

Project Title	Delivery of occupational health services
Programme Of Work	Continuous Improvement - Programme 2
Industry Group	Occupational Health Professionals
Objective	Widening the scope of occupational health services for the local community
Description	<p>Birmingham Heartlands and Solihull NHS Trust (Teaching) has actively encouraged the occupational health services to deliver services to external clients for some years now. The client group includes schools, colleges, a local authority and a Government agency. The Trust has a long working relationship with the local community trust. The arrival of NHS Plus and the Department of Health initiative to deliver occupational health services to GP practices has presented new challenges and partnerships. The new contract with the primary care trust based on a needs assessment includes the following: - a 24 hour helpline for employees who wish to access immediate advice, e.g. violent incidents; - a 'credit card' issued to all trust staff with the helpline number; - access to external, independent counsellors managed by the occupational health service; - fast track physiotherapy service for both work-related and non work-related conditions; - aromatherapy sessions at subsidised cost. The additional services have also been extended to the acute trust staff and funding is available from contract income support fast-track physiotherapy sessions. Audit of the service over the last 12 months has shown a marked impact on sickness absence rates for staff with musculo-skeletal problems particularly if intervention occurs at an early stage. Clinical psychology services available to trust staff have been increased and free aromatherapy sessions are offered to staff suffering from stress-related symptoms on prescription from OH practitioners. The Trust also have a Health Club which has close links with the Occupational Health Department with referrals working both ways if staff have health problems which may benefit from an exercise programme. The physiotherapy costs c. £25,000 per annum for a set number of sessions and appointments are, therefore, very tightly managed. The Health Club has agreed to allow staff to have a number of free sessions if referred by the Occupational Health Department. Aromatherapy sessions are priced at c. £15 per session on average and up to 6 are usually prescribed if seen as appropriate to aid relaxation.</p>
Project Cost	£10,000 - £50,000
Project Start Date	02-01-2003
Project End Date	Ongoing
Achievements	<p>Income generated is ploughed back into the department to improve services and newly refurbished premises have added to the value of service delivery. The physiotherapy service work closely with the Manual Handling Advisory Service which is another arm of the Occupational Health Service to maximise rehabilitation of staff with musculoskeletal problems. In the long term it is hoped that sickness absence levels will continue to fall.</p>
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Project Title	'Our Time' A Work-Life Balance Project
Programme Of Work	Continuous Improvement - Programme 2
Industry Group	Services
Objective	A pilot project run in three Inland Revenue offices in the Brighton area to build on the government objective to be more responsive to the needs of the customer. The pilot aimed to revitalise the relationship between the local Revenue and its staff union, and provide customers with more flexible services.
Description	This project was a partnership between the Revenue and the Public and Commercial Services Union. The project team found out what staff wanted through surveys and focus groups. These included compressed working weeks, variable core time and 'banking' time. New ways of working were piloted at three offices. Managers and staff were trained in organising work for flexibility and security, and for team members to work together more effectively.
Project Cost	£50,000 - £100,000
Project Start Date	01-01-2000
Project End Date	Ongoing
Achievements	The health and safety benefits were improved management and staff morale. Staff are better able to balance their work and personal commitments, leading to better stress management. Business benefits included longer opening hours with increased coverage at peak times; increased trust between the Revenue, the union and its workforce; better use of IT systems and accommodation leading to lower unit costs; and wider pool for recruitment by becoming a more flexible employer. The pilot has provided a process model for the rest of the Inland Revenue and other organisations.
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Project Title	The North Staffordshire Healthy Workplace Initiative
Programme Of Work	Continuous Improvement - Programme 2
Industry Group	Non-specific
Objective	To encourage, support and recognise good practice in respect of health at work
Description	The HWI recognises good practice at work in ten key areas. The scheme has three levels a) The SME Award b) The Gold Award c) The Innovation Award. Participants have to secure a minimum number of actions in each key area to secure an award. These awards are jointly presented by The N.S. Chamber of Commerce and the N.S. Health Authority.
