



Supporting occupational health
and wellbeing professionals

SOM Occupational Health Awards 2020

Showcasing occupational health – demonstrating the
value of occupational health to organisations and the
wider community



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SOM Occupational Health Awards

Join us in this celebration of the superb work that occupational health professionals undertake every day. The SOM Occupational Health Awards showcase occupational health – demonstrating the value of occupational health to organisations and the wider community.

Welcome to the SOM Occupational Health Awards 2020.

Launched in 2019, the SOM Occupational Health Awards are a celebration of the superb work that occupational health professionals undertake every day.

The Awards showcase occupational health – demonstrating the value of occupational health to organisations and the wider community.

This year we were overwhelmed by the number and quality of submissions. It was a genuine pleasure to read through the entries and discover the innovative and important work that is being done at both an individual and organisational level.

When judging the Awards, we looked at innovative leadership e.g. influencing Boards for real health and business benefit; collaborative work – delivering and influencing as part of a multidisciplinary team; driving best practice and overcoming barriers beyond the traditional occupational health service model, and innovation e.g. on risk management and contribution to prevention.

In response to the current pandemic, this year we have a special award for occupational health response to COVID-19. The recipient is Dr Tony Williams for his work on COVID-age.

We are very pleased that SOM Patron, Sir Norman Lamb is joining us for the Awards ceremony.

Huge congratulations to the very deserving winners and thank you to everyone who took the time to enter this year.

A big thank you also to our generous sponsors: Civica, Health Management, Medigold Health and NEBOSH.

Dr Kaveh Asanati, Professor Anne Harriss and Dr Vicky Mason
SOM Occupational Health Awards 2020 judges

Outstanding Occupational Health Initiative: sponsored by Medigold Health



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HEALTH**

About Medigold Health

Medigold Health is one of the UK's most respected and established providers of corporate healthcare services. Life President and Founder, Dr Mike Goldsmith, established the Medigold Health brand and service delivery model on the uncompromising principles of quality and integrity. Medigold Health provide robust occupational health and corporate wellbeing services, adding value and reducing costs. Medigold Health is setting the standard for employee wellbeing in the UK, for two decades it has worked with employers and employees, keeping people in work, safe and well.

Award winner: IPRS



About IPRS

IPRS Health is an award-winning provider of employee rehabilitation and absence management services to a wide range of corporates, insurers and government organisations. Established in 1995, IPRS Health is proudly the founding member of the IPRS Group.

Originally solely a provider for just physiotherapy, today IPRS Health is regarded as one of the UK's leading providers of quality corporate absence management services including Physiotherapy, Mental Health Treatment, Workplace Services and Wellbeing Solutions.

IPRS Health takes pride in its innovative approach to rehabilitation combining traditional treatments with new innovative methods to improve patients' experience and results, whilst helping keep costs down for clients.

IPRS health has an extensive in-house team of multidisciplinary clinicians which, coupled with its carefully selected and managed national clinical network, can provide a first-class nationwide service including specialist flexible return to work and functional recovery solutions.

IPRS – Outstanding OH Initiative winners

- IPRS Health designed and implemented psychological and physical resilience workshops to a cohort of employees that resulted in a 98% improvement in absence days lost due to back and knee pain.
- Anglian Water (AWG) approached IPRS Health to address their increased musculoskeletal disorders (MSDs) among a cohort of water engineers. IPRS identified risk factors related to MSDs in this job role which included static awkward positions along with a poor understanding about pain, mental health and well-being issues related to MSDs.
- IPRS Health collaborated with AWG on a series of interactive and evidence-based workshops to address these risk factors. The workshops were developed and implemented nationally by AWG engineers. Each workshop was delivered by an Occupational Health Physiotherapist.
- The data comparing MSD absences in AWG engineers after the workshops spoke for itself:
 - Days lost due to knee pain averaged 11 days in the 6 months leading up to the workshop delivery.
 - Days lost due to knee pain averaged 1 day in the 6 months after the workshop was delivered.
 - Days lost due to back pain averaged 23 days in the 6 months leading up to the workshop delivery.
 - Days lost due to back pain averaged 0.5 days in the 6 months after the workshop was delivered.
- The engineers rated the course a score of 68 on the Net Promoter Score (NPS), where a score of over 68 is classified excellent. Examples of feedback included: “I think this workshop should be delivered out across the whole organization” and “Opens your mind, and makes you remember that sometimes you can over think things”.

