

Manager Feedback Customer Guidance

This leaflet has been produced to provide information and guidance to our customers when they wish to provide feedback to Optima Health on an Occupational Health (OH) report they have received via myOHportal.

The Occupational Health Report

- You will receive a confidential OH report that covers the issues raised in your referral. The report will explain what the health condition is, how it impacts work, the likely recovery time, and what the health condition means in terms of tasks and activities that the employee can/cannot do. Sometimes, we advise that the employee is unlikely to recover.
- In most cases the report will contain a medical summary and advice on functional capacity of the employee i.e., what they can/can't do at work. It is the employee's legal right to ask clinical and medical data is not shared with you. If this happens, we will only provide functional advice.
- The role of Occupational Health is not to provide HR advice.

What advice will your OH report not provide?

- We will not advise on your companies' policy or procedures, offer direct management advice, or replace HR support. Our role is to explain and guide you through the medical condition, its impact on work, and advising on functional capacity of the individual to carry out tasks and procedures, and what adjustments they may need to support the care of their condition.
- In terms of managing the employee, for example, paying them company sick pay or not, changing the job role, seeking to dismiss the employee, it's best to ask your HR team to advise.

What do I do if I have questions or require clarity about the report?

The Manager should give feedback via 'Manager Feedback' on the portal and this will be escalated and allocated internally to the Practitioner that dealt with the case.

Managers Feedback Process

You can advise if you are satisfied with the report or dissatisfied and have 10 working days from receipt to do this. If you are dissatisfied with the report, you can tell us the reasons why by selecting one or more of the following categories:

- The report contains administrative errors.
- I require further clarification of the report – *When you require to ask the clinician to explain what they mean however no additional questions will be answered.*
- The report does not fully explain the key health and wellbeing issues of the employee.
- The report does not contain a professional opinion on the employee's capability for work, or how they may be assisted with modified duties.
- The report does not answer all of the questions posed – *the clinician has failed to answer all of the questions posed in the current referral.*
- The report content is contradictory.
- The report does not advise whether the employee is protected by the relevant legal acts (e.g., Equality Act).
- Other – ***Please note that additional/further questions will not be answered.***

We aim to provide a response within 5 working days.

What if I want to ask additional questions?

There is a legal obligation, under the General Data Protection Regulation (GDPR), to obtain an employee's consent before a referral (which contains personal and sensitive data) is sent to Optima Health. For the consent to be informed, the Referring Manager must tell the employee:

- That they are being referred to Occupational Health.
- The reason for the referral.
- What to expect from the process, including details of the advice being sought and how it may be used.

Should the referring manager want to ask questions that were not submitted as part of the original referral, consent must be obtained from the employee and a new referral must be submitted.

What if I have a complaint?

Optima Health is committed to providing a quality service and working in an open and accountable way that builds the trust and respect of our customers. We are continually looking for ways to develop and improve our service to meet your needs. A successful business relies on customer engagement and customer satisfaction is at the core.

How to contact us

Please contact your customer helpdesk and a member of the team will record the reasons for your complaint and advise you on the next steps to resolve your issues or you can email us - customerexperience@optimahealth.co.uk