

## DRAFT 2023 SEQOHS STANDARDS MAPPED TO 2015 STANDARDS

DOMAIN 1: GOVERNANCE AND FINANCE	
Suggested 2023 Standards	2015 Standards
<p><b>1a</b> The occupational health (OH) service should demonstrate appropriate financial planning, monitoring and reporting are in place.</p>	<p>A2.1 An OH service must have appropriate <b>systems of financial and asset control</b> to protect the services that it provides to purchasers.</p>
<p><b>1b</b> The OH service must demonstrate how they provide a safe place for staff to work and for service users and others in compliance with legal requirements.</p>	<p>D1.1 An OH service must implement...systems to ensure the general <b>health and safety</b> of service users, staff and others.</p>
<p><b>1c</b> The OH service should demonstrate effective clinical governance, and compliance with evidence-based guidelines, consensus-based guidelines, and professional requirements, including the Faculty of Occupational Medicine's (FOM) guidance on ethics.</p>	<p>C2.4 An OH service must demonstrate clinical governance {in line with} <b>evidence-based and consensus-based guidelines</b>, as well as with <b>professional legal requirements</b>. This includes the Faculty of Occupational Medicine's guidance on ethics.</p>
<p><b>1d</b> The OH service must provide evidence that it has a legally compliant Equality, Diversity and Inclusion policy, and show how this is promoted and sustained within the organisation and in the provision of its services.</p>	<p>F1.4 An OH service must promote a culture of <b>equality</b> and treat workers fairly.</p>
<p><b>1e</b> The OH service must adhere to its Health and Safety and Data Protection policies, as well as client-specific regulatory and contractual requirements, and should provide evidence of this and the effectiveness of induction processes for staff and contractors in these areas.</p>	<p>C1.5 An OH service must <b>familiarize new staff</b> with the OH service <b>policies and procedures, duty of confidentiality, health and safety and their roles and the roles of others</b> and <b>accountability</b> for service <b>quality and delivery</b>.</p> <p>B2.1 An OH service must ensure that staff understand their responsibility to protect <b>confidentiality</b>.</p> <p>B2.4 An OH service must ensure that the <b>intellectual property</b> of purchasers is protected.</p>

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<p><b>1f</b> There should be at least one clinician with a professional qualification in occupational medicine or occupational health, as recognised in the 2023 SEQOHS Evidence Guide, engaged in a clinical leadership position in the service.</p>	<p>C2.1 An OH service must employ at least one <b>occupational health professional who has a qualification in occupational medicine or occupational health.</b></p>
<p><b>1g</b> Professional staff must be registered/licensed with the relevant regulatory body.</p>	<p>C1.1 An OH service must ensure that its clinical staff are <b>registered</b> with the relevant regulatory body on the appropriate part(s) of its register(s).</p>
<p><b>1h</b> The OH service should demonstrate the reasonable steps it takes to ensure the professionalism of its clinical and administrative staff, and its arrangements for professional and business indemnity.</p>	<p>A1.2 An OH service must take reasonable steps to ensure that all of its <b>staff are honest and trustworthy.</b></p> <p>C2.2 An OH service must verify that all clinical staff are <b>professionally indemnified.</b></p> <p>C1.2 An OH service must ensure that its staff have the <b>knowledge, skills, qualifications, experience and training</b> for the tasks they perform</p>

### DOMAIN 2: RESOURCES AND PROCESSES

Suggested 2023 Standards	2015 Standards
<p><b>2a</b> All clinical staff employed by the OH service, and contractors engaged by the OH service, should have the knowledge, skills, experience and relevant qualifications for the work they undertake.</p>	
<p><b>2b</b> The OH service should demonstrate how it ensures that staff and contractors who advise on and/or deliver immunisations, or otherwise engage in medicines management, are clinically competent and practise in accordance with national standards and guidelines.</p>	<p>D3.1 An OH service must ensure that nurses follow a recognised <b>framework for medicines management.</b></p> <p>D3.2 An OH service must ensure that staff who advise on or give <b>immunisation</b> are clinically competent according to national minimum standards.</p> <p>D3.4 An OH service must ensure that staff follow <b>national guidelines for storing, handling, administering and disposing of vaccines.</b></p>

