



## Network Rail Occupational Health Service - Frequently Asked Questions

Please refer to the Network Rail Occupational Health website for the latest updates to the FAQs: [occupationalhealth.networkrail.co.uk](https://occupationalhealth.networkrail.co.uk)

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### What is Network Rail's Occupational Health Service?

Network Rail is bringing occupational health provision in-house from November 2023. The occupational health service aims to manage and reduce work related ill-health and develop solutions to support staff with health issues to sustain them in work. Occupational Health professionals provide independent advice to managers of staff unable to work due to long-term or intermittent short-term health problems.

A network of Network Rail Occupational Health Centres will be available across the country to access the new in-house service. Further details will be released ahead of the go-live of the service in November.

### Why are we bringing occupational health in-house?

Delivering a high-quality Occupational Health Service is an essential enabler to deliver a 'fit for the future' workforce. The decision to insource is a result of listening to the needs of the business to understand what works well and what does not with the current outsourced Occupational Health provider, and to better deliver an occupational health service which is bespoke to the needs of our people within the railway.

### Will my data and records remain confidential?

Our professional service will offer friendly and impartial occupational health support from in-house experts who understand our railway. Our occupational health experts are bound by the same confidentiality as your doctor, nurse, or healthcare professional. This means your information will not be shared with anyone else without your consent – unless a legal duty overrides the duty of confidence or if an occupational health expert has no choice but to break the confidence to protect others.

As with Optima Health, the Network Rail Occupational Health Service is bound by the Data Protection Act (2018). The Lawful basis relied on for the transfer of personal data is Legitimate interest and the Lawful basis for transferring special category data is Article 9(2)(h) health and social care where processing is necessary for the purposes of preventive or occupational medicine.

Your occupational health data will be handled confidentially by the Network Rail Occupational Health Service team.

**New! A privacy notice** is available at [occupationalhealth.networkrail.co.uk](https://occupationalhealth.networkrail.co.uk) that will detail how your personal data will be handled, please check back here, or look out for further communications.



### **Are the team clinical professionals?**

Yes, those conducting the clinical assessments hold the required experience and occupational health qualifications. Our Occupational Health Nurses will adhere to the standards of the Nursing and Midwifery Council (NMC), whilst doctors will adhere to the General Medical Council (GMC) standards. They are bound by the same confidentiality agreements and codes of conduct as other health professionals.

### **Will my line manager see my data as it is an in-house occupational health service?**

No. Your personal medical data will be seen only by the trained clinical professionals who provide the same independent service as previous external occupational health providers.

With an individual's consent, line managers will be provided with a summary outcome report which advises on fitness for work. This follows formal guidance provided by the Society of Occupational Medicine.

### **Will the in-house Network Rail Occupational Health Service integrate medical data (patient records) collected from your personal GP or hospital visits?**

No. The Network Rail Occupational Health Service is separate to the NHS and other private practices, including your GP, so data will not be integrated between the two. The Network Rail service focuses on occupational health records only, and not general medical data.

### **What are the arrangements for post go-live support for managers for medical queries?**

We will have a service delivery manager on call every day that will be able to support any urgent queries.

### **How is this service different from the previous service?**

We will ensure our service continues to provide quality and impartial advice.

You will have access to 22 new centres across the network and be seen by OH professionals who work solely on delivering a quality service for those working in the rail industry.

### **How do I make an appointment?**

The easiest way is to speak to your Line Manager and ask them to refer you.



### **Why has my manager referred me to Occupational Health?**

Referrals are made by Line Managers to help ensure colleagues are safe and well. If a manager has identified a health problem which has caused you to be absent from work, they may refer you to Occupational Health.

### **How can the referral help me?**

If necessary, the Occupational Health service may make a range of recommendations such as adjustments to the hours or days that you work, or that temporary or permanent alternative duties be considered.

If you are currently absent from work the Occupational Health service will support, you to return to work when possible.

### **How will I get directions for a medical?**

Details of your medical appointment which will include an address will be sent to you via email or letter in line with your requirements, along with a text reminder. Directions to all OH Centres can be found on the OH Service website at <https://occupationalhealth.networkrail.co.uk/>

### **How do I contact NR Occupational Health Support?**

Free Phone: 0800 3160 066

Email: [OHSservice@networkrail.co.uk](mailto:OHSservice@networkrail.co.uk)

### **Is there someone locally who can support me with my queries?**

A service delivery manager will be on call every day to support any urgent queries.

### **I'm having trouble logging into Occupational Health Portal. Who can I contact for support?**

Please raise an IT ticket via the self-service form or call the IT Helpdesk.



**What time of day are the services available?**

You can contact Occupational Health Support from 08:30 – 16:30 via 0800 316066. Medication enquiry, Sharps, Drugs and Alcohol testing will be available 24/7.



## Archive

**Please note the transfer or records opt out window has now closed (07 October 2023). Below are the FAQs for information only:**

### What does the automatic transfer of records mean for me?

- No action is required. You do not need to respond to the Transfer of Occupational Health records letter posted to you.
- Any occupational health records held by the existing occupational health provider, Optima Health, will be automatically transferred to Network Rail's Occupational Health Service if you do not opt-out of the process.
- Your records will be handled by Network Rail's Occupational Health professionals who follow confidentiality and impartiality processes.
- All Occupational Health Services, including ongoing and new appointments and referrals will be managed by the Network Rail Occupational Health Service.

### What happens if I wish to opt-out of the transfer of occupational records?

- You must contact [OHInsourcing@networkrail.co.uk](mailto:OHInsourcing@networkrail.co.uk) by 07 October 2023 to confirm your wish to opt-out. You will be asked to provide your full name, date of birth and postcode as part of this, as well as a form of photographic identification to verify your identity. This information will be deleted upon confirmation.
- If we do not hear from you by this date, your records will be transferred to the Network Rail Occupational Health Service.
- You can also request a copy of your existing records held by Optima Health to retain if you wish to opt-out. Please note that there may be a charge for this.
- As with Optima Health, the Network Rail Occupational Health Service is bound by the UK Data Protection Act (2018) and adheres to Network Rail's Information Security Policies. Your data will be handled confidentially by both Optima and Network Rail. Your clinical records will only be shared with the Network Rail Occupational Health Service.

### What are the benefits of my data being transferred to the Network Rail Occupational Health Service?

The new Network Rail Occupational Health Service will be used by many of our employees during their time in Network Rail – whether for completion of occupational health medicals, advice on working capabilities or the testing of drugs and alcohol to name a few.

Opting out does not mean you can't or won't be asked to use the Network Rail Occupational Health Service. It will mean that our clinicians do not have access to your occupational health records that were captured by Optima Health previously. Full occupational histories will need to be taken the first time you meet with a Network Rail occupational health professional.



**Will Optima Health (existing provider) keep a copy of my data once the Network Rail Occupational Health Service goes live?**

No. Once it has been confirmed that the transfer has successfully been completed, Optima Health will no longer have access to your records. Deletion of the data will be witnessed by Network Rail representatives.

**How is my data protected during the transfer from Optima Health to Network Rail's Occupational Health Service?**

Yes, the transfer of data will take place securely between Optima and the new Network Rail Occupational Health system, following data protection guidelines and best practice embedded within the Network Rail Information Security Policies.

Details of the privacy can be found at [occupationalhealth.networkrail.co.uk](https://occupationalhealth.networkrail.co.uk).