

Work Wellness. Client Facing Policy

Client Meetings (case conferences and clarification meetings)

Policy:

Purpose:	To ensure that officers of Work Wellness attending meetings with employers comply with relevant regulation and codes of practice.
Scope:	Meetings between officers of Work Wellness and client representatives such as the referring manager, line manager or human resources.
Accountable:	Work Wellness Commercial Director.
Responsible:	Officers of Work Wellness. Where compliance depends upon others, such as sub-contractors, the Work Wellness officer will ensure that the sub-contractor is compliant with this policy.

1 Case conferences

1.1 Purpose

A case conference is where;

- the recommendations contained in the Work Wellness assessment report,
- treatments prescribed by GPs and treating specialists (subject to confidentiality),
- other recommendations proposed by attendees,

... can be discussed in order to;

- increase common understanding of the recommendations and their likely effectiveness.
- gain commitment to the recommendations and the contribution that each attendee can make to supporting the commitment.

Attendance at case conferences is outside of the scope of delivering an occupational health report and is therefore chargeable at the standard client meeting price.

1.2 Timing

- Case conferences will typically be called within 2 weeks of the release of the Work Wellness assessment report.
- If a case conference is called more than 4 weeks after the release of the Work Wellness assessment report then Work Wellness should have the opportunity to conduct a follow-up review assessment with the employee shortly before the case conference to:
 - Ensure that they have the most up to date information about:
 - The employee's condition and its impact upon their performance at work.
 - Implemented adjustments and their effectiveness.
 - The effectiveness of treatments.
 - Determine what information the employee is willing and unwilling to disclose at the case conference.

1.3 Attendees

Who?	RACI (see RACI definition below)		Attendance
Line Manager	• Chair (by exception can delegate chair to HR representative). • Decides whether or not to have the meeting. • Determining attendees required to help achieve objectives of the meeting. • Issue agenda, objectives and questions they need answering (to help attendees prepare for the meeting). • Assumes HR responsibilities in absence of attendance from HR.	Accountable	Required
HR representative	• Offer advice and guidance to line manager within parameters of legal obligations and organisational policies. • Capture and obtain approval to meeting notes. • Recommend possible solutions. • The HR representative might typically be the	Consulted	Required

	referring manager, i.e., the person who made the original referral to Work Wellness and to whom Work Wellness release the assessment report.		
Employee	- To clarify and discuss own wishes and requirements including an up-date of current health, any developments, abilities with regard to work and any adjustments required. - Subject to any relevant employer policy regarding attendance at occupational health case conferences, the employee can request that the line manager invites an employee representative or companion together with the reason for the invitation.	Consulted	Required
Employee Representative or Companion	- A companion. Will not seek to represent the employee's interests or influence the meeting. They can be: - A colleague, family member or someone involved in the treatment of the employee's health condition and on whom the employee will depend for moral support and re-assurance. - A translator. - A representative. Will seek to represent the employee's interests and influence the meeting because a health condition prevents the employee from being able to do so themselves. This can include: - Suggesting adjustments. - Assessing the likely effectiveness of a recommendation. - Asking questions of other attendees.	Consulted	Optional
Work Wellness	- To assist the meeting by: - Clarifying medical information and opinion contained in their assessment report(s). - Explaining the regulatory and code of practice standards and scope of occupational health assessments - To safeguard employee's right to confidentiality and consent. - This will always be the practitioner who will or has conducted the assessment unless their absence from the meeting is unavoidable.	Consulted	Required

RACI Definition

Responsible	At most, required to agree / approve specific decisions because the decision: - Has a material impact upon the job, tasks and processes. - Requires them to perform work to directly contribute to the achievement of the objective(s).
Accountable	- Single point of accountability for the achievement of the objectives. - Ensures all required tasks are completed. - Overall decision maker.

Consulted	At most, required to provide information to inform decisions (e.g., subject matter expertise).
Informed	At most, required to be kept informed about decisions, actions and progress because: • There might possibly be an impact upon their job, tasks and processes • There will be a minor impact which can be accommodated with existing resources. • They need the information in order to include it in reports.

2 Clarification Meetings

2.1 Purpose and Timing

Clarification meetings are typically:

- Short, 5 - 15 minute Q&A type conversations, rather than discussions.
- Conducted by email or telephone.
- Free of charge because they are supporting the delivery of an occupational health assessment report.

Purpose	Timing and logistics
Clarify the process. Referring manager has read the relevant: • Process description on the Work Wellness web site • Instructions in the Referral and Consent forms and requires: • Clarification of specific items of information which appear ambiguous. • Guidance on how the process might apply to an unusual case which appears to be an exception to the “norm”. A meeting prior to making the referral (i.e., sending the referral and consent forms to Work Wellness) must ensure personally identifiable, confidential information about the employee is not disclosed to Work Wellness. If confidential information needs to be disclosed in order to progress this meeting, then it must be done anonymously, such that Work Wellness is unable to link this information to an identifiable employee.	• Referring manager sends an email request to admin@workwellnessuk.co.uk containing a description of what is unclear about an item of information. • Work Wellness will normally respond by email within 2 working days with: ○ A request for a description of what is unclear about an item of information if not already provided. ○ An attempt to address the need for clarification. ○ Candidate dates for a clarification meeting if the need for clarification cannot be addressed by email.
Clarify the assessment report or confirm agenda items for a case conference. Referring manager has read the relevant process description and the relevant Occupational Health Standards content on the Work Wellness web site and requires: • Clarification of certain points in the Work Wellness assessment report which might appear ambiguous or difficult to understand (e.g., a medical condition which has not been adequately explained in the report). • Confirmation of agenda items for a case conference. The meeting must be careful not to disclose any new confidential information about the employee not already included on the referral form or assessment report as the employee will not have consented to its disclosure. An example might be where the employee has disclosed to the Work Wellness practitioner that they have a progressive condition but they have forbidden Work Wellness from disclosing this information to their employer. Employee consent must be obtained for the disclosure of any additional confidential information.	• Referring manager sends an email request to admin@workwellnessuk.co.uk. • Work Wellness will normally respond by email within 2 working days with candidate dates for the clarification meeting.

2.2 Scope

Excludes	Action
Providing information which is readily obtained from the assessment report or from information made available on the Work Wellness web site.	If the referring manager requests such information, the practitioner will direct the referring manager to where they can find the information.
Providing opinion, advice and guidance on what to do with a particular employee's assessment report, e.g. What recommended adjustments might be reasonable? What are the employer's legal obligations in this specific case? Who should be accountable for actioning the recommendations? What are the merits, or otherwise, of initiating a disciplinary process or dismissal on grounds of capability?	All occupational health practitioners, including Work Wellness, have an obligation to remain impartial and transparent at all times. If a Work Wellness officer is asked "off the record" for their opinion, advice and guidance about a particular case then they will politely refuse but offer to contribute "on the record" at a Case Conference.

2.3 Attendees

Referring Manager (either line manager or HR representative)	Required
Employee	No
Employee Representative or Companion	No
Work Wellness	Required

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