Project Cost	£1,000 - £10,000
Project Start Date	00-00-1996
Project End Date	Ongoing
Achievements	So far some 80 local companies have taken part of which 23 have achieved the Good Practice Award. These 23 companies represent around 19% of the North Staffordshire Working population
Source of Funding	Within the core funding of North Stoke PCT
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Partners	North Staffordshire Health (Directorate of Health Promotion) North Staffordshire Chamber of Commerce and Industry

Project Title	Health at Work programme
Programme Of Work	Continuous Improvement - Programme 2
Industry Group	Services
Objective	Development of workplace health promotion to help staff achieve healthier lifestyles and increase their knowledge of health issues.
Description	The Registers of Scotland first started to look at health at work initiatives in the 1970s when well-women clinics were introduced. The Agency registered with Scotland's Health at Work scheme in 2001 and has now achieved the silver standard. The programme has included lifestyle and fitness checks, annual health fairs, seminars on specific health topics and stress awareness and management seminars. Staff can also enjoy a choice of 6 corporate health and leisure packages from nationally recognised health clubs. Added to this the Agency's Intranet provides advice and information on a variety of health, safety and well-being issues such as health eating.
Project Cost	£50,000 - £100,000
Project Start Date	01-04-2001
Project End Date	Ongoing
Achievements	Each initiative was evaluated and staff have given very positive feedback on the commitment by the Agency. They have also given suggestions for future initiatives. It is not possible to make a direct link between health at work initiatives, improved business performance and sickness levels but in recent years the Agency has maintained and exceeded its business goals. There has also been a reduction and stabilisation in annual sickness levels. The Agency now has health at work objectives which are part of its business plan.
Source of Funding	
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Project Title	Occupational Health Provision in the Construction Sector
Programme Of Work	Support - Programme 5
Industry Group	Construction
Objective	To provide a model occupational health service for the construction industry
Description	Terminal 5 is a unique project. As well as being of long duration in construction terms (6 years) the client (BAA) has taken a significant interest in occupational health. The Occupational Health Physician at T5 has been delivering regular talks to designers about Occupational Health (OH) risks. These have significantly raised the awareness of OH issues in designers' minds. This has led to greater emphasis being placed on OH risk elimination/reduction both in the production phase and operational phase of T5. The Occupational Health Service (OHS) is also involved with construction production leaders and indeed procurers. The aim is to ensure that OH risks are eliminated or reduced as far as is reasonably possible. A Comprehensive Health Surveillance program is underway at T5. This covers the main OH risks in the construction industry, noise, HAVS, cement dermatitis and occupational lung disease such as occupational asthma. There is a lack of knowledge about occupationally related illnesses in the construction industry. The OHS is therefore placing great emphasis on raising the awareness about occupational diseases both amongst managers and general operatives.
Project Start Date	01-07-2003
Project End Date	01-04-2008
Achievements	Attention has been focussed on carrying out pre-employment assessments on workers coming to T5 who are going to be engaged on safety critical work. This is defined as work that poses a risk to other employees or structures for example plant drivers, crane operators, slingers etc. By the end of May 2003 1924 medicals had already been carried out. Of these 644 had been found to have medical problems i.e. 33%. Problems have included significantly raised blood pressures, undiagnosed diabetes and poor visual acuity below DVLA statutory fitness to drive levels. Without these assessments people and structures would unnecessarily have been placed at risk. The OHS is able to undertake field measurements of actual HAV exposure. The value of doing this was highlighted recently when a measurement revealed a daily safe exposure time of 30 minutes against the manufacturers data that stated a safe daily exposure time of 7.5 hours! There is a profound difficulty in gaining access to GPs in the Heathrow area. Furthermore, construction workers are by nature itinerant and tend to have very poor and irregular contact with the NHS. Workers with even minor health problems can therefore spend hours or even a day away from work trying to gain access to treatment. In response to these factors a nurse led minor treatment and emergency response service has been developed within the OHS. The nurses all work to group protocols. Even though it is still early days to date the T5 OHS treatment service has undertaken over a thousand treatments and very conservatively saved the project over 800 lost man-hours. Recently this particular part of the OHS has been further enhanced by the recruitment of a GP on a seasonal basis. A rolling program of health promotion campaigns is being conducted at T5. The Cholesterol/diet campaign included undertaking cholesterol measurements in the canteens during meal breaks. Approximately 50% of the workforce was seen, of these 4% had to be referred to GPs for further investigation. Other campaigns include blood pressure, diabetes and sexually transmitted diseases.
