

Collaboration with GP's to Manage Attendance

A Pilot Project with Bradford Metropolitan District Council

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Background

- **HR report examined the role of OH, Managers, HR and External Stakeholders in sickness absence management**
- **Identified the need to further explore OH referral process**
- **Recognised success of managing attendance required effective working between all key stakeholders**

Audit of Referrals

To track referrals OH Advisors gathered data appertaining to:

- **1st day of absence until management referral**
- **Time taken to offer appointment to employee in OH on receipt of referral**
- **The time between request and receipt of GP report**

Results of Data

- **49% of employees off on average 70 days before management referral to OH**
- **38 % of employees seen in OH within 15 days**
- **45% of GP reports received within 14 days of request**
- **In 2006/7 1319 new referrals to OH**

What does this mean?

- **That very early intervention by all stakeholders needs to be in place if sickness absence is to be reduced**
- **That this would require a robust approach from all key stakeholders**

What happened next ?

- **Contacted all GP's in the Bradford District to introduce idea of more proactive approach and shared care**
- **Explained that GP's would retain complete control of clinical management of patient**
- **OH would address work place issues and then inform GP of outcomes**

Benefits

- **This approach does not compromise GP/Patient relationship**
- **Shared Funding-not intended to replace NHS Services**
- **Fast track referral to Psychiatric services, CBT, NLP, Counselling, Physio, Mediation, Fitness and Nutrition Programmes, Life Coaching and Access to Work.**

As a result.....

- **GP's very enthusiastic about the proposal**
- **Simple Referral form drafted for GP to use (with patient consent). GP's encouraged to refer at point of issuing or considering issuing Med 3**
- **Agreement that if further reports required they would be paid for**
- **16 GP's surgeries signed up to the pilot**

Impact

- **GP's are engaging with OH in a much more proactive way and quality of medical reports has significantly improved**
- **Managers are engaging with early referral and are more proactive in funding interventions- spend to save- business case**
- **Chief Executive supported a robust approach to absence management and this has resulted in significant organisational change from the top down**

Future Plans

- **To continue to audit referrals to ensure optimum opportunity to improve**
- **Currently working in conjunction with PCT to look at further work with GP's to raise awareness of Occupational Health Interventions and Outcomes**
- **14 day automatic referral pilot in Adult Social Services to commence October 2008**

Any Questions?