



OH IMPROVEMENT PLAN 2021

V2 24/05/2021

Goal	Action	Outcome	Named Lead	RAG RATING	Updates	Expected date of completion
To reduce Pre-Employment check waiting times	<ul style="list-style-type: none"> Implement Duty Nurse role to ensure same day triage of Health Declarations 	<ul style="list-style-type: none"> Reduced waiting times More efficient clearance process 	SD	Green		May 2021
	<ul style="list-style-type: none"> Provide Pre Employment Telephone Consultation clinic appointments as demand requires 	<ul style="list-style-type: none"> Reduced waiting times More efficient clearance process 	SD	Green		
	<ul style="list-style-type: none"> For admin team to escalate any appointments that cannot be booked within 5 days of receipt. 	<ul style="list-style-type: none"> Reduced waiting times More efficient clearance process 	SD	Green		
	<ul style="list-style-type: none"> To ensure adequate Blood Test Clinics for EPP Workers to be offered an appointment within 5 days of receipt of Health Declaration 	<ul style="list-style-type: none"> Reduced waiting times More efficient clearance process 	SD	Yellow		
	<ul style="list-style-type: none"> To contact PHW Labs to discuss more streamlined process for accessing blood results 	<ul style="list-style-type: none"> Reduced waiting times More efficient clearance process 	SD	Yellow		
To Implement E-Pre-Employment Process	<ul style="list-style-type: none"> Utilise Employment Plus on COHORT and implement e-pre-employment process initially with employees who are not recruited via ESR 	<ul style="list-style-type: none"> Reduce waiting times Reduce risk of paper forms being lost Reduce admin time scanning paper forms 	SD/JL	Yellow		July 2021
	<ul style="list-style-type: none"> To write to all Employees outstanding Immunisation. 	<ul style="list-style-type: none"> Reduce appointment wastage 	SD	Yellow		September 2021

To reduce immunisation appointment DNA's	<ul style="list-style-type: none"> To implement My COHORT self-booking appointment system to allow employees to self-book slots 	<ul style="list-style-type: none"> Reduce appointment wastage 	SD			
To reduce Immunisation Backlog	<ul style="list-style-type: none"> To implement additional vaccine clinic sessions 	<ul style="list-style-type: none"> Reduce Waiting Times Employees up to date with Immunisations 	SD			September 2021
	<ul style="list-style-type: none"> To Train additional Nurses in undertaking Immunisations 	<ul style="list-style-type: none"> Reduce Waiting Times Employees up to date with Immunisations 	SD			
To reduce Management Referral waiting Times	<ul style="list-style-type: none"> Implement Duty Nurse role to ensure Daily Triage of Referrals 	<ul style="list-style-type: none"> Reduce waiting times Timely advice to managers and support for employees 	SD			September 2021
	<ul style="list-style-type: none"> To Book Nurse MR Appointments within 10 days of receipt of referral. 					
	<ul style="list-style-type: none"> To work towards a goal of MR Received to 1st Offered appointment of 5 days. 					
	<ul style="list-style-type: none"> To provide training and Guidance to OHA's in report writing for reports to be sent same day. 					
	<ul style="list-style-type: none"> To Update triage matrix to include additional guidance to support triage process 					
To implement E-Management Referral process	<ul style="list-style-type: none"> Utilise Management Referral Plus on COHORT 	<ul style="list-style-type: none"> Reduce waiting times Reduce risk of paper forms being lost Reduce admin time scanning paper forms Provide timely advice to managers 	SD/JL/MT		07/06/2021- T&F Group in Wales ongoing. Large project to roll out- awaiting all Wales sign-off.	October 2021

<p>To ensure all Nurse/ COVID Queries/ Inoculation Injuries are dealt with on the day they contact OH Service</p>	<ul style="list-style-type: none"> Implement Duty Nurse role Provide support and training to OH Nursing Team to gain confidence in dealing with queries 	<ul style="list-style-type: none"> Reduce waiting times More efficient service to managers and employees 	<p>SD</p>	<p>Green Yellow</p>		<p>June 2021</p>
<p>To implement Health Promotion Programme</p>	<ul style="list-style-type: none"> To research and develop Health Promotion Programme To liaise with relevant departments to develop referral pathways To re-start Health promotion topic of the month 	<ul style="list-style-type: none"> Proactive service for staff Encourage staff to improve wellbeing 	<p>SD/CD</p>	<p>Red</p>		<p>December 2021</p>
<p>To Implement Skin Surveillance Programme</p>	<ul style="list-style-type: none"> To work with Health and Safety and Unit Directors to implement skin surveillance programme To provide adequate training dates for responsible persons to be trained 	<ul style="list-style-type: none"> Meet HSE Requirements Reduce work-related Dermatitis 	<p>SD/CD</p>	<p>Yellow</p>		<p>June 2021</p>
<p>To Implement Respiratory Surveillance programme including re-call system</p>	<ul style="list-style-type: none"> To work with Health and Safety and Infection control Colleagues to identify areas where Health Surveillance Required. To utilise SHS to send questionnaires and set up re-call system 	<ul style="list-style-type: none"> Meet HSE Requirements Identify employees at risk of developing work-related respiratory issues 	<p>SD</p>	<p>Yellow</p>		<p>July 2021</p>