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Project Title	Engineering for change
Programme Of Work	Continuous Improvement - Programme 2
Industry Group	Engineering and Utilities
Objective	To determine how the health of employees was affecting business and decide what could be done about it.
Description	Bechtel is an engineering, construction and project management company employing almost 2000 people in the UK. The company believes that a comprehensive approach to employee satisfaction delivers benefits in productivity, business performance and ultimately the success of the company. Business Health was asked to measure the physical and mental well being of employees and to facilitate individual and organisational change to improve both. 661 employees took part in the pilot and 67% of these completed a health questionnaire and received a confidential personalised assessment. Over half the pilot group completed the Pressure Profile to measure the effects of pressure, the sources of pressure and coping skills. Collective results showed the primary issues were working relationships, workload and recognition in the role.
Project Cost	None Specified
Project Start Date	01-04-2002
Project End Date	Ongoing
Achievements	Bechtel acted on the results. Given one of the highest health risks was cardiovascular, Bechtel arranged for Businesshealth to conduct six walk-in clinics to measure blood pressure and cholesterol - nearly 300 tests were performed. Anyone who had a 'red light' health risk was offered a one-to-one session with a Personal Health Manager. A 12 week programme was launched on weight management, physical activity, smoking and sleep. A significant number of employees have gone on to make changes in these areas. All health issues are now measured and although it is too early to track the results Bechtel are pleased with the benefits and are rolling out the programme to the rest of the U.K. staff.
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Project Title	Construction industry training
Programme Of Work	Continuous Improvement - Programme 2
Industry Group	Construction
Objective	Promoting positive workplace health for young construction workers by including occupational health awareness in the curriculum for construction trainees attending further education courses.
Description	The construction industry aims to reduce the incidence of work related ill health by 20% (by 2004) and 50% (by 2010). Workwell found that although existing further education courses in construction had safety elements, occupational health issues were neglected. Collaborative work with the Sandwell Borough's training provider and close links with the Construction Industries Training Board identified the need for occupational health in the curriculum of the trainees. Input is made at three key stages during the training - at induction, year one (prior to undertaking work placement), year 2 (prior to completing the course). Also 37 Health and Safety information packs were developed and provided for small construction companies.
Project Cost	£10,000 - £50,000
Project Start Date	01-04-2002
Project End Date	01-04-2007
Achievements	Occupational health hazards (specific to construction industry) delivered to forty trainees by 2003. The Training Standards Council highlighted the intervention as an area of 'good practice' during a statutory inspection. Contributes to the aims of the construction industry to reduce the incidence of work related ill health. Meets the competence and communication aims of the Working Well Together Campaign.
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Partners	Advantage West Midlands Sandwell Primary Care Trusts Dudley Primary Care Trusts Walsall Health and Work Walsall Primary Care Trust Black Country Chamber and Business Link

Project Title	Good Neighbour Scheme
Programme Of Work	Support - Programme 5
Industry Group	Non-specific
Objective	To enable Occupational Health support for small businesses through access to information and networking.
Description	A 12 month pilot to establish the benefits of Good Neighbour Schemes to SMEs. A project worker funded through SRB4 'Stoke Approach' regeneration programme, is coordinating activities within an enterprise centre involving 72 small businesses. The local Authority are leading an 'adjacent' project to set up a fast track information point at the centre which will utilise the sustainability enabled through the Good Neighbour Scheme. A forum is established led by representatives of the centre and supported by the HSE and by the local Health and Safety Group. A needs assessment exercise has established priorities for action and provided a baseline for evaluation of the project.
Project Cost	£50,000 - £100,000
Project Start Date	01-04-2003
Project End Date	Ongoing
Achievements	The 'Forum' has been established and interventions arranged. The needs assessment completed and baselines established. A newsletter has been set up and published and work is due to start on building the Information Centre.
