



# First Step Employment Support

## What is Occupational Health?

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Occupational Health (OH) is a confidential medical service that provides expert advice and guidance about health issues and their impact upon work. OH advice can be provided to employees and employers to help improve wellbeing in the workplace. It can be used for both physical and mental health.

### What types of advice can Occupational Health provide?

Occupational Health can offer advice and support to people who are:

- off work due to ill health
- returning to work following sickness absence
- managing long term medical conditions at work
- vulnerable or shielding because of COVID-19

### Who is qualified to conduct an Occupational Health assessment?

Occupational Health assessments are conducted by a doctor or a nurse who has undertaken advanced training in work and health. Doctors are members of the Faculty of Occupational Medicine.

### What will the assessment cover?

The Occupational Health physician or nurse will carry out an assessment of the employee and report back to your employer. This can help your employer understand what types of support you need to:

- feel better
- return to work
- do your job
- address any problems that could cause further health or absence issues

### Can the Occupational Health physician or nurse give advice about fitness for work?

Yes. Usually your GP will assess your fitness for work and give you advice. In cases where your employer disagrees with your GP's advice they can ask the Occupational Health physician / nurse to give an opinion about your fitness to work including advice job.



## Confidentiality

We promise to use your information fairly and legally, and in line with local and national policies. You have a right to understand how your information is used and you can request a copy of the information we hold about you at any time. First Step Practitioners and First Step Employment Advisors work alongside each other to provide integrated employment support and will have shared access to your information. Please speak to your First Step Practitioner if you have any questions about your information and your clinical record.

## What if I have a comment, suggestion, compliment or complaint about the service?

If you want to make a comment, suggestion, compliment or complaint you can:

- talk to the people directly involved in your care
- ask a member of staff for a feedback form, or complete a form on the Trust website [www.cntw.nhs.uk](http://www.cntw.nhs.uk) (click on the 'Contact Us' tab)
- telephone the Complaints Department Tel: 0191 245 6672
- email [complaints@cntw.nhs.uk](mailto:complaints@cntw.nhs.uk) Please note that information sent to the Trust via email is sent at your own risk

We are always looking at ways to improve services. Your feedback allows us to monitor the quality of our services and act upon issues that you bring to our attention.

You can provide feedback in the following ways:

- the quickest way for you to do this is to complete our short online survey at [www.cntw.nhs.uk/poy](http://www.cntw.nhs.uk/poy)
- complete a Points of You survey, available on wards, reception areas or from staff.



Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

This information can be made available in a range of formats on request (eg Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre Tel: 0191 246 7288

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