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<p><b>2c</b> The OH service should demonstrate how it advises customers on access to more specialised advice, such as from an occupational hygienist, and its arrangements for escalation when indicated to an occupational physician on the GMC specialist register.</p>	<p>C2.3 An OH service must have <b>access to an identified occupational physician</b>, listed on the GMC specialist register, including for the <b>escalation</b> of cases.</p>
<p><b>2d</b> The OH service must take all reasonable steps to ensure equity of access to services, including arrangements for persons with a disability, and should ensure that facilities are well maintained and protect the right to privacy and the maintenance of dignity.</p>	<p>D1.4 An OH service must ensure that the facilities provided for service users are <b>well maintained</b>.</p> <p>D1.2 An OH service must take all reasonable steps to ensure that services are delivered in <b>facilities that allow access by persons with a disability</b>.</p> <p>D1.3 An OH service must take all reasonable steps to ensure that the facilities are suitable with respect to design, layout and service users' rights to <b>privacy and dignity</b>.</p>
<p><b>2e</b> The OH service should ensure that appropriate infection control measures, including for hand hygiene, are in place in examination and treatment rooms.</p>	<p>D1.5 The OH service must provide <b>hand hygiene</b> measures in examination and treatment rooms.</p>
<p><b>2f</b> The OH service should have access to sufficient quantity, quality and type of equipment required for effective delivery of its services, and have arrangements in place for effective maintenance, calibration and cleaning of equipment.</p>	<p>D2.1 An OH service must provide <b>medical equipment</b> relevant to the services provided.</p> <p>D2.2 An OH service must have systems in place to ensure regular <b>inspection, calibration, maintenance and replacement of medical equipment</b> and that it is safe to use.</p>
<p><b>2g</b> The OH service delivering vaccinations should demonstrate that vaccines are stored in a dedicated and appropriately maintained vaccine refrigerator; that they are handled, administered and disposed of by suitably qualified staff in line with national guidelines for medicines management; and that emergency treatment for anaphylaxis is immediately available.</p>	<p>D2.3 An OH service must ensure that <b>dedicated vaccine refrigerators</b> are provided and maintained if vaccines are stored.</p> <p>D3.3 An OH service must ensure that <b>emergency treatment</b> is always immediately available for anaphylactic reactions whenever immunisation or injection therapy is undertaken.</p>

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<p><b>2h</b> The OH service should put in place Service Level Agreements when its services are purchased/commissioned, or Business Terms for ad hoc arrangements, that specify:</p> <ul style="list-style-type: none"> <li>i) the service(s) to be delivered and the associated fees;</li> <li>ii) the resources required;</li> <li>iii) the process for referral to the OH service;</li> <li>iv) the usual turnaround time for outputs;</li> <li>v) the case management process, including reporting cases of occupational disease;</li> <li>vi) arrangements for onward referral for further investigation or referral to other health professionals where agreed;</li> <li>vii) data protection measures and arrangements for OH records once the OH service is no longer providing the service.</li> </ul>	<p>E1.2 An OH service must agree with purchasers, at the outset and at contract reviews, the <b>services to be delivered</b> and the <b>resources</b> required to deliver the service and the extent and scope of any <b>business continuity</b> planning that is required to protect service delivery.</p> <p>E1.3 An OH service must agree with purchasers, at the outset, the <b>process for referrals to the OH service, case management</b> and <b>reporting</b> of cases of occupational disease and any <b>onward referral</b> of workers for further investigation.</p> <p>E2.2 An OH service must define an explicit <b>service level agreement</b> for each customer organisation so that purchasers understand from the outset what they can expect from the service.</p> <p>E1.1 An OH service must provide purchasers and potential purchasers with clear and user-friendly <b>information on fees</b>.</p> <p>B1.3 An OH service must ensure that procedures exist for the <b>transfer of records</b> on change of contract or closure of business.</p>
<p><b>2i</b> The OH service should demonstrate how their processes detect and promptly address unacceptable clinical practice, and any concerns regarding the conduct, performance and/or health of a health professional they employ or with whom they are working to deliver a service.</p>	<p>C2.6 An OH service must have systems in place to detect and address, as early as possible, <b>unacceptable clinical practice</b> and <b>concerns regarding the conduct, performance or health</b> of a health professional with whom they are working to deliver a service.</p>