Source of Funding	SRB4 plus input from Stoke on Trent City Council, North Staffordshire Health & Safety Group and North Staffordshire Health
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Partners	Directorate of Health Promotion North Stoke PCT , North Staffordshire Health Stoke on Trent City Council North Staffordshire Health and Safety Group Shelton Enterprise Centre Management Shelton Enterprise Centre SME Forum

Project Title	WISE:A Company Case Study
Programme Of Work	Continuous Improvement - Programme 2
Objective	To vigorously assess the risks to employees' health and safety at a textile company and advise on any necessary improvements.
Description	WISE (Workplace Initiatives for Safer Environments) visited the company and produced a report on all aspects of health and safety. Manual handling and noise were 2 important issues for the textile company. A 29 point priorities action plan was produced. Basic health and safety and manual handling courses were run on-site for employees and managers.
Project Cost	£1,000 - £10,000
Project Start Date	15-09-2002
Project End Date	14-05-2003
Achievements	200 risk assessments have been completed. Water testing survey organised by WISE helped assess the risk of legionella infections. 11 people attended in-house certificated H&S courses by Bury College. An indicative noise survey was completed enabling the company to focus on areas for action. WISE received positive feedback. The Operations Director was happy that evidence could be provided showing health and safety was being approached properly; produce records that insurers and HSE wanted to see; and involve employees in health and safety control.
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Project Title	Workwell (Phase 2)
Programme Of Work	Support - Programme 5
Industry Group	Non-specific
Objective	To use the workplace setting as a means to improve health for workers in Sandwell, Dudley and West Birmingham. There is a particular emphasis on working with small and medium sized enterprises, usually those who employ less than 250 people.
Description	<p>Workwell is a multi-disciplinary team funded through the Regional Development Agency (Advantage West Midlands) and the local nhs. It aims to improve the health of the working population of Sandwell, Dudley and West Birmingham by forming partnerships with SMEs through the use of intermediaries notably the Business Link and other Specialist Advocates. It works with small and medium sized enterprises across the whole of the Black Country and West Birmingham. This is accomplished through a partnership with the Walsall Health and Work project under the banner of the Black Country and West Birmingham Health and Work programme. Workwell is evaluated using an EFQM Business Excellence model by the University of Staffordshire. An interim evaluation was published in April 2003. Workwell has the following themes operating at present, although further streams are under development: 1. Small and Medium sized Enterprises (SMEs)- Workwell has developed a facilitated needs assessment and advisory service for SMEs. To date 50 companies have been assessed and action plans for improvement have been devised for each firm. These address the specific needs of each firm. Ongoing support and signposting to further services for example, health promotion services are offered. This delivery process is currently being reviewed. 2. Risk Awareness Education - Workwell has developed risk awareness education programmes which address the specific needs of young people: - Occupational health awareness for young people entering the construction industry; - Risk awareness education for school children on work experience. Both schemes have been mainstreamed and work is continuing to develop each programme further. 3. Primary Care Support - Pilot work has been conducted to gather local data regarding the extent of occupational ill health, which is presenting at general practitioners. This indicated that the levels of occupational ill health appeared to be considerable. Workwell are endeavouring to establish a programme to tackle this issue. 4. Musculo Skeletal Disorders/Ergonomics - Workwell ran one of the pilot Back in Work projects which was successfully mainstreamed and evaluated. It has gone on to develop a programme of back care awareness education and is currently developing ergonomic support programmes. 5. Better Working Lives - Workwell working in partnership with Agewell (Community Development programme in Sandwell working with Older people) ran one of the Department of Health pre-retirement health check pilots. This pilot had a particular emphasis on working with SMEs and black and ethnic minority communities. Work is continuing to develop a series of products and services based upon the learning of this pilot.</p>
Project Cost	£50,000 - £100,000
Project Start Date	07-10-2002
Project End Date	01-04-2007
Achievements	BUPA Foundation Health at Work Award 2002 European Week for Safety and Health 2001 Regional Winner Formal evaluation published 2003.
