etc. To facilitate this, the appropriate medical permission is included as part of the pre-employment questionnaire.

1.1.4 Advise on:-

(i) Appropriate reasonable adjustments that may be necessary under the Disability Discrimination Act (DDA).

(ii) Any health surveillance that may be required.

1.2 SERVICE STANDARD – PRE EMPLOYMENT SCREENING

1.2.1 OHN will screen medical questionnaire(s) daily.

1.2.2 Potential employees requiring assessment by OHN/OHP will be allocated an appointment within two working days of receipt of the pre-employment questionnaire and will be seen within 10 working days.

1.2.3 The referring Personnel Manager will be informed of the result by E-mail within two days of receipt of the questionnaire/medical assessment. This will include notification that further medical enquiries have been sought.

1.2.4 Only potential employees who have been offered an appointment will be assessed.

2. SICKNESS / ABSENCE REFERRALS

- 2.1 Within the Council's "*Managing Attendance Policy*", to determine fitness for work and advise on appropriate measures to minimise the employee's non-attendance and at the same time, ensuring employees are physically and mentally capable of performing the required tasks.
- 2.1.1 Standard OH referral form (see attached) completed by Line Manager in conjunction with Personnel Manager are forwarded to OHN.
- 2.1.2 Medical examination/assessment will be undertaken by the OHN/OHP as appropriate to determine the employee's capacity to work. This will include:-
- *(i) Current state of fitness for work.
 - *(ii) Future state of fitness for work and likely time-scale for return to work.
- 2.1.3 In carrying out the above, where necessary obtain further medical information from GP's/Consultants etc,
- 2.1.4 Where appropriate, set date for any medical review.
- 2.1.5 Written report on the outcome of the assessment sent to appropriate Personnel Manager identifying * above and including where required:-
- (i) Potential causes of the ill-health.
 - (ii) Whether the condition is covered by the DDA.
 - (iii) Whether medical redeployment should be considered and if so, identify suitable jobs/activities.
 - (iv) Whether a phased return to work is appropriate and if so, over what time period and activities.
- 2.1.6 Referral to external providers, this will include the Council's Counselling Service and where agreed by the employee's Line Manager/Personnel Manager for further medical screening/testing.
- 2.1.7 Referral to independent OHP for ill-health retirement.
(If deemed appointed person not independent).
- 2.1.8 Where necessary to be involved in Case Conferences with Line Managers/Personnel Managers.

2.2 OTHER REFERRALS

2.2.1 Medical examinations required for HGV/PSV drivers.

2.2.2 Fitness to attend Disciplinary Hearings etc.

2.2.3 Referrals as a result of:-

- (i) Investigations into possible work-related health issues.
- (ii) Accident investigations.
- (iii) Incidents (actual or suspected) of reportable diseases under the RIDDOR Regulations (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995).

2.2.4 Superannuation assessment/medical examination.

2.3 SERVICE STANDARDS – SICKNESS / ABSENCE REFERRALS AND OTHER REFERRALS

2.3.1 Referrals will be allocated an appointment by the OHN within two working days of receipt of the referral and will be seen within 10 working days.

2.3.2 Employees and the relevant Personnel Manager will be notified of the appointment within two working days of the receipt of the written referral.

2.3.3 Written reports to Directorate Personnel Manager to be distributed within four working days of medical examination/assessment.

2.3.4 Where a review is required, appointments will be given to the employee at the time of their initial medical examination/assessment.

2.3.5 Requests for outstanding information/reports from GP's/Consultants will be followed up after four weeks of the initial request.

2.3.6 Written reports will make a clear distinction between the OHN/OHP's opinion and the employees.

2.3.7 When expressing an opinion, Occupational Health staff will choose wording with care. Phrases such as *"he states that"*, *"it is his perception"*, *"he attributes this"* will be used to distinguish employee opinion from Occupational Health opinion. Biased or antagonistic statements are to be avoided. If an employee states that there are problems relating to the way he or she has been managed, the response will be limited and moderate. For example, *"he has expressed concerns regarding several unresolved management issues which he feels need to be addressed"* is sufficient. A detailed list of alleged management failures which an employee has expressed would not be included in the response unless this was specifically asked for either by the manager or the employee.

3. HEALTH SURVEILLANCE

3.1 For identified work place occupational health risks identified from job risk assessments, the OHN/OHP will:

3.1.1 Carry out periodic medical examinations/routine health surveillance as required under statutory provision and/or as a result of the job risk assessment.

3.1.2 Provide advice on work place occupational health risks/safe use of hazardous substances supported by monitoring where appropriate.

3.1.3 Advise on and enable the Council's Immunisation Policy to be implemented and maintain records.

3.2 SERVICE STANDARDS - HEALTH SURVEILLANCE

3.2.1 Dates set for reviews/surveillance are met.

3.2.2 Advice is provided within 10 working days of the request.

4. OTHER

4.1 The OHN will provide quarterly management information to Directorates on the level of service provided.

4.2 The OHP will as requested attend Corporate Health and Safety meetings/Committee meeting and Personnel Managers' meeting. (No more than eight per year).

4.3 SERVICE STANDARD

Management information is provided within 20 working days of the end of the quarter concerned.

5. GENERAL

- 5.1 All services provided by the OH Section and the OHP are strictly confidential. In communicating with Line Managers/Directorate Personnel Managers on the health of employees, the results and recommendations of the health assessment will be disclosed, but not the clinical details. Where such details are necessary, they can only be released with the consent of the employee or where the employee is deemed a danger to themselves or others who may be affected by their work.
- 5.2 All health records will be maintained safely and securely.
- 5.3 Services provided by the OHP(s) will be undertaken by an appropriately qualified Physician holding one of the following qualifications:-
- (i) D OccMed;
 - (ii) AFOM;
 - (iii) MFOM;
 - (iv) FFOM; or
 - (v) EC equivalent to the above.