

HAVS health surveillance programme FAQs

Q. How do I know which employees will require HAVS surveillance this year?

A. HRSS medicals team will be managing the HAVS surveillance referrals. HRSS will ensure that all employees are referred or recalled at the appropriate time based on their previous surveillance assessment date/s.

You will receive notification from OH Assist detailing which employees will require which assessments. The programme is being combined with Audiometry (noise) Health Surveillance and any Tier 3 face-to-face assessments will also have an Audiometry assessment delivered at the same time. OH Assist will open a Vista referral on your behalf for each type of assessment, for example one for HAVS Tier 3 and one for Audiometry

Please note, the responsibility remains with the Line Manager to check that their direct reports have all their appointments booked and will need to advise the HRSS medicals team if any appointments are missing and require booking. They can be contacted on 0161 880 3473 or via email: medicals@networkrail.co.uk.

If you have an employee who has moved roles or the vibration exposure levels within their current role have changed, please follow Network Rail guidelines and undertake a risk assessment as appropriate. If it is identified that a referral is required, please contact HRSS.

Q. What happens if employees do not participate in the health surveillance programme?

A. Should employees not complete their Tier 2 questionnaire or attend their Tier 3 face-to-face appointment and reasonable reminders are made for these, then competences to use small plant will be suspended on Sentinel until they have complied with the health surveillance programme.

Q. How will employees be invited to undertake Tier 2 assessments?

A. Each employee will receive a letter to their home address advising them of the log-on details to complete the online questionnaire. If the employee does not complete the assessment, two further "chaser" letters will be sent at weekly intervals. Line managers will also be notified of the employees in programme, to encourage completion of the questionnaire and to provide a paper copy of the questionnaire, if required.

Q. How will I know who needs Tier 3 assessments?

A. OH Assist will provide a list of all employees linked to your work location.

Q. How do I book a Tier 3 clinic?

A. OH Assist will calculate how many clinics are required per location and provide a list of dates available to the nominated contact. Where possible, these dates will be over two months away to ensure adequate time for booking employees in. The nominated contact will confirm whether the date is accepted or not within five days of receipt of the dates from OH Assist. If further time is required to confirm, this can be requested with the OH Assist contact, however timely responses are encouraged to ensure the dates do not get released back to OH Assist.

Q. How will employees be booked into the clinic diary?

A. This will be managed by the nominated contact. They will liaise with line managers and book employees into the preferred dates and times.

Q. What hours can Tier 3 clinics be booked at Network Rail locations?

A. Clinics normally run between 09:00 and 16:30. Should you require clinics to start earlier than 9am or finish later than 4.30pm, you can request this at the beginning of the programme. Whilst this cannot be guaranteed, OH Assist will try to accommodate your request where possible; however there may be an additional charge. Night clinics will not be available.

Q. How will the line manager know who is booked in when?

A. The line manager will be notified by the nominated contact when it is agreed that the employee can attend the specific appointment time. Once OH Assist has been given the clinic schedule, the line manager will receive two separate email notifications, if an employee is attending a face-to-face appointment. One email will be for the Audiology appointment and one will be for the HAVS Tier 3 appointment. Both appointments will take place at the same time and will last for approximately an hour.

Q. Can I make last minute changes to who is attending?

A. OH Assist appreciates the need to be flexible and therefore we can accommodate changes up to 48 hours before the clinic. In this instance the line manager or team organiser must contact OH Assist on 0845 266 0171. An employee cannot be seen if they “walk in” on the day and OH Assist has not been contacted beforehand, as they need to ensure any previous records are uploaded and available for the practitioner to see prior to the employee being seen.

Q. How much notice should I give to OH Assist if I want to cancel a clinic?

A. In the instance where a populated diary has been submitted to OH Assist and letters have sent to employees informing them of the appointment, we are required to provide OH Assist with no less than five working days’ notice to cancel the clinic to avoid the full day charge. **It is the team organiser or site contact’s responsibility to inform the employee of the cancellation.**

Where OH Assist has not received a viable appointment diary five full working days prior to the clinic, they will cancel the clinic following liaison with the OH Manager and/or site contact. The team organiser or site contact will then be responsible for ensuring that the line manager and employee are aware of the cancellation due to the clinic not being viable.

Q. What happens if OH Assist cancels a clinic?

A. In the event that OH Assist has to cancel a clinic due to unforeseen circumstances, OH Assist will notify the team organiser or site contact and the Route OH and Wellbeing Manager.

Q. What are the OH Assist contact details?

A. The OH Assist contact details for the health surveillance programme are: nwrhealthsurveillance@ohassist.com, or 0845 266 0171. For any general OH enquiries not related to the Health Surveillance programme, please contact the OH Helpdesk on 0845 608 0656.

Q. What further support is OH Assist offering?

A. OH Assist has allocated a dedicated contact to each Route. OH Assist will provide the name of your dedicated contact prior to the start of the programme. Should that person not be available, a secondary contact has also been nominated to assist with queries.