



# **Health and Medical Assessment Procedure**

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**Health and Medical Assessment Procedure – Xander Recruitment Group Ltd**

**Please Note: This document is classed as uncontrolled when printed**

# Health and Medical Assessment Procedure

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## 1 Purpose

The purpose of this Procedure is to provide guidance and direction for the Health Surveillance and Medical Assessment process applied by Xander Recruitment Group Ltd (XRG). The development of the procedure ensures that XRG does not knowingly employ agency staff on any assignment suffering from a medical condition, or taking any medication, which may affect their own safety or that of others.

The document

The process outlines Health Surveillance to help protect our agency staff from illness caused by being exposed to certain health risks whilst at work and includes the competence specific medical fitness required for agency staff working with specified clients that may need further assessment than the usual declaration of health form. The procedure becomes part of our response for the application of health support arrangements for all personnel undertaking activities within the XRG working environments.

### 1.1 Scope

The purpose of this Procedure is to provide guidance and direction for the Health Surveillance and Medical Assessment process applied by XRG. The development of the procedure ensures that XRG does not knowingly employ agency staff on any works suffering from a medical condition, or taking any medication, which may impair their own safety or that of others.

The process outlines Health Surveillance to help protect our agency staff from illness caused by being exposed to certain health risks whilst at work and includes the competence specific medical fitness required for agency staff working with certain clients such as the NHS. The procedure becomes part of our response for the application of health support arrangements for all agency staff undertaking activities within the XRG working environments.

### 1.2 References

- The Health and Safety at Work etc Act. 1974;
- The Management of Health and Safety at Work Regulations 1999;
- Immunisations Records for those entering work in the NHS:
- Fitness to Work Certificate issued by a recognised provider for those working in the NHS:
- Covid-19 vaccinations proof unless medically exempt.
- 22-01 Medical Self-Declaration Form
- 22-02 Medical Condition Change Form

### 1.3 Definitions

#### **Informed Consent**

Consent to a procedure, freely given following a full explanation.

#### **Medical Assessment**

An assessment made for the purposes of advising whether an individual is medically fit for the purposes of working with the clients we service. Such an assessment is usually made through medical examination or from information provided by the individual by means of a questionnaire. Approved Occupational Health providers must make Medical Assessments.

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## **Occupational Health Provider**

An approved occupational health service supplier, qualified and approved by the NHS or other clients requiring this.

## **2 Responsibilities**

The responsibility for the day-to-day application falls on every level of personnel including supplied agency staff provided to clients. Our compliance team shall ensure all agency staff meet all the requirements laid down within this process including the obtaining and recording of self-declared medical conditions and associated medication.

It is the responsibility of all Agency Staff to utilise PPE and equipment provided to assist in undertaking tasks and application of the safe system of works provided to reduce the risk to themselves, their working team and anyone who could be impacted on, by their undertaking's. This process includes initiatives progressed by XRG and their clients to support health and welfare.

The Health and Safety Officer and those competent to undertake Site Inspections especially health surveillance shall apply the Inspection Process to capture potential exposure to medical impact while undertaking activities in working environments.

The Compliance Team is responsible for collating all health and welfare records, provide a secure depository for the documents and assessment of the retention time limitations.

## **3 Process Application**

### **3.1 Medical Fitness Requirements**

Medical assessments for those working with our clients are applied to control the risk of individuals being appointed to roles they are not medically fit for and reducing the risk of individuals health impacting on their work. It is therefore important to ensure that ongoing safety arrangements are met and organisations putting individuals to work confirm, as far as reasonably practicable and in a consistent Manner, their level of health fitness to undertake their planned duties.

There are two process that shall be applied by XRG to ensure a consistent level of compliance is achieved in both processes. The first process requires the collation of information regarding an individual health and medical condition including the ongoing health surveillance and to identify changes. The second is the application of medical assessments where required to confirm the level of fitness of an individual. This process is undertaken in a formal manner by an approved Occupational Health Service provider, approved by the NHS to carry out the assessments. The XRG input is to confirm arrangements and provide information (if required and on informed consent by the individual) to support assessments.

