

## **Robens Centre Occupational Health Service**

The Occupational Health Service for SOAS University of London is provided by the Robens Centre for Occupational Health and Safety (the Robens). [www.rcohs.com](http://www.rcohs.com)

The Robens Centre is an independent and specialist Occupational Health (OH) provider which is owned by the University of Surrey. Our OH team operate Monday to Friday throughout the year and are available to all employees of SOAS via the SOAS HR team.

Our head office is located on the Surrey Research Park in Guildford however the service will be delivered in the most part by the use of telephone consultations. Where face to face appointments are required these will be with an Occupational Physician (OP) and will be held at our London clinic in 10 Harley Street, London [W1G 9PF](http://www.rcohs.com).

The Robens will provide a:

- Lead Administrator
- Dedicated Occupational Health Advisor (OHA)
- Clinical Director
- Occupational Physician

The OHA can be contacted via the SOAS Human Resources (HR) team or Robens Lead Administrator

The Robens utilises on-line portals for referral forms and to report responses as well as email or post as required. The Cohort Occupational software system (supplied by Medgate UK) is cloud hosted in the UK, widely used by UK Occupational Health providers and all information is held in a secure ISO 27001 accredited UK based dual stream data centre.

## **What is Occupational Health?**

OH aims to support management in their duty to provide a safe and healthy environment for workers by advising them on all aspects that are related to health in the workplace.

We are here to assist you in staying healthy by looking at the effects of your health on the work you do and the effects of your job on your health. We do this by working closely with SOAS and in particular with HR.

Occupational Health aims are to:

- Prevent work related ill health
- Provide a professional and impartial service
- Reduce risks to health from occupational hazards
- Promote health and safety
- Maintain confidentiality of health information obtained
- Provide advice on:
  - the effect of work on health, for example, stress and noise
  - the effect of health on work, for example, disabilities
  - routine health surveillance for workplace activities
  - travel health and vaccinations required for overseas trips

The OHA and OP are available on an appointment basis only following a referral made by your Line Manager or HR. If you are referred to OH we will discuss the referral with you and provide a report to your Line Manager/HR regarding fitness to work and, if appropriate, recommendations for workplace adjustments.

The service is also able to direct people to additional support such as counselling.

Please contact your Line Manager or HR for any other information related to OH.

The Robens Centre holds the following quality accreditations:

- Safe Effective Quality Occupational Health Service accredited (SEQOHS)
- Care Quality Commission (CQC) registered
- ISO 9001:2008 Quality assured

**Important information for you to understand about Occupational Health and your Occupational Health specialist**

- OH is a confidential medical and nursing speciality that examines the relationship between work and health and the impact on each other
- OH staff are registered specialists with their respective professional bodies – OHAs with the Nursing and Midwifery Council and OPs with the Faculty of Occupational Medicine and General Medical Council (GMC)
- Any consultation is confidential between you and the OHA/OP and should take between 30-40 minutes. Consultations can be carried out face to face, telephone or Skype. Please be available at the agreed time/arrive on time
- The OHA/OPs primary role is to advise the organisation you work for about your fitness for work and will prepare a report for your HR/Manager following the consultation. A copy will automatically be sent to you
- The OHA/OP will ask you about your health problems, with particular emphasis on how they affect or are likely to affect your work
- The OHA/OP is not able to take on the role of your General Practitioner and does not diagnose or treat ill-health
- It may be necessary to communicate with your GP/Specialist, if so this will be discussed with you during the consultation and your permission obtained
- The report sent to your Manager/HR may include recommendations about aspects of your job (e.g. your working hours). It is the responsibility of your Manager to follow these through within the context of the working environment
- You should already be aware of the reason why you are seeing the OHA/OP, if this is still unclear please speak to your HR representative and/or Manager before the consultation