### DOMAIN 3: OUTPUTS AND OUTCOMES

Suggested 2023 Standards	2015 Standards
<p><b>3a</b> Where the OH service provides preventive services, examples should be provided of outputs that demonstrate where it has effectively worked with the purchaser/commissioner of its services to identify hazards, risks, processes and controls in client organisations, and health surveillance arrangements that link to these findings and legislative requirements.</p>	<p>E1.4 An OH service must advise purchasers of the value of conducting an OH needs assessment and of active and timely management of work-related ill health.</p> <p>E2.1 An OH service must <b>understand purchasers' needs</b> based on reliable and recent information.</p> <p>E2.3 An OH service must ensure ongoing <b>familiarity with the hazards, risks, processes and controls for each purchaser's operations</b>.</p>

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<p><b>3b</b> The OH service should demonstrate that workers/employees feel that they had been listened to, and report(s) produced afterwards are balanced and objective, as evidenced by feedback from workers/employees and/or from their representatives.</p>	<p>F2.1 An OH service must use formal and informal methods to regularly seek information and feedback from workers and/or their representatives.</p>
<p><b>3c</b> The OH service should demonstrate that their outputs have contributed to resolution (where feasible) of the issues for which workers/employees were referred from the employer's perspective, evidenced through employer feedback.</p>	<p>E2.4 An OH service must use formal and informal methods to regularly seek feedback regarding service provision. {Applicable to all Domain 3 standards}</p>
<p><b>3d</b> The OH service should demonstrate they meet the key performance indicators agreed with the purchasers/commissioners of its services, measured by employer feedback and action taken following suggestions and/or complaints.</p>	
<p><b>3e</b> The OH service should provide advice and recommendations efficiently to manage health and work issues following referral, with the number of follow up review appointments being monitored for their necessity.</p>	
<p><b>3f</b> The OH service providing health promotion services should deliver evidence-based interventions, and provide guidance for managers on health and wellbeing approaches that have been shown to add value.</p>	
<p><b>3g</b> The OH service providing health surveillance reports should communicate collated information to the employer to inform the employer's decisions on legal compliance and meeting HSE requirements and regulations to protect health, as evidenced by employer feedback.</p>	
<p><b>3h</b> The OH service providing pre-placement screening assessments should provide appropriate and timely advice on workplace adjustments, as recommended in light of the health condition(s), and medical suitability for work in line with regulatory standards where these may be applicable.</p>	

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<p><b>3i</b> The OH service should produce reports following management referrals that propose adjustments that are feasible, and provide correct advice on legal compliance, as evidenced by employer feedback and audit outcomes.</p>	
<p><b>3j</b> The OH service providing physiotherapy, psychological therapy interventions and/or vocational rehabilitation services should demonstrate that return to work and retention of staff has been improved, where this is feasible, as evidenced by employer feedback.</p>	

### DOMAIN 4: INFORMATION AND COMMUNICATION

Suggested 2023 Standards	2015 Standards
<p><b>4a</b> The OH service should make clear what services it delivers in promoting, protecting, supporting and/or restoring the health of workers, and only publish information about its services that is factual and verifiable.</p>	<p>A1.1 An OH service must only publish information about services which is <b>factual and verifiable</b>.</p>
<p><b>4b</b> The OH service must ensure that health clinical records, whether paper-based or electronic, are maintained and processed to standards which meet legal and regulatory requirements.</p>	<p>B1.1 An OH service must ensure that occupational health <b>clinical records</b>, wherever held, are maintained to standards which meet legal and regulatory compliance and professional practice recommendations.</p> <p>B1.2 An OH service must ensure there are clearly defined arrangements for <b>backing up</b> computer data, back-up verification and a safe back-up system.</p> <p>B2.2 An OH service must ensure that <b>paper occupational health clinical records</b>, wherever held or transported, are accessed, stored and disposed of safely and securely.</p>
<p><b>4c</b> The OH service must demonstrate how information security is sustained, including the effective transfer of data, reports to employers on individual employees, and the action taken following actual or potential data breaches.</p>	<p>B2.3 An OH service must ensure there is an effective policy to control <b>access to computerised data</b> and to prevent unauthorised access at all times.</p>