#### **3.1.1 Provision of Medical Information**

The XRG application process is applied when candidates are initially registered with the company or are offered an unconditional contract of employment. Part of this initial process to confirm the applicant medical condition, applied by a confidential process. This undertaken via a self-declaration questionnaire in order for the applicant to provide their medical information and medical fitness level.

It is imperative to confirm that individuals shall not be suffering from medical conditions, or taking medical treatments that has the potential to cause:

- Sudden loss of consciousness.
- Impairment of awareness or concentration

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- Sudden incapacity.
- Temporary visual impairment.
- Impairment of balance or coordination.
- Significant limitations of mobility.

Applicants have a duty under the Health and Safety at Work Act 1974, to report any health concerns about their fitness for work to their potential and current employer i.e. XRG and their clients. This is to ensure any medical conditions are not progressed by the work activities they seek, and any medication does not impact on their ability to undertake work activities in a safe manner. This also supports the risk assessed for lone working when undertaking their work duties.

## 3.2 Formal Medical Assessments

Medical assessments shall be undertaken by occupational health providers if required by our clients such as the NHS from a list of approved suppliers to do so by the client and to specified requirements detail in their standards. Medical assessments form one part of a system to manage the medical fitness of people who undertake safety critical duties or work in the client's facility. The formal arrangements shall confirm that individuals are not impaired by:

- Alcohol and Drugs.
- Lone working: as defined by the Health and Safety Executive (HSE)
- Fatigue caused by excessive hours, working patterns, travel to and from site or other causes.
- Any other circumstances or conditions of which they have been notified of or should be reasonably aware of.
- Assessment of mobility restrictions and conditions.

### 3.2.1 Initial Medical Assessment

The level of medical fitness required is dependent on the competencies required for the Role Criterion based on the remit provided by the XRG Client or specified requirements. If it is identified that the current medical certification is not valid for the individual, another assessment will be completed.

### 3.2.2 Annual Medical Assessments

An Annual Health Declaration form will be obtained from each agency staff member, which identifies the medical assessment criteria, and to ensure that all agency staff are fit for purpose and any changes to their health is documented and any adjustments required to support the agency staff are implemented if any changes to medical conditions are recognised. This will be managed by the Compliance Manager or their competent nominee, who will send the form via email in a timely manner to not cause disruption to the agency staff or the clients they work with. If required when the form is returned a meeting may be held to discuss any changes that may have arisen from any changes to the agency staff members health, providing support for the attendance arrangements, as required.

All medical assessment for XRG have clearly defined expiry dates. Fitness to work certificates issued by the Occupational Health Team will be carried out yearly from the expiry date of the initial received Fitness to work Certificate.

### 3.2.3 Medical Assessment Certification

The occupational health provider will send the medical certificate to XRG where it will be uploaded to our CRM and where required sent to the client for their records. The certificate will detail the following information: -

- Name of the individual subject to the medical fitness assessment;

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- The level of medical fitness which has been assessed (based on the requested competence);
- Any medical limitations;
- Colour vision and hearing status;
- Medical fitness status;
- Expiry date of the certificate;
- Can work in Exposure prone environments such as A&E
- Name of the Occupational Health provider that approved the medical assessment and conducted the medical examination.

The XRG compliance team will be up-date the Candidates records accordingly with details drawn from the certificate. The compliance team will check the CRM to ensure the medical assessment details have been correctly recorded and inform the individual of the outcome of the assessment.

## 3.2.4 Failure to Achieve the Standard Medical Fitness

Any person failing to meet the requirements necessary to pass the medical test for the NHS Trust will not be allowed to continue to undertake work in this sector and will be offered other placements they are deemed fit for work in. The individual will be notified of the situation and that XRG will provide information on any conclusions. The following action shall be followed to achieve an acceptable outcome:

- Seek advice from its approved medical assessment provider to assess the individual's medical fitness to hold the specific competency.
- Consider if it is reasonably practicable having made reasonable adjustments in accordance with the Equality Act 2010, to implement a safe system of work to allow the individual to hold the specific competency and continue in the post and undertake the specific duties.
- Document the measures taken to maintain a safe system of work.
- Undertaking a risk assessment of the revised safe system of work.
- Inform the individual and others responsible for his/her safety of the changes needed to maintain a system of work.
- Implement and maintain the revised safe system of work.
- Monitor compliance and efficacy of the revised safe system of work.