Outstanding Occupational Health Practitioner: sponsored by Health Management



About Health Management

Health Management helps organisations promote and maintain the physical, mental and social wellbeing of their employees. It employs an expert team of Occupational Health Physicians who work with clients to reduce staff turnover and manage employee absence by ensuring employees are healthy for work and healthy in work. Health Management also delivers Primary Care services and offers digital wellbeing platforms, programmes and strategies to ensure better health is at the heart of every business.

Highly commended: Rachel Dunbar-Rees



About Rachel Dunbar-Rees

Rachel Dunbar-Rees is an Occupational Health Specialist Practitioner for All Health Matters Ltd and works directly with clients offering her vast knowledge of OH and tropical medicine. Rachel qualified as a nurse in 1995 with BA Hons RGN and went on to gain a BSc hons in OH from South Bank university and a post grad diploma in Tropical Medicine from the London School of Hygiene and Tropical Medicine.

Rachel Dunbar-Rees – Outstanding OH Practitioner highly commended

- Rachel joined All Health Matters in October 2012 and has proved herself to be indispensable. Her attitude to her work is exemplary. She is a true professional who is much loved by her colleagues and the many clients with whom she has contact.
- Calm, efficient and resourceful, Rachel undertakes her role with a dedication second to none, and although a single mum of teenage boys, she manages her time well, and achieves an excellent work-life balance without drama or fanfare.
- Qualified with Hons degrees in both OH and in Tropical Medicine, during her time with All Health Matters, Rachel has advised on, and developed robust policies and protocols in relation to Malaria, Ebola, Zika and Influenza viruses for global clients.
- All Health Matters was commissioned to undertake a complete review of the Medical Fitness to Work protocols for one of its FTSE international clients, and Rachel was charged with the task of scrutinising the health risks of operational facilities around the world, peer-to-peer surveys and extensive market research. Such was the quality of the final report, that the recommendations were approved by the Executive Board and adopted worldwide.
- Locally, Rachel has instigated effective health promotion events which have proved very popular with all participants; she oversees one of the All Health Matters London branches, and acts as Mentor to its OH Technicians. Her duties have taken her all over the UK and she has travelled to Europe and Africa to deliver services and attend meetings.
- Having worked for many years with patients undergoing cancer treatment, in palliative care settings and as a practice nurse, Rachel has become a caring and understanding practitioner with the ability to put people at ease and create trusting relationships with clients, their employees, and colleagues alike.

Award winner: Dr Laran Chetty



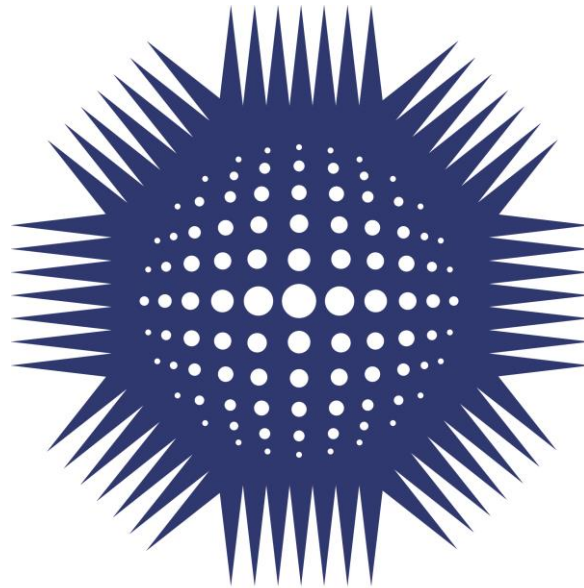
About Dr Laran Chetty

Dr Laran Chetty is a Senior Chartered Physiotherapist in Occupational Health at the Royal Free London NHS Foundation Trust. Recognised as an exemplar service by the Chartered Society of Physiotherapy (CSP), he received the CSP's Award for Service Excellence in 2014. He has published over 20 peer-reviewed papers and in 2017 received the Public Health Research Award for his seminal work on evaluating the health and wellbeing needs of employees. Dr Chetty is an executive committee member of the Association of Chartered Physiotherapist in Occupational Health and Ergonomics (ACPOHE) serving as the Equality and Diversity Officer and E-news Editor. He is also a member of the CSP's Diversity Network.