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<p><b>4d</b> The OH service must demonstrate how workers are informed about how their personal health information is recorded and used, how to access their personal information, and their rights in relation to how their personal health information is used and shared.</p>	<p>F1.1 An OH service must <b>inform workers</b> about how their <b>personal health information</b> is <b>recorded and used</b>, how to <b>access</b> their personal information and their <b>rights</b> in relation to how their personal health information is used and shared.</p>
<p><b>4e</b> The OH service should demonstrate how workers are informed about the roles of clinical staff and the purpose of different interventions.</p>	<p>F1.3 An OH service must ensure that <b>workers are informed of the professional role of clinical staff</b> and the <b>purpose of different interventions</b>.</p>
<p><b>4f</b> The OH service must demonstrate how it ensures consent is obtained prior to the release of reports to the employer, and to accompany requests for reports from other health professionals, in line with the requirements of the relevant legislation, professional standards, and ethical guidance.</p>	<p>F1.2 An OH service must ensure that clinical staff obtain <b>informed consent</b> for procedures and for the use of workers' personal health information in accordance with professional guidelines</p>

### DOMAIN 5: QUALITY ASSURANCE AND IMPROVEMENT

Suggested 2023 Standards (3)	2015 Standards (4)
<p><b>5a</b> The OH service that delivers any element of its services through third party providers should maintain systems to monitor the standard of clinical work that is outsourced to third party providers.</p>	<p>A1.3 An OH service must maintain systems to <b>check the qualifications</b> of and monitor the standard of clinical work that is outsourced to third party providers.</p>
<p><b>5b</b> The OH service should audit the clinical practice of employed staff and contractors, including compliance with evidence-based and consensus-based guidelines, and legal and ethical requirements, and provide evidence of action taken and outcome of this action.</p>	<p>C2.5 An OH service must undertake <b>systematic audit of clinical practice</b> and provide <b>evidence of action taken</b>.</p>
<p><b>5c</b> The OH service should support its clinical staff in maintaining professional registration, licensing and relevant accreditations, annual appraisal and professional development plans that support continuous improvement.</p>	<p>C1.3 An OH service must support its clinical staff in maintaining <b>continuing professional development and revalidation</b>.</p> <p>C1.4 An OH service must ensure that all staff have an <b>annual appraisal</b> and that their <b>personal development plans</b> for continuing professional development meet the needs of the staff member and the occupational health service.</p>

DOMAIN 6: SECTOR SPECIFIC STANDARDS (optional)	
Suggested 2023 Standards	2015 Standards
<p><b>6a NHS</b></p> <p>NHS in-house OH services, or external OH services providing or intending to provide contracted services to the NHS, should meet the agreed OH requirements for the healthcare sector and the specific requirements of NHS Trusts or Boards they provide services to, as set out in contracts or terms of reference.</p>	<p>A2.1 An OH service must have appropriate <b>systems of financial and asset control</b> to protect the services that it provides to purchasers.</p> <p>C2.5 An OH service must undertake <b>systematic audit of clinical practice</b> and provide <b>evidence of action taken</b>.</p> <p>E1.2 An OH service must agree with purchasers, at the outset and at contract reviews, the <b>services to be delivered</b> and the <b>resources</b> required to deliver the service and the extent and scope of any <b>business continuity</b> planning that is required to protect service delivery.</p> <p>E1.3 An OH service must agree with purchasers, at the outset, the <b>process for referrals to the OH service, case management</b> and <b>reporting</b> of cases of occupational disease and any <b>onward referral</b> of workers for further investigation.</p> <p>E1.4 An OH service must advise purchasers of the <b>value of conducting an OH needs assessment</b> and of active and <b>timely management of work-related ill health</b>.</p> <p>E2.2 An OH service must define an explicit <b>service level agreement</b> for each customer organisation so that purchasers understand from the outset what they can expect from the service.</p> <p>C1.2 An OH service must ensure that its staff have the <b>knowledge, skills, qualifications, experience and training</b> for the tasks they perform.</p> <p>C2.4 An OH service must demonstrate clinical governance {in line with} <b>evidence-based and consensus-based guidelines</b>, as well as with <b>professional legal requirements</b>. This includes the Faculty of Occupational Medicine’s guidance on ethics.</p> <p>E1.4 An OH service must advise purchasers of the value of conducting an OH needs assessment and of active and timely management of work-related ill health.</p>



## 6b CONSTRUCTION

The OH service providing, or intending to provide, contracted or in house services to the Construction industry should demonstrate how they meet the agreed OH requirements for the industry in general, and specific requirements set out in contracts or terms of reference.

## 6c POLICE

The OH service providing, or intending to provide, contracted or in-house services to Police services, should demonstrate how they meet the agreed OH requirements for the Police sector in general and requirements set out in contracts or terms of reference.

*Further specific standards may be appropriate for other industries.*