The manager will inform the individual in a timely manner of the outcome of the investigation.

## 3.2.5 Medical Fitness Concerns

If at any time, there is any reason to doubt the individual's medical fitness following an illness, the individual will be referred to the XRG Occupational Health provider or information provided by their GP, for assessment prior to resuming or continuing to work, whether or not the individual concerned has been absent from work.

However, following periods of absence caused by sickness, accident, or incapacity, XRG will ensure the individual is also referred to the Occupational Health provider for examination if there is any doubt as to their fitness to work in the capacity they are employed to do so.

# 4 Return to Work Assessment

## 4.1 Return to Work Interview

For every period of absence, a return-to-work interview shall be conducted. The meeting is to enable the member of staff to share concerns about their illness and general state of health in relation to their job. It is essential in monitoring absence accurately and in reinforcing the message that XRG cares about members of the team and their sickness absence, it is also assist the understanding and to maintain the risk levels for their work activities.

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The degree of formality and length of the interview will depend on the circumstances. If the member of staff is rarely on sick leave the meeting will be brief. However, should the member of staff be returning to work after a succession of frequent intermittent absences or after a long-term absence, the interview should be much more structured.

The purpose of the return-to-work interview is to: -

- See how the person is.
- Establish the cause of absence.
- To assess the requirement for further internal or external support.

## 4.2 Conducting a return-to-Work Interview

Interviewing the individual on their return to work, gives you the opportunity to confirm that the record of sickness absence is accurate and discuss any remaining health concerns that may affect the individual's ability to undertake their normal duties. The Interview shall be recorded on the Return-to-Work Record and the interview undertaken by a member of the XRG senior Management Team.

This can range from an informal chat to establish that the individual is sufficiently recovered from illness and support any return-to-work planning. It is also an opportunity to discuss any reasonable adjustments to work needed if the agency member has a disability. The main thing is to listen well and be objective. The agency staff may wish to have a trade union representative or other employee representative present. Remember to ensure that the interview is accessible for disabled agency staff in terms of venue, language (for people with learning difficulties), and provision of support or equipment. In some cases, the interview will be via telephone, and it is imperative that this is undertaken in a private room.

Frequent short-term absences for minor illness may mask worsening health, or stressful situations at work, abuse of alcohol or drugs or difficulties at home. These can lead to poor performance and more serious illness leading to longer absences if nothing is done. A sensitive and non-judgemental approach can help bring out any underlying problems. Ask questions, that cannot be answered by 'yes' or 'no' alone, about how they are feeling, how long any problems (inside or outside work) have been going on, whether others feel the same.

If stress at work is the problem, introduce controls to prevent harmful pressure building up. If balancing work and domestic demands are contributing to illness, consider what help, appropriate to the size of your business and its resources, you can offer to employees to help balance work and home demands, e.g. a change in shift pattern, flexible hours or working from home, or encouragement to contact employee assistance counselling services, if provided, or external advisory agencies. However, this may be difficult to achieve when dealing with the contractor, client interface and a modicum of consideration must be applied which may involve the client's representative.

## 4.3 Fitness for Work - Further Action

Should the information regarding the individual received from their GP state the person is fit for work with consideration of certain issues, this should be discussed and reviewed with the individual and it may be necessary for a referral to a third party i.e. the XRG Occupational Health provider for an opinion on the GP's advice provided.

However, you should be prepared to discuss any suggestions made by the GP and whether or not they are feasible or can be accommodated for the work that is undertaken and the acceptability of the client. The process must include the client for supplied agency staff, due

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to the risks and mitigation for working on their site and the activities detailed in their Role Criterion.