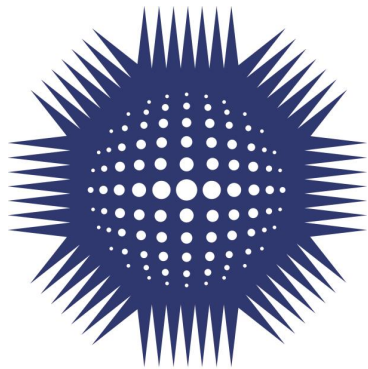
Dr Laran Chetty – Outstanding OH Practitioner winner

- Since moving into OH physiotherapy in 2004, Dr Laran Chetty has worked in different environments both nationally and internationally. In 2008, perplexed by the recurring musculoskeletal disorders in the NHS, Dr Chetty developed one of the first staff physiotherapy service embedded within an NHS OH department with the primary aim of reducing sickness absence. Recognised as an exemplar service by the CSP, Dr Chetty was frequently asked to help develop other NHS OH physiotherapy services.
- Working with stakeholders, Dr Chetty introduced ergonomic and display screen equipment assessments within OH's remit. A slideshow of desk-based exercises were saved as computer screensavers, pamphlets promoting exercises at work/home were produced, and companies were invited so that staff (particularly those with long-term conditions) were able to try ergonomic equipment in order to make their work environment more suitable. Staff with musculoskeletal issues are now seen within 5-10 days. Health outcomes scores showed significant improvements post OH physiotherapy. An economic evaluation demonstrated 1:3 ROI, thus demonstrating clinical/cost effectiveness.
- In 2019, Dr Chetty graduated with a doctorate in OH physiotherapy. His dissertation contributed to new knowledge by developing multiple stakeholder frameworks for advancing OH physiotherapy practice. He has published 23 peer-reviewed papers and delivered 81 presentations.
- Dr Chetty was awarded the World Class Care Award (2013), Chartered Society of Physiotherapy Award in Service Excellence (2014), Public Health Research Award (2017), and All Star Award (2018). Being elected as the Equality and Diversity Officer for ACPOHE and securing research grants totalling £10K has made his contribution to OH the benchmark for research, practice and service.

Outstanding Contribution by an Employer to Workplace Health and Wellbeing: sponsored by NEBOSH



nebosh



nebosh

About NEBOSH

NEBOSH is a leading global organisation, which has developed health, safety, wellbeing and environmental qualifications to help raise competence at all levels in the workplace.

Since its inception in 1979 over 400,000 people from around the world have gained a NEBOSH qualification. Tens of thousands join their number every year after studying with one of its 600 Learning Partners who operate in over 132 countries.

NEBOSH qualifications are highly respected by governments, employers and its learners. They build the knowledge and skills which underpin competent performance as a health, safety and environmental professional.

Award winner: Health Management with London Fire Brigade

Amie Cook,
HML Account
Director



David Amis,
LFB Head of
Wellbeing



Gemma Gayfer,
LFB Health and
Absence Manager



Jessica Stanley,
Clinical Operations
Team Manager



Omer El-Nagieb,
HML Chief Medical
Officer



About Health Management and London Fire Brigade

Health Management has been working with London Fire Brigade (LFB) since 2008, providing a range of health and wellbeing services to the brigade's 5,600 employees and helping LFB achieve their vision of a workforce 'fit for the future'. In the course of the partnership, Health Management's complement of services has expanded and developed, with the regular introduction of improvements and new services in order to provide the best possible health outcomes for LFB staff.

Significantly, in 2013, the Functional Restoration Programme was introduced, a six-week programme which aims to return an individual to full operational duties, comprising education sessions, mindfulness, circuit training and on-site re-orientation to help individuals integrate back into working life at LFB.

