



# Co-op Occupational Health – Colleague FAQs

If you're off sick from work, or at work with a health condition, your manager might ask to refer you to occupational health to get more information about how we can support you.

We've put together some information to help you to know what to expect and answer some common questions.

- **What happens when I've been referred to occupational health?**

Our occupational health provider, Health Management Ltd (HML), will call you to arrange an appointment. They'll use the phone number your manager put on the referral form – so make sure they've got the correct details. HML will come up as "unknown number" on your phone.

They'll book an appointment with you for either a telephone or face-to-face appointment, based on the information they've got about your condition.

When you've got an appointment, you need to make sure you attend. If things change and you can't make it, you need to let your manager know as soon as possible so that it can be rescheduled. If you don't attend, or cancel a face-to-face appointment without two days' notice, the Co-op will still be charged. If you're off sick, it may also mean that your sick pay is stopped – there's more information in the [Absence Policy](#).

- **What if I can't get to the appointment?**

If you've got a face-to-face appointment that's been booked for a location that it's going to be hard for you to get to, call HML on 0845 894 1664 or email [TeamA5@healthmanltd.com](mailto:TeamA5@healthmanltd.com) to see if there are alternative locations.

If you need to use public transport to get to your appointment, or take a taxi due to mobility issues, talk to your manager about claiming expenses.

- **Do I get to see the report?**

You can ask to see the occupational health report, either before your manager does or at the same time. HML will ask you at your appointment whether you want to see the report, so if you do make sure you tell them.

- **Who else gets to see my report?**

The occupational health report will be sent to your manager. They may share some of the details with ER Services to get some advice about the information given on the report on the reason for your report, and they may need to tell other managers about adjustments that they

are making to support you but they won't share the report with anyone else, unless you give permission.

- **What if I disagree with the content of the report?**

If you don't think that the report reflects the information you've told HML, or the discussion you had at your appointment, you can contact HML to request changes. Just so you know, you can't ask for changes to the medical opinion of the OH nurse or doctor.

- **How will my medical information be stored?**

Your occupational health report will be held on a secure archive, separate to your employee record. It'll be kept in line with the Data Protection Act 1998 and the Access to Health Records Act 1990.

- **Do I have to agree to an occupational health referral?**

No, you don't have to agree to be referred. Your manager will want to refer you to get medical advice on how best to help you either stay in work, or return to work. If you don't agree to be referred to occupational health, your manager will continue to deal with things based on the information that's available.