## 5 Changes in Medical Conditions

All employees shall be responsible for ensuring that they inform XRG and if applicable the client as well, of any changes to their medical conditions and of any medication they are taking as soon as the situation arises. The Medication Declaration / Medication Change Form shall be completed, and the CRM updated with the new knowledge of the agency workers medical conditions.

The system requires:

- adequate information to ensure that individuals and their management Team. Understand that illnesses and changes in medical conditions, including the need to take medication, may have an adverse impact on safe working.
- Individuals reporting to the Management Team any changes in their medical status including taking medication which may affect safety.
- Management Team monitoring of sickness absence to identify medical conditions, which may affect safety.
- Management Team seeking advice from their provider of OHP and advice if they have any concerns about an individual's medical fitness.
- The management Team to ensure that arrangements are in place for routine (and nonroutine) medical assessments to take place as required.

The Individual may be suspended from work activities by XRG until the assessment is received back and an understanding of impacts on their working arrangements in terms of risk uplift.

The form shall be addressed in every section and signed by the individual. It is required to provide clear detail of the changes to their medical condition or medication in order to allow the assessment of the information by the OHP and the provision of the impact it has on their abilities to undertake work activities safely. It may also be required, with the individual's permission to obtain advice from their General Practitioner regarding changes in the medical condition of the employee.

For those taking medication should the GP advise that the medication is likely to affect the ability of the individual to continue with their duties, the following shall be evaluated:

- Request the individual to visit their own General Practitioner and obtain alternative medication which will not affect their performance if available:
- Instigate special measures to permit the individual to carry out their normal duties safely:
- Instigate control measures to permit the relevant person to undertake other than their normal duties.
- Should the OHT advice confirm the medication will not affect the ability of the individual to carry out his or her duties, they should be permitted to return to work.

## 6 Continuous Medical Surveillance

Following the completion of the Medical Questionnaire for the identification of medical issues and assessment recommendation, a health surveillance regime will be applied on an annual basis. The process will include a review of risk assessment, that individuals who are liable to be, exposed to a substance or



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processes hazardous to health in their working environment will be checked and medically assessed as required:

Individuals working in roles or areas where exposure to occupational health risks have been identified these agency staff will be subject to periodic Health Surveillance. The requirements will be derived from either Statutory/Regulatory requirement where these exist or be based on information as to periodicity of the surveillance as advised by an Occupational Health Practitioner competent in the specific field.

The basis of the process will be the completion of a self-declaration completed by the individual. The forms will be issued annually and returned to the compliance team in timely manner and reviewed by the HSQE Officer supported by the OHP if required.

Where the results of the above Medical Self Certificate identify any issues, these will be reviewed and if necessary, the individual will be referred to an Occupational Health Practitioner for formal assessment.

Should the formal assessment identify an underlying or potential problem a specific Action Plan including the required control measures to ensure the condition is not exacerbated will be put in place (where it is reasonably practicable to do so) by XRG in full consultation with the Occupational Health Practitioner.

Where Statutory/Regulatory requirements do not exist, an initial assessment will be completed via completion of the job role specific Health Assessment Questionnaires in the first instance. Where the results identify a potential problem, the individual will be referred to an Occupational Health Practitioner for further detailed examination.

The results of any examinations completed by an Occupational Health Practitioner will be feedback into both the Health Surveillance process and the risk assessment process where the results identify any issues or trends detrimental to the health of the individual or other likely to be or currently exposed to the same risk.

## 7 Records and Records Management

All documents and records of the application of disciplinary and Investigation Process shall be legible and traceable to the relevant projects involved. XRG records shall be stored and maintained in such a way that they are readily retrievable and protected against damage, deterioration, or loss.

Individual review and assessment of this requirement shall establish the retention times. All documents shall be stored in hard copy format but may be transferred to electronic format for ease of storage dependent on criticality. The storage archive is based in the Head Office.

For NHS medicals, examination records will be held on our CRM system for the period as identified on the certificate and be replaced with a new certificate once issued as required by the client.

For occupational health job role, specific Health Assessment Questionnaires and Occupational Health Practitioner formal assessments. These records will be held for a minimum of 40 years irrespective of the individual's employment status.