Ionising Radiation Medicals	•	•				
MSK Health Surveillance	•	•				
To Complete and Update all SOP'S	<ul style="list-style-type: none"> • Complete and Update the following SOP's • Health Clearance • Inoculation Injuries • Nurse Queries • Infectious Diseases • COVID-19 • Management/ Self-Referral Triage • Health Promotion • Health Surveillance 	<ul style="list-style-type: none"> • To ensure team have Standard Operating procedures to follow ensuring prudent working and following national guidance 	SD			August 2021
To work toward SEQOHS Accreditation	<ul style="list-style-type: none"> • Register with SEQOHS • Undertake SEQOHS Training 	<ul style="list-style-type: none"> • To gain formal recognition for the OH Service 	SD/JL			December 2021
To implement Electronic Consent forms	<ul style="list-style-type: none"> • Set up immunisation Consent forms on SHS on COHORT 	<ul style="list-style-type: none"> • To reduce paper use 	SD			June 2021
To provide robust training programme for OH Nurses	<ul style="list-style-type: none"> • Provide weekly training for OH Nurses • Fortnightly OH Nurse Meetings • Fortnightly OHA/SOHA Meetings to include case review • Weekly training for OHA/SOHA's 	<ul style="list-style-type: none"> • To ensure team have up to date knowledge to develop within their role and ensure knowledge of national guidelines 	SD			June 2021
To implement Electronic Night	<ul style="list-style-type: none"> • Set up forms on SHS on COHORT 	<ul style="list-style-type: none"> • To reduce paper use 	SD			June 2021

Workers/ Allergy Questionnaire Forms		<ul style="list-style-type: none"> To ensure all processes are E-Based 				
To utilise COHORT for sending reports/clearance letters to non NHS Email accounts	<ul style="list-style-type: none"> Contact IG to discuss process meets IG Guidelines To implement sending Clearance letters via COHORT To implement sending MR Reports via COHORT 	<ul style="list-style-type: none"> To reduce printing/posting To enable more timely receipt of correspondence 	SD/JL		14/06/2021- To ensure all clinicians are generating reports via COHORT	July 2021
To prevent inappropriate/Incomplete Management Referrals	<ul style="list-style-type: none"> Training to be 're-designed' to meet changing needs of the organisation. To provide training sessions for managers to attend 	<ul style="list-style-type: none"> To provide managers with knowledge in supporting employees and completing robust OH referrals 	SD/JL/BL			July 2021
Gain external recognition of OH Service	<ul style="list-style-type: none"> Consider applications for external awards (HPMA, Nursing Times) 	<ul style="list-style-type: none"> Wider recognition Increased team morale 	SD/JL/MT			August 2021
To maximise OH resource and reduce inefficiencies/waste	<ul style="list-style-type: none"> Regularly review at OH Meeting with related data Meet with HR BP's for discussion of DNA data, MR process, use of wider policy Review Triage process Review MR process and follow-up appointments Maximise use of Cohort and e-records including Cohort MR and PE modules 	<ul style="list-style-type: none"> Increased attendance, Reduced DNA rates, Increased speed of report to LM's, Contributing to reduced sickness absence 	PD			Dec '21 and review
Screen out/redirect referrals at point of triage.	<ul style="list-style-type: none"> Allocated time and person on a daily basis to complete this work. Reduce unnecessary referrals and wasted appointments. 	<ul style="list-style-type: none"> Reduce waiting times/less appointments allocated 	MT			July 2021

