

Frequently Asked Questions

Q: What happens once I have been referred to the Occupational Health Service (OHS)?

A: OHS will make contact either by mail to offer an appointment, by phone or by email to process your referral and arrange a suitable appointment.

Q: How soon will I be contacted?

A: This can vary, but usually between 3-5 working days.

Q: Who will contact me?

A: An Occupational Health Adviser, Nurse or Physician will contact you either by letter, or by phone.

Q: Will an OH Adviser contact me at work?

A: If contact details have been provided, OHS may contact you whilst at work. Advisers will check that you are happy to speak freely - if you share an office, Advisers make arrangements to call you at a time where you can be in a private room.

Q: What type of questions will I be asked?

A: You may be asked to confirm the following:

- your contact details
- your sickness absence record during the past 12 months (if applicable) and your medical history
- your current absence and any treatment you have received
- your current circumstances.

Healthy Working Lives

Supporting attendance is an important element of the University's Healthy Working Lives programme. For full details, visit the website at www.abdn.ac.uk/healthyworkinglives



UNIVERSITY
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A Guide to the
University of Aberdeen
Sickness Absence Policy &
Occupational Health Service (OHS)

Health and Wellbeing at the University

The University places a high value on the health and wellbeing of all its staff. We are keen to ensure that appropriate arrangements are in place to maximise the welfare of staff and the advice of the Occupational Health Service (OHS) plays an important part in this.

For more information, the University's Sickness Absence Policy can be accessed on the Human Resources (HR) website at: www.abdn.ac.uk/hr

Introduction to the Occupational Health Service

The Occupational Health Service (OHS) for the University is provided by NHS Grampian. All staff are entitled to consult the service for advice on health matters. While you are encouraged to discuss any health problems relating to your work in the first instance with your line manager, or HR Adviser, it may be helpful for Occupational Health Service to provide additional medical advice and assistance:

- if you or your line manager are concerned that some aspect of your job is making you unwell or
- if you or your line manager feel that a health condition may be affecting your performance at work.



OHS also offer additional services and advice on request including vaccinations required for foreign travel, health screening, and referrals to other sources of support available to individuals.

Referrals to the Occupational Health Service

To ensure that the University is providing an appropriate level of support to its employees, you may be referred to Occupational Health (OH) at some point.

Such referrals are arranged through Human Resources in consultation with your line manager. These may be as a result of concerns raised about your health and/or level of sickness absence. The University also has a number of automatic triggers for referral which include:

- a single occurrence of absence that lasts longer than 21 days
- 3 occurrences of absence within a rolling 12 month period
- an aggregate of 21 days absence during a rolling 12 month period.

Reports from the Occupational Health Service

Following your appointment with an OH Adviser or Physician, you will receive an OH report which gives an assessment of your health and outlines any recommendations, if appropriate. Your line manager and HR Adviser will receive a copy of this report which may indicate:

- the likely date of your return to work (if applicable)
- any reasonable adjustments that may be required to support you in your role
- the extent to which you will be fit to undertake the duties and responsibilities of your post in the near future or at all
- whether a period of rehabilitation or a phased return to work is required
- other services offered by OH.

In certain circumstances, reports may also include details on whether the University should consider re-deploying you into another post or consider retirement on the grounds of ill-health. This report will then be used as the basis on which your HR Adviser and your line manager will facilitate your return to work or take further steps as appropriate.

Please note: the nature of any underlying medical conditions ARE NOT disclosed to the University.

Appointments

OHS can be contacted at **01224 553 663** or grampianohs@nhs.net