



Meeting Your Needs

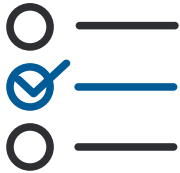
Making occupational health matter

Prepared by:
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Our services will provide you with these benefits:



The assurance of regulatory compliance

Complex organisations and even more complex health and safety laws and regulations, plus an often changing equalities legislative landscape, make achieving compliance a difficult task. By working with our Occupational Health specialists, you draw on their up-to-date knowledge and broad experience to achieve peace of mind, secure in the knowledge that you are meeting the requirements placed on your business.



A clear and positive return on investment

A service designed to ensure you comply with legal requirements is usually a cost to the business; a commodity you have to pay for in order to be in business. However, NPH's positive and holistic approach to employee health and wellbeing applies evidenced-based best practice to the unique and changing circumstances of your organisation, targeting OH investment where it will produce the greatest positive financial return.



An integrated service, operating seamlessly with your in-house systems

Hiring an external firm to provide services normally comes with the extra burden of working with that contractor; time and money has to be spent managing them and communicating with them. At NPH we have invested in our online IT platform to streamline communication internally, with clients and with medical professionals, delivering case management and performance data where and when it is needed.

NPH deliver a physician-led occupational health and wellbeing service which goes beyond regulatory compliance and risk management. We have brought together a team of medical and specialist occupational health experts with a range of experience across industries and medical specialisms, enabling us to provide a comprehensive Occupational Health service to companies who are committed to the health of their workforce.

With diverse activity expertise ranging from flying to deep-sea diving, NPH provide a “one stop shop” for all the occupational health needs of your organisation, from needs assessment, through risk assessments to individual case management and bespoke wellbeing programmes.

Services are tailored to the needs of our clients, according to their current maturity of Health and Wellbeing Culture and their vision for employee wellbeing in the future. Our process always begins with a comprehensive needs assessment, adapting a master profile to the needs of each client. This assessment is conducted by a qualified professional with relevant industry experience; we do not expect our clients to pay for us to learn about their business. Instead, we work with clients to identify projected cost savings and put in place measures to verify the return on occupational health investment.

NPH will work as a partner within your business to ensure the systems, behaviours and culture within your organisation make a positive impact towards the health and wellbeing of each and every employee, whilst at the same time making a bottom line contribution to the financial performance of your company. .

“This document describes the philosophy, people and practises that make NPH uniquely qualified to achieve this.”

Complexity of compliance

We make the business of compliance easier, less stressful and, above all, more certain. NPH is made up of occupational health specialists, organised to bring and share a breadth of expertise from both medical and industrial sources. We directly employ a Consultant in Occupational Medicine, who oversees Occupational Health Physicians and Occupational Health Advisors and provides clinical guidance for the service. A requirement for and commitment to continuing professional development ensures any changes to the compliance environment are immediately identified and brought in to the service we deliver to clients.

By 1969 deaths and injuries at work had risen to 513,000 per annum. Work began on what became the Health and Safety at Work Act 1974, which remains a cornerstone of today's health and safety legislative environment. It imposed general duties to ensure health and safety "so far as is reasonably practicable" and also, for the first time, to protect the safety of the public from the activities of the company. It achieved the stated goal of its authors to be "a bold and far-reaching piece of legislation," but this was far from the last word in legislative change imposed on business.

Since 1974 there has continued to be a constant stream of laws, regulations and codes of practice emanating from the EU, the UK parliament and government and from different industry bodies and regulators. Equality legislation has gone beyond general protection duties to require employers to look at the specific needs of individual employees and prospective employees. Never have there been so many rules and regulations with which a business must comply.

Shifting landscape



Personal liability

The passing of the Corporate Manslaughter and Corporate Homicide Act 2007 reflects a change towards the concept of personal liability. Not only directors, but anyone responsible for controlling work such as managers, may be criminally liable. Our expertise is made available to staff at all levels of management to deal with the issues arising from the shift in emphasis.



Increasing focus on mental health

Mental health problems are estimated to the UK £30 billion a year through lost production, recruitment and absence (Centre for Mental Health The economic and social costs of mental health problems in 2009/10, October 2010). Also, some forms of mental ill health may be classed as a disability under the Equality Act. The holistic approach of NPH recognises the importance of this aspect of health and addresses mental health in safety, prevention, rehabilitation and employee wellness activities.



