



Why have we changed Occupational Health Providers?

Although we have an agreement for Occupational Health (OH) services with GSTT and King's we do not have contracts agreed with the two Occupational Health Departments directly.

The lack of a formal contract can create issues with service provision and the potential for delay to our recruitment processes. We decided to tender for a single contract for our two London locations with agreed services and Service Level Agreements. A number of providers bid for the contract and PAM was selected on the basis of the service it could deliver. PAM provide OH services to a number of public and private organisations including 16 NHS customers as well as Councils and Police Forces, their largest customers has 170,000 employees. Bedford's OH service was not included in our tender and we will continue with the current arrangements.

What services will PAM provide?

PAM will provide a full range of OH services including, as core, pre-commencement assessments, new starter checks, immunisations and vaccinations, employee assessments and body fluid exposure (typically needle stick injuries) assessment and advice. There are many other services we can access on an ad hoc basis.

Their IT systems will allow a faster and more efficient service to Viapath employees and managers, shortening the time needed to recruit new starters and for our employees to receive an appointment if they are referred to OH for assessment.

Where is PAM located?

The majority of OH consultations at the moment are telephone based and this will continue to be the case. For those needing a face to face consultation, PAM offer OH services throughout the UK, but for GSTT and King's it is expected that the clinics next to Waterloo station and at Lewisham will be the most convenient. It is recognised that a number of our employees commute into London, and if PAM have a clinic closer to their home, arrangements can be made to attend at an alternative clinic if they prefer.

If I need to use public transport to get to the clinic, can I claim for the cost?

Travel to an OH clinic is deemed to be on company business and can be claimed via the normal expenses procedure.

What will be the process for needle stick injuries?

Full instructions will follow closer to the switchover, but PAM will work closely with local A&E departments in the delivery of prompt assessment and advice. Similar arrangements are in place at PAM's other NHS clients and are operating well.

Is there an option to self refer?

There is not a facility for employees to refer themselves to Occupational Health.

Can I remain with the current provider?

No, this is not possible as the current providers will no longer provide a service to Viapath.

Can I obtain counselling through PAM?

No, counselling has never formed part of our Occupational Health contract. We used to procure an Employee Assistance Service from UNUM, however Viapath discontinued this service during 2015 as it was found to be of limited value. We will keep this under review.

**Why do my records have to be transferred?**

Occupational Health records are held by our current providers. To enable continuity of support, these records will soon be transferred to PAM Occupational Health and held in a secure and confidential manner, in exactly the same way your GP or a hospital would hold any medical information about you.

If an individual does not wish to consent to the transfer of their records, they will be returned to their GP. Please be mindful that if you utilise this option and subsequently require OH support for an ongoing condition, PAM will need to approach your GP and any other specialists for relevant information and this may cause a delay in the service you and your manager receive. You may also find you have to answer questions that you have already provided answers to.