

HR EMPLOYEE ADVISORY NOTE – DECEMBER 2020

Occupational Health Provision – Notification of Appointments

As you are probably aware, Tayside Contracts moved to a new Occupational Health Provider, People Asset Management (PAM), in April 2020.

Due to a combination of the service interruptions caused by COVID-19 and the move to PAM, Tayside Contracts' health surveillance programmes (HAVS, Audio etc.) had been put on hold. These programmes are restarting, albeit in a slightly modified format, where the surveillance appointment will be by telephone screening and a face to face appointment will only be scheduled if the Occupational Health Adviser feels this is necessary.

PAM have different systems and processes in place to manage occupational health, which includes a system of sending text messages or emails to inform and remind employees of any occupational health appointment they may have, which includes management referrals, health surveillance, counselling or physiotherapy session and LGV medicals. We are keen to embrace this different approach as a way to reduce our costs associated with paper and postage.

If you are referred to Occupational Health, either following a sickness absence/health concerns meeting, or as part of our routine health surveillance programme, you will be notified of the appointment by text message or email (provided Tayside Contracts holds details of your mobile telephone number/email address). Previously you would have been notified of the appointment by a letter sent from Tayside Contracts at least seven days before the appointment, however, we will no longer send any letters confirming occupational health appointments and all communication about the date and time for occupational health related appointments will come directly from PAM. Letters will continue to be sent arranging meetings with your manager to discuss your health and/or the outcome of your occupational health appointment.

The text message or email will state the following:

Please note your appointment with Occupational Health on DATE at TIME is a telephone consultation. Our clinician will ring you at the appointed time, please ensure you are somewhere private and able to take the call. If you have any problems please call PHONE NUMBER or email EMAIL ADDRESS.

Please note, if more than one time is included in your text message/email (which happens if the appointment includes time with the doctor and nurse, usually LGV or pre-employment medicals) please attend at the earlier time.

If the date or time of the appointment is not suitable for you, you must contact PAM directly on 07741 370859. Missed appointments or appointments cancelled with less than 48 hours' notice incur additional costs for the organisation and so please ensure that you re-arrange any appointment that is not suitable promptly.

In light of this change in approach, it is therefore important that we have your correct mobile phone number and email address recorded on our HR system. If you have recently changed either of these, please email Hradmin@tayside-contracts.co.uk to allow us to update your record as appropriate. This will ensure that the details of any occupational health appointment you are asked to attend in relation to your job is sent to the correct number/email address.

If you do not have a mobile phone or an email address, we will send the appointment details in a letter to your home address.

Data Protection

Tayside Contracts respects your privacy and will only use your personal information in accordance with Data Protection legislation. For full details on how we will handle your information and your rights, please read our Employee Privacy Notice which can be found at www.tayside-contracts.co.uk/privacypolicy

Further information on how PAM handle information can be found in their privacy notice at [Occupational Health Information Online \(OHIO\) | Pam Group](#)

If you have any queries relating to Occupational Health or our Health Surveillance programme, please speak to your line manager in the first instance or contact an HR Adviser on the following numbers:

Amy Coburn, 01382 834120 or amy.coburn@tayside-contracts.co.uk

Jenny McAllister, 01382 834043 or jenny.mcallister@tayside-contracts.co.uk

Suzanne Keay, 01382 834094 or suzanne.keay@tayside-contracts.co.uk