Growing evidence of health promotion benefits

There is a growing body of evidence to indicate that workplace health promotion initiatives can lead to real and significant cost savings, increased productivity rates and greater employee satisfaction. NPH offers a range of health promotion services, through immunisation or screening programmes, guidance on lifestyle choices and signposting to public health services, as well as bespoke wellbeing programmes.

Tailored approach

NPH works in partnership with organisations to provide tailor-made occupational health services which meet the unique needs of each organisation we support. We can work with you to design and implement a bespoke occupational health programme that meets the health, safety and wellbeing needs of your organisation.

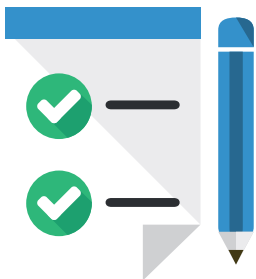
To design a service which will address your needs and priorities, we will conduct a comprehensive Occupational Health Needs Assessment. This will review your business activities, hazards, work environment, potential health risks, current occupational health provision, and your legal obligations. Our qualified team will walk through the survey with the different parts of your business; talking to managers and employees and reviewing policies and procedures to identifying those at risk and your current health and safety provision. We can help you identify who needs to be involved in the assessment to ensure it fully reflects your needs.

We will then evaluate the findings of the assessment and make priority recommendations. Priorities will depend on a range of factors: organisational structure, culture and demographics; the nature of your business and associated hazards and risks; and the scope and expectations you have set for service provision. Discussing these priority recommendations with you, together we will design an action plan to best implement improvements.

Once the service is up and running we encourage regular review to measure the impact of the plan and lock-in improvements made, so they become an established part of the health and wellbeing culture of the organisation. This allows new plans to be made, and ensures expenditure on occupational health is continually focused on improvements in, rather than maintenance of, the Wellbeing Culture of your organisation.

NPH compliance

In our commitment to ensuring your compliance, NPH complies with a range of relevant standards ourselves. We became ISO9001 accredited in September 2011 and continue to adhere to this quality standard. Demonstrating our commitment to quality occupational health services, we have also made a formal commitment to the Safe Effective Quality Occupational Health Services (SEQOHS) Accreditation Scheme managed by the Royal College of Physicians and faculty of Occupational Medicine. Reflecting the clinical roots of our service, we are registered with and will continue to be assessed by the Care Quality Commission (CQC) who ensure that our services are safe, effective, caring, responsive and well-led.



“NPH is committed to quality and compliance. We are also ISO9001 and CQC accredited, and aligned with SEQOHS standards.”

Quality and clinical governance standards are the foundation of our services. Our team continually update their knowledge and keep abreast of developments, changes in legislation and best practice. We adhere to recognised professional, ethical and legal standards for the practice of occupational medicine. These include the Guidance on Ethics for Occupational Physicians, the GMC’s guidance on Good Medical Practice and Good Medical Practice for Occupational Physicians. All professional team members comply with their appropriate Regulatory Bodies; physicians meet General Medical Council standards for continuing practice and the nursing team are registered by the Nursing and Midwifery Council and adhere to the continuing professional development requirements.

The most recent Labour Force Survey conducted by the Health and Safety Executive states that an estimated 1.2 million people who worked in 2014/15 were suffering from an illness they believed was caused or made worse by work. Employers are thought to directly bear costs of around £2.8 billion annually as a result. A well-directed occupational health programme will help to manage these costs.

“We estimate that a £1 spend yields, on average, a benefit of £4 - £10”

In 2005 Centrica (British Gas) introduced back care workshops for employees who had a history of back problems, which resulted in a reduction in back pain-related absence of 43%, created a business benefit of £1,660 per participating employee and generated an overall return in investment of £31 for every £1 spent. Whilst this is an extreme example of cost saving, every investment in occupational health should be targeted towards a problem and measured to determine the effectiveness (including cost effectiveness) of the solution. We estimate that a typical £1 spend by our current clients yield, on average, a benefit of £4 - £10 to their business.