Subsequently, the Hip Replacement process was introduced, in which physiotherapists and fitness advisors facilitate the employee's recovery after surgery and return to full duties over a six-month period. The programme consists of intervals on light duties, independent referrals to an orthopaedic specialist and functional assessments at station.

The programme's success has earned LFB the distinction of being the only fire brigade in the UK to successfully return operational employees to work following the procedure.

In 2018, LFB, in conjunction with Health Management and Revitalise, developed a platform for London Fire Brigade staff providing access to free resources to support their general wellbeing and health, including fitness videos, nutritional advice and monitoring features.

Throughout the COVID crisis, Health Management has provided co-ordinated support to help LFB meet a host of new and demanding challenges, successfully introducing a remote-delivery model during the pandemic, in which services including medical assessments, Routine Periodic Medicals, Physiotherapy and Well Person Assessments were delivered by either video call or telephone. The Functional Restoration Programme was likewise delivered remotely during this period to ensure continuity of service.

Provisions for LFB include a dedicated on-site counselling and trauma service, available to all the brigade's employees, delivered by a dedicated team comprising fully trained clinical psychologists and counsellors, supporting staff where needed and providing additional counselling as required following a self-referral.

Health Management and London Fire Brigade – Outstanding Contribution by an Employer to Workplace Health and Wellbeing winner

- Health Management has delivered occupational health services to London Fire Brigade during a long-established and successful partnership. The ability of both parties to work at pace, streamline processes and find solutions has been exemplified by their coordinated response to the COVID-19 crisis, during which Health Management ensured continuity and consistency of its services - helping LFB to meet new and demanding challenges.
- It achieved this by successful pivoting to a remote-delivery model during the pandemic, whereby services including medical assessments, Routine Periodic Medicals, Physiotherapy and Well Person Assessments were delivered by either video call or telephone.
- Notable successes during this period were the protection of operational employees who volunteered for the Pandemic Multi-Agency Response Team. This entailed protecting employees exposed to new and acute risks, both mental and physical, as individuals were deployed to London Ambulance Service (emergency response driving and paramedic assistance) and the Metropolitan Police Service (body wrapping and recovery).
- To support this, Health Management delivered a seamlessly accelerated Hepatitis B vaccination programme to 300 volunteers, with a second cohort now in process. All 700 volunteers received robust mental health screening within a one-week period, and no mental health difficulties among these volunteers have been recorded subsequently.
- The expedited vaccination programme was facilitated by the managed re-opening of a Health Management clinic site, together with an accelerated PPE procurement process.
- For shielding LFB employees, Health Management facilitated workplace returns via individual telephone assessments with an Occupational Health Advisor, with all cases reviewed by an Occupational Health Physician.

Outstanding Occupational Health Team: sponsored by Civica

CIVICA



About Civica

Civica delivers software and services to 400 health and care providers in the UK, Canada and Australia. Civica works with 200 NHS Trusts, a third of NHS Commissioners, and many independent residential and community care providers. With its deep domain expertise, Civica is helping its customers streamline the delivery of Occupational Health and Wellbeing services for better clinical, financial and operational outcomes.

Highly commended: OHWorks



Occupational Health
and Wellbeing

About OHWorks

OHWorks' first clients were from the healthcare sector. Its work with doctors, surgeons, dentists and midwives means that its team is experienced in providing appropriate screening for those performing Exposure Prone Procedures (EPP) and has even been asked by NHS trusts to compile EPP registers to audit the status of healthcare workers in such roles.

In addition OHWorks has provided occupational health services to non-clinical roles in the healthcare sector, GP surgeries, pharmacists and to universities training the next generation of healthcare professionals.