		<ul style="list-style-type: none"> Reduction in wasted appointments/DNA's 				
<p>a) Develop and implement all Wales Management Referral Form.</p> <p>b) Utilise Cohort Management Referral Plus</p>	<ul style="list-style-type: none"> Involvement in All Wales task and Finish Group. Communication within OH team and wider HB Streamline MR process Consistent process 'All Wales' Stop accepting paper referrals Stop accepting 'old' MR forms 	<ul style="list-style-type: none"> More streamlined approach. Quicker appointment/report turnaround time Reduction in administrative tasks required. Consistent 'All Wales' process 	MT/JL/SD			To be discussed
Ongoing integration/prudent working with Staff Health and Wellbeing.	<ul style="list-style-type: none"> Regular communication Reducing duplication Utilising cross referrals Maximising resources Shared learning – CPD ? Staff Wellbeing to begin using Cohort 	<ul style="list-style-type: none"> Improved staff experience Reduced duplication, more streamline OH/Wellbeing team have a greater understanding of both services. Support by the 'right person, at the right time' 	MT/BL/DRA			December 2021
Streamline Work Place assessment process	<ul style="list-style-type: none"> Introduce new process the management and self-referrals requesting a WPA. All referrals to come via OH and record to be kept on Cohort. 	<ul style="list-style-type: none"> Reduce numbers of WPA's completed. Streamline process with a reduction in duplication. 	MT/Ruth Davies			May 2021

<p>Stage 2 – larger procurement/H&S exercise to be discussed and confirmed.</p>	<ul style="list-style-type: none"> • Increase use of signposting/online DSE checklist • Additional health promotional/preventative/proactive resources 	<ul style="list-style-type: none"> • More proactive/preventative approach instead of the existing reactive process. • Central record on Cohort 				
<p>Regular combined CPD activity, involving OH and Staff Wellbeing Services Clinical Teams.</p>	<ul style="list-style-type: none"> • CPD Planning group established • Annual/Biannual internal CPD events • CPD SharePoint Resource • First CPD day scheduled August 2021 	<ul style="list-style-type: none"> • Ensure regular CPD activity across services • Central resource of CPD materials • Closer/shared working between OH and Staff Wellbeing 	MT			May 2021
<p>Promotion of MH crisis / suicide prevention information</p>	<ul style="list-style-type: none"> • Incorporated within OH referral management training sessions. • Formalising service protocols for OH & WB Team staff to manage such calls & for those clinicians dealing with such presentations. 	<ul style="list-style-type: none"> • To improve managers knowledge & support of their staff, as well as completing appropriate OH referrals. • To reduce ad hoc “drop-ins” or crisis calls to the dept. • To increase OH & WB admin & clinical staff skills in managing these scenarios. 	DR-A			July 2021
<p>Ensure OH team aware of range of psychological interventions on</p>	<ul style="list-style-type: none"> • Communicate information to colleagues via meetings, presentations & CPD events. 	<ul style="list-style-type: none"> • Better cross working between OH & WB services. • Appropriate direction of referrals for 	DR-A			August 2021

offer within the integrated service (e.g. TRiM, Moral Distress, G-TEP).		<p>psychological treatment to WB team.</p> <ul style="list-style-type: none"> Improved awareness of when external referral is required. 				
Pilot psychological approaches with staff experiencing persistent pain.	<ul style="list-style-type: none"> Liaison with colleagues in Persistent Pain Service Share resources amongst team; skill up specific practitioners to use resources. 	<ul style="list-style-type: none"> OH & WB colleagues to have awareness of resources; know what to use & when specialist service is required. 	DR-A			Dec 2021
Support Medical Clinical Governance	<ul style="list-style-type: none"> Re-establish 3 monthly medical team meetings with support to arrange this from OH Admin Fixed agenda of quality improvement measures including case based discussion, audit, evidence based practice updates Contribute towards medical appraisal and revalidation 	<ul style="list-style-type: none"> Improve quality in medical team practice Provide evidence for medical appraisal and revalidation 	AS/AA/JL			Review December 2021
Develop Occupational Medical Workforce Strategy	<ul style="list-style-type: none"> Review and agree future Occupational Medical Workforce needs 	<ul style="list-style-type: none"> Sustainable Occupational Medical provision 	MT/AS/AA/PD			Review December 2021
Undertake audit of archived files	<ul style="list-style-type: none"> Work through archived files to identify those that could be destroyed 	<ul style="list-style-type: none"> Reduced archiving costs 	JL/SD			Review December 2021
Refresh and restart Health Promotion	<ul style="list-style-type: none"> Update Health Promotion videos 	<ul style="list-style-type: none"> 	JL/SD			Review September 2021

Videos in reception in Morriston						
Improve working environment in NPTH	<ul style="list-style-type: none"> New carpets Decoration 	<ul style="list-style-type: none"> Nicer work environment 	JL/SD			Review December 2021