We will work with you to ensure the best value occupational health specialists are used in the delivery of the service. We have a multi-disciplinary in-house team with a diverse range of expertise, and we deploy this according your specific requirements. We will work with you to evidence your ROI by developing case studies and defining the benefits to your organisation

Bottom line results

Lower costs

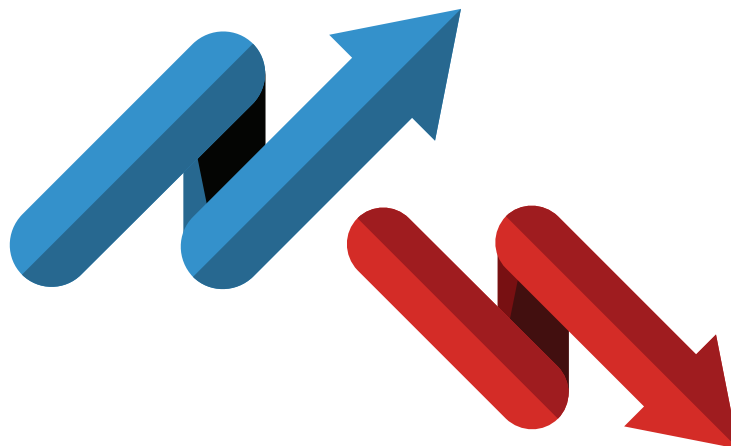
- Fewer accidents to report and investigate
- Lower insurance premiums
- Reduced absenteeism; more worker days
- Better staff retention, reducing recruitment costs

Improved productivity

- Greater percentage of employees at work every day
- Reduced presenteeism
- Faster rehabilitation
- Increased motivation and focus
- Employees better able to “self-manage” health

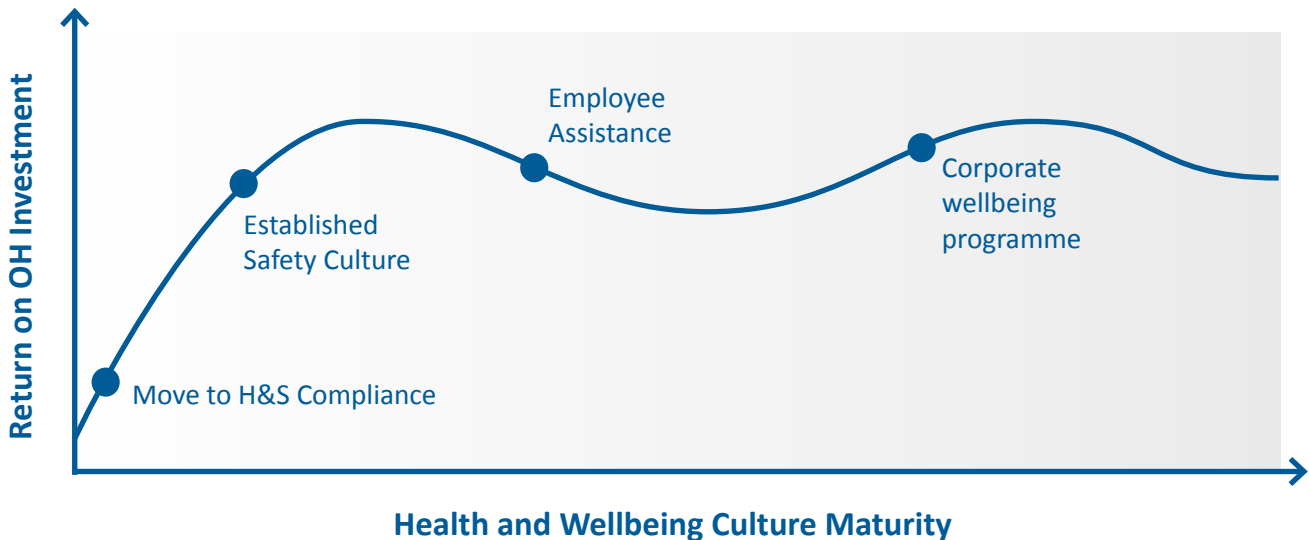
Greater customer service

- Positive and caring image
- Increased job satisfaction
- Improved morale and confidence
- Improved customer service



Systematic approach to RoI

Irrespective of their size, every organisation can reduce staff absenteeism and increase employee productivity through a proactive yet pragmatic approach to occupational health. The precise return on investment in occupational health activities will vary according to the problem being addressed and the current state of the organisation's Health and Wellbeing Culture (how established health and wellbeing is within the culture of the organisation and its employees).