Source of Funding	Advantage West Midlands and NHS
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Partners	Advantage West Midlands, Sandwell Primary Care Trusts, Dudley Primary Care Trusts, Jewellery Quarter Regeneration Partnership, Walsall Health and Work, Walsall Primary Care Trust, Black Country Chamber and Business Link.

Project Title	Your Health Matters
Programme Of Work	Continuous Improvement - Programme 2
Industry Group	Non-specific
Objective	Establish risk factor profile for people at risk for coronary heart disease (CHD) Improve delivery of CHD prevention Improve cancer awareness and self-examination techniques
Description	Screen 550 employees with particular emphasis on coronary heart disease, highlighting the specific risk elements together with cancer information.
Project Cost	£10,000 - £50,000
Project Start Date	01-02-2003
Project End Date	Ongoing
Achievements	Promote healthier lifestyle Motivate employees Informed employees Improve attendance Healthier workforce
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Project Title	Influenza immunisation
Programme Of Work	Continuous Improvement - Programme 2
Industry Group	Services
Objective	To reduce sickness absence due to influenza.
Description	Provide influenza immunisation for all staff coupled with intensive pre-campaign marketing.
Project Cost	£1,000 - £10,000
Project Start Date	01-10-2001
Project End Date	01-12-2001
Achievements	Reduction in sickness absence in the immunised group of 1.4 days per person. An estimated £140,000 saving to the trust due to a reduction in sickness absence. Immunisation was again available for staff in 2002 and it is expected that it will be offered in future years.
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Project Title	Health fairs
Programme Of Work	Support - Programme 5
Industry Group	
Objective	To raise awareness of health and healthy lifestyles among the staff of the Trust using as far as possible a community participation model.
Description	Using a steering group composed largely of non-health professionals, we organised a health fair comprising stalls dealing with stress, health screening, oral health, alcohol, sexual health, skin care, eye health etc. together with demonstrations and classes in complementary therapies and activities such as aquarobics, tai'chi, Indian head massage etc. The accent was on participation and "take away" messages.
Project Cost	£1,000 - £10,000
Project Start Date	01-07-2000
Project End Date	Ongoing
Achievements	Almost universally praised by staff who attended. At follow up, 36 attendees stated they had made significant and lasting changes to their lifestyle. The event made a major contribution to putting health and performance on the management agenda as well as promoting organisational cohesiveness. We have continued with one fair each year but changed the theme to maintain interest.
Source of Funding	Various sources including hospital trustees and local business sponsorship
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Project Title	Health and Work, Needs assessment
Programme Of Work	Skills - Programme 4
Objective	To raise awareness among managers of the relationship between health and work for themselves and those they manage.
Description	Managers were invited to a lunch-time discussion and participants received a "seed" document concerning the event. The event was opened with 2 short presentations. Followed by a discussion about the health problems they had identified, the impact they had encountered and the needs that they saw. The discussion continued in small groups over a working "healthy lunch" offered with appropriate nutritional information (recipes included). There then followed a "wrap up" session on the needs of the Trust.
Project Cost	Less than £1,000
Project Start Date	20-03-2002
Project End Date	20-03-2002
Achievements	Participants valued the opportunity to raise issues of concern eg stress, position of ward clerks, training etc. Realised the principal need was for recognition and not necessarily reward.
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Project Title	Provision of health information, "Healthlines"
Programme Of Work	Skills - Programme 4
Industry Group	Occupational Health Professionals
Objective	To provide appropriate health information in a cheap, cost effective way to deal with local issues
Description	A series of "question and answer" sheets were developed covering such areas as stress management, infection control, health promotion and other health issues relevant to the Trust. They are simple Word documents in a standard format and are readily available for staff. They can be faxed in the event of the need to manage an incident such as an outbreak of TB and they are also useful for advising staff who are contacts.
Project Cost	£1,000 - £10,000
Project Start Date	01-06-1997
Project End Date	Ongoing
Achievements	Information readily available in easy to read format, produced internally by ourselves. The number of reprints indicates regular users. Meets a demonstrated need and assists other initiatives such as infection control.
Source of Funding	From existing budget
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