OH Works – Outstanding OH Team highly commended

- OHWorks' university clients faced major challenges due to COVID-19. First, student doctors, nurses and midwives could not join the NHS as immunisation clinics ended with lockdown. Second, universities needed to ensure it was safe for their students to return to placements. And third, how should they deal with students enrolling in September 2020 who would be fit in a normal year but unfit during the pandemic?
- OHWorks created a COVID-19 Team to help clients meet these challenges.
- To prove it could hold large-scale clinics while still maintaining social distancing, OHWorks trialled this at the University of York, seeing 100 students in six hours. Seven other clients (in Birmingham, London, Canterbury and Nottingham) were reassured and gave the green light to run more clinics. As a result, hundreds of students were able to enter NHS roles.
- OHWorks created a simple and user-friendly risk assessment process and questionnaire to help universities quickly identify the students needing to be referred to OH using its online referral system.
- For new students, OHWorks persuaded universities to let it undertake risk assessments and added to health questionnaires a question on ethnicity (essential for calculating COVID-age). This gave students who would be unfit during the pandemic the option to defer for a year, and save around £9,000 in tuition fees.
- For one NHS trust, OHWorks risk assessed more than 550 employees, undertook 1,050 face-fit tests, more than 3,000 COVID-19 antibody blood tests, and set up a 24-hour, 7-day-a-week helpline (within three hours of the client's request).

Award winner: Newcastle OHS



Newcastle OHS – Outstanding OH Team winner

The Newcastle Occupational Health Service (OHS) is hosted by The Newcastle upon Tyne Hospitals NHS Foundation Trust. During the COVID-19 pandemic, it has been essential for OHS services to react rapidly to increased demand and to utilise resources in novel and innovative ways. The team has responded with compassion and care to the emerging challenges throughout the period and is innovating to support enhanced delivery of supportive OHS for the foreseeable future. The impact on the psychological wellbeing of all staff was identified as an area of high risk early in the pandemic and the team established a telephone helpline – publishing the outcomes in *Occupational Medicine*. Evaluation of symptoms and rapid access to swabbing and results was also activated early and initial findings were published in the *Lancet* with follow up papers in progress. One of Newcastle OHS's speciality trainees has accomplished the major task of developing, completing and submitting his thesis based on this work and a second is in the process of completing the initial COVID antibody work carried out in the Trust. The integrated physiotherapy and psychology team have supported those with long COVID through the use of telephone and video consultations to supplement the highly specialised services provided by the Trust medical teams. The internal test and trace process has more recently required the enhanced skills of the nursing team in collaboration with infection prevention and control teams in order to support the safe delivery of patient care in the Trust of 15,000 staff. The front line however has been the administration and team assistants and technicians who have responded to the fears and concerns of employees ensuring excellent communications in a time of need.

Special COVID-19 award

COVID award winner: Dr Tony Williams MA MB BChir MMedSci LLM DTM&H FFOM



Dr Tony Williams trained in rowing and medicine at Caius, Cambridge and St Thomas' Hospital, before joining the Royal Army Medical Corps in 1983. Most of his Army service was with or affiliated to Airborne Forces, including command of 23 Parachute Field Ambulance from 1997 to 1999.

He moved to Kent in January 2003 as director of Working Fit Ltd, an occupational health consultancy. He has an extensive portfolio of clinical occupational health work in the NHS and for a variety of public and private organisations, and produced the evidence-based guidance for selection and retention to the Fire Service. Tony represented the Faculty and Society of Occupational Medicine on the RCS(Eng) and RCOG steering groups developing guidelines for fitness to work after surgery from 2008 onwards and ran Health and Work training workshops for the RCGP. He completed an LLM in Law and Employment Relations at Leicester University in 2007 and has an interest in disability issues and medically unexplained syndromes. He was Chair of the Government review into the Normal Pension Age for firefighters in 2012 and has also advised on pension age for the Royal National Lifeboat Institute and for the National Offender Management Service. He established the Covid-age project for ALAMA, developing an evidence-based tool for estimating vulnerability to COVID-19 in workers for use in occupational health.

Tony is currently Chair of ALAMA and was Local Authority representative for nearly a decade, advising ALAMA members and the Department of Communities and Local Government on ill health retirement under the Local Government Pension Scheme. He is a strong proponent of the use of evidence in occupational health practice, and his website, www.workingfit.com includes guidance for returning to work after surgery, and an expanding section of evidence to support advice and decisions, particularly in relation to pensions and insurance assessments.

His main interests are telemark skiing, hillwalking, cycling and running. He rowed for Cambridge Lightweights, Caius and St Thomas', kayaked in marathon and white-water racing for the Army and was Chairman of Army Canoeing.



**Final words:
SOM Patron
Sir Norman Lamb**

Thank you to everyone who submitted an entry – SOM is proud of all of you