NPH follow a systematic 3-step approach which maximises return on investment through the evolution of our client's health and wellbeing culture, irrespective of their starting point or occupational health goals.

1

Target improvement

The first step to ensuring maximum ROI is to understand from the start what improvements the occupational health action plan is intended to produce. The improvements to be targeted will be the priorities identified in the comprehensive Occupational Health Needs Assessment and agreed with you. The plan will include details of the current position, the inputs to produce change and a target for the improved situation.

2

Measure outcomes

As part of the initial action plan, we encourage clients to measure the baseline position of the area being targeted for improvement. This might mean a measurement of costs of non-compliance, of accidents or of ill-health, or could be a measure of current productivity or customer satisfaction. The targets set for improvement should include the definition of the metrics to be used to measure improvement, including RoI.

3

Lock-in benefits

As health and wellbeing outcomes are achieved, they should be "locked-in". This means established systems and a supporting culture to embed the improvement into the normal day to day working of your organisation. Benefits achieved are "banked" and spending on occupational health specialist expertise can move to new priority areas defined in a revised and updated action plan.

Building; not consuming

A key feature of the occupational health services from NPH, as compared to other more traditional providers, is that we do not see our service as something that you must depend on for evermore to maintain compliance with employment law. Whilst there may be a longterm dependency on some work, we aim to enable firms to become more self-sufficient.

Our service is not designed to be consumed, used up by you year on year with just a clean health and safety record to show for it. Instead, our service is designed to build something – the Health and Wellbeing Culture of your organisation. That is the degree to which health and wellbeing are not external inputs from managers or external providers to change the way things work, but rather that positive safety, health and wellbeing becomes the pervasive values, beliefs and attitudes that characterise your organisation and guide the practices and decisions of each employee.

“Our service is designed to build the Health and Wellbeing Culture of your organisation”

To do this, we work in collaboration with clients, engage employees at all levels in the occupational health action plans we are working to deliver. Increasing the skills and capacity of managers, building robust systems and procedures and operating an effective measurement, health surveillance and reporting structure are included in the delivery of all our programmes. Our passion for health and wellbeing drives us to share and grow occupational health skills within client companies, not operate as a closed box hiding away the tricks of our trade! You will benefit from an open, transparent approach which enables you to build our expertise into your own practice.



Information management and communication

Good quality information management is an essential element of a good occupational health service. With a strong administration team, internal quality management systems and an up to date integrated technology platform, NPH has the structure to manage and share information effectively. Our philosophy of openness and transparency ensure we draw on this ability to demonstrate the effectiveness of the service and continuously improve it.

We will work with you to improve access to the right information, at the right time and in the right place and format for your and your employees' needs. Objective written reports will support your HR team to make decisions. We do not "sit on the fence"; rather, we make specific recommendations to enable your business to make informed decisions about your management of your employees.

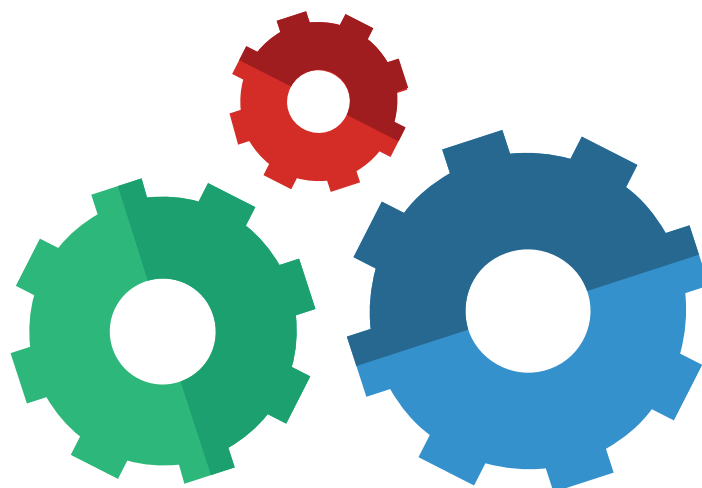
We appoint a named lead nurse to be the primary point of contact on all aspects of the contract. This lead nurse will establish an agreed timetable for contract meetings (typically monthly) to ensure we communicate effectively as to activity being delivered and the impact of the service.

"NPH has a philosophy of openness and transparency. This informs every aspect of our service"

NPH actively encourages all feedback from our clients and their employees to inform continual service improvement. In accordance with our ISO9001 accreditation, all feedback is recorded, analysed and acted upon through a managed process of service monitoring and improvement. Performance management meetings with you will provide an opportunity to review performance and promote transparency, illustrate effectiveness and outcomes achievement, and ensure the service is meeting expectations.

We will create clinical and administrative reports of information relevant to your needs and the objectives of the service, so that performance is measured and reported effectively.

Our administration team maintains the clinical records. These include management reports, appointment letters, consent forms and other associated employee and healthcare professional documents and forms. We can adapt report templates or agree custom reporting using your own letters/reports or agree new custom reporting, configured to meet your local needs. We use reporting language that can be easily understood by a non-medical audience where appropriate and are designed to be of practical value to personnel/management and the employee.



EMIS Web

NPH has invested in an online IT platform: EMIS Web. This is a clinical system for delivering integrated healthcare, enabling healthcare professionals to record, share and use vital information, so we can provide better, more efficient care. In terms of occupational health, this enables us to join up occupational health from the client organisation, individual employees and the treatment and rehabilitation case management which might be delivered by a range of services.

The system can provide mobile access or on-site access via our new Virtual Private Network (VPN), which is connected over the secure NHS N3 network allowing, where explicit consent has been obtained, clinical record sharing between other NHS services such as the employee's GP and secondary care. The integrated platform operates seamlessly with other medical data sharing applications such as Medibooks, Anglia Ice and DTS Mailbox for sharing test results and other communication between medical professionals. Sharing with medical professionals can directly help your business by reducing the need for GP appointments and the time spent outside the workplace. The capability will also provide scope for online video consultations with an NPH doctor or nurse without the need for a face-to-face appointment. This can be used as an alternative offering to employees leaving work to visit their GP or our Occupational Health Clinic.

Centralised data storage accurate and available data



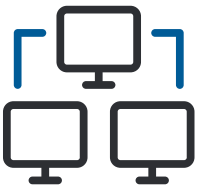
The system is a fully integrated technology, used for managing all of our services, avoiding duplication of input and ensuring all necessary information is available for decision making. A consistent process for data input, access and reporting helps ensure accurate collection, with real-time patient data input at the point of care. This means that your employee clinical data can be stored on one central system, enabling a joined-up and efficient approach to managing the health of your workforce.

Person-centred service



We create electronic employee files, which provide a continuous health record – containing full history, health surveillance profiles, case notes and medical records for the employee. Individualised care plans are created and monitored through the system. This makes it easy to track patient episodes and manage referral-to-treatment times, increasing rehabilitation times and minimise individual employee absence.

Efficient information sharing



Role-based access to appropriate data is set up with both our support and other healthcare professionals, facilitating integrated multi-agency working and easy sharing of information. Real-time patient data can be shared between different health organisations, as necessary. A secure client hierarchy is established to ensure that referring managers and HR have appropriate access to information relating to employees. Easily run reports monitor performance to assess impact on client departments and services.

NPH offers a comprehensive and effective Occupational Health service to clients of different sizes from across industry and service sectors. As a Newcastle based business, we support local, regional and, increasingly, national clients, with developing partners across the country ensuring that we deliver the same responsive, high quality and 'local' service across the UK.

The particular services we deliver for you will depend on an assessment of your needs and the agreement we reach for you occupational health action plan. We look to deliver integrated and holistic occupational health to the client organisation and individual employees. Our service spans prevention, medical intervention, rehabilitation and health promotion.

“We offer a comprehensive and effective range of services to clients of all sizes”

Our health service clinicians

| | | |
|--------------------------------|---------------------------------|-------------------------------|
| Occupational Health Consultant | Occupational Health Technicians | Counsellors |
| Occupational Health Physicians | Clinic / Travel Nurses | Occupational Physiotherapists |
| Occupational Health Advisors | | |

Occupational health medicals

| | | |
|---|-----------------------------|-------------------------------------|
| CAA Case Management | DVLA - Alcohol (Bloods) | Light Aircraft Pilot Licence (LAPL) |
| CAA Class 1/2/3 - Medical | DVLA - Drugs (Urine) | Medical |
| CAA Class 1 /2/3 - Medical + Audio | ENG 1 | ML5 Medical |
| CAA Class 1/2/3 - Medical + ECG | HAVS - Tier 4 | Seafarers Medical |
| CAA Class 1/2/3 - Medical + ECG & Audio | HSV/PSV/Racing Driver/LGV | Taxi Medical |
| Cabin Crew | Ironising Radiation (IRR) | UKOG Medical |
| Diving Medical | Lead Medical | OGUK & Wind Turbine Medical |
| Diving Annual + UKOG (UK Oil and Gas) | Taxi Medical | Wind Turbine Medical |
| Audiometry | Professional Driver Medical | Hearing Medical |
| BCG Scar Check | Emergency Rescue Worker | Colour Perception Medical |
| Chester Step Test | Biological Monitoring | Respiratory Sensitiser Medical |
| Confined Space Medical | Lifestyle Medical | Breathing Apparatus |
| Drug and Alcohol (10 part) | Asbestos | Musculoskeletal Medical |
| Employment Medical and Paper Screen | Lead Medical | Night Worker Medical |
| Food Handling Medical | HAVS - Tier 1 - 3 | Safety Critical Driving |
| Fork Lift Truck Medical | Lone Worker Medical | Skin Surveillance |
| Spirometry | Urine Dipstick | Working at Height |

Investigations

| | | |
|----------------------|-------------------|---|
| Chest X Ray Referral | Electrocardiogram | Vaccinations |
| MRI Referral | Immunisations | Pathology Requests (Medical Investigations) |
| Ultrasound Referral | | |

Other services

| | | |
|--------------------------|-----------------------------|-------------------------|
| Counselling | Nurse Appointment (Private) | Referral Letter |
| Physiotherapy | Travel Consultations | Telephone Consultations |
| Medical Reporting | Fit Note | Out of Hours Service |
| GP Appointment (Private) | Prescriptions | HAVS Equipment Hire |

What We Can Do For You

We work with a range of businesses, public sector organisations and self-employed individuals who require either occasional or regular occupational health support. Our clients include:



NPH's structure represents best practice for an Occupational Health organisation. Our primary purpose is to protect, maintain and restore health by deploying appropriately qualified staff who best meet the needs of the client. NPH has developed deep and rich experience within the team, all overseen by Consultant in Occupational Medicine. Our team approach provides our clients with access to the whole expertise of the organisation to manage the full array of Occupational Health concerns. Our service to you will not be the person you see day to day, but the whole body of our extensive and diverse experience and expertise.



Dr Danny Wong, Occupational Health Consultant
MBBS, MRCGP, PGCPE, IOSH, DOccMed, MFOM, MSc (OccMed)

Danny is our advisory Occupational Medicine consultant, providing mentoring, guidance and advice to our team of physicians and nurses: Held Occupational Health appointments in the private sector and NHS; has expertise in Hand Arm Vibration Syndrome (HAVS); holds roles with North East Society of Occupational Medicine and involved with Faculty of Occupational Medicine in London..



Dr Nigel Twelves, Occupational Health Physician
MB BS MRCGP DCH DRCOG Dip Occ Med

Nigel graduated from Newcastle University's Medical School. GP partner since 1994 and accredited GP trainer from 1997; accredited as Civil Aviation Authority Aviation Medical Examiner 10392 (JAR Class 1, Class 2 and Euro Class3) and HSE Appointed Doctor for Asbestos and Lead Surveillance 190253; special areas of interest include Orthopaedics and musculoskeletal medicine.



Dr Mark McCaldin, Occupational Health Physician
MBBS DCH DRCOG MRCGP Dip Occ Med

Mark graduated from Newcastle University. Between 1995 and 2000 served as a military GP and Regimental Medical Officer in Germany, Bosnia, Hong Kong and Northern Ireland; since worked as clinical lecturer at Newcastle University Medical School and GP Partner; interests include musculoskeletal medicine and the management of sports injuries, travel medicine and respiratory medicine.



Dr Sue Clugston, Occupational Health Physician
BMUS BM MRCGP DipOccMed

Sue graduated from Southampton University Medical School. Worked as GP partner in Birmingham area where she wrote the Birmingham Diabetes Guidelines and became GP trainer; developed expertise in Occupational Health medicine as part of the West Midlands Fire service and Birmingham City Council Occupational health teams; is HSE appointed doctor for Lead and Asbestos Medicals.



Dr Matt Thomas, Occupational Health Physician BMedSci(Hons), MB, BS, MRCP, DTher, DOccMed

Matt graduated from Newcastle University in 2000. GP partner since 2004; is CAA Aeromedical Examiner (AME) number 10414, accredited to carry out EASA Class 1, Class 2, Euro Class 3 and LAPL medical examinations and accredited by Oil and Gas UK to undertake medical examinations for offshore workers; interests include therapeutics (holds Diploma in Therapeutics from University of Newcastle) and cardiology.



Mark Philpott, Business Director RAMC (retd) BSc (Hons) BSC (Hons) MSc MMACP MSOM MCSP HPC

Mark is Business Director for Newcastle Premier Health. He has over 23 years' experience in the health sector. He has worked in senior clinical, management and leadership roles in the NHS, private sector and the military. He holds post-graduate business qualifications, including a two-year Advanced Management and Leadership Programme from Ashridge Business School. Mark is passionate about the delivery of values driven quality health care services, which deliver the desired experience for our corporate and individual clients.

The Wider NPH Team

Clinical team

NPH is very much a multi-disciplinary company and we are proud of the breadth of our experience and expertise across the clinical team. Our multi-disciplinary approach means we can exactly tailor our support to your needs and use the skill-mix within the team, including physicians, specialist nurses and technicians, to find the most cost-effective solution.

We are committed to continuous improvement, and this includes developing the skills of our staff. The nurses and technicians in the team hold specialist occupational health qualifications, including IOSH Health and Safety, NEBOSH and HAVS certificates. We ensure that all members of the clinical team receive support for Continuous Professional Development (CPD) and are provided with an annual study leave allowance. All professional registrations are kept up to date as we strive to remain at the leading edge of emerging best practice in occupational health and wellbeing.

Administrative team

Our clinical team is backed up by a strong and experienced administrative team which provides invaluable and effective support to all our client-facing operations, ensuring we can be responsive, flexible and efficient. The team runs our appointment scheduling, our finance and accounting functions and, importantly, management information system that underpin our reporting capability.

The administrative team includes our Operations and Finance functions. Members of the team have a range of experience including NHS, corporate, hospitality and military backgrounds.

The joint International Labour Organisation (ILO) and World Health Organisation (WHO) Committee on Occupational Health describe the aims of occupational health as “the promotion and maintenance of the highest degree of physical, mental and social well-being of workers in all occupations.” At NPH we share this philosophy, and our clinically-led service is designed to support organisations to achieve this goal.

Occupational health services also have an important role in rehabilitating employees back into work, after sickness or injury. A comprehensive occupational health service is multidisciplinary and aims to protect and promote workers’ health through actions related both to the work environment and to the workers themselves. The specialist team of professionals assembled by NPH enables us to offer you a highly comprehensive service.

Our service is designed to be transparent and accountable, so that we work together to achieve relevant safety, health and wellbeing goals for your organisation. We recognise the changing focus of both legislation and good employment practice towards corporate wellbeing and will make the latest developments available to your business. We look to see you gain proven benefits of occupational health investment in terms of a measureable bottom line return and easy administration of the service.

By working with NPH, you will experience:

- **Full legal and regulatory compliance in all aspects of health and safety and equality legislation impacting your business**
- **A measured return on your occupational health spend, demonstrating the service to be a profitable investment rather than a cost**
- **Integration of our occupational health with your operations management, finance and human resource functions**

NPH offers a positive approach looking at the holistic aspects of employee wellbeing. We will provide you with a tailored and comprehensive occupational health service which supports your commitment to the health of your workforce. We have a broad customer base and our team of experienced Occupational Health professionals have the expertise to advise on and deliver the package that is appropriate to your needs.

*If you have any further questions, please ask.
We’re looking forward to working with you.*