

## Non-English speakers

Copies of this guide are available in other languages. Please contact us using the address provided stating which language you require.

## Notice to patients

All care that we provide is confidential. Although you have the right to receive healthcare, we ask that you treat our team with respect to ensure you and all other patients are treated safely and quickly.

Please ask at reception for a copy of our Patient Rights and Responsibilities leaflet.

## How to make a complaint

If you wish to make a complaint about the service you have received then please contact the Assura Wiltshire LLP business director at the address provided.

Alternatively, please ask at reception or visit our website for a full copy of our complaints policy.

## Patient feedback

We welcome your comments. Please write to us at the address provided. You will be given a patient survey after you have been seen by a clinician. It is useful to hear your views on the service and your comments help us to keep making it better.

If you are not happy with the service you have received, please let us know by writing to us, over the phone or in person.

## Help with stress

We would like to remind you that NHS Wiltshire recognises the stress suffered by primary care staff in their daily work and offers a confidential support service. This service provides skilled help from an independent psychologist and is available to all practicing GPs, dentists and their practice staff. Please telephone NHS Wiltshire on **01380 731 373** for more information.

## Contact details

Assura Wiltshire LLP  
The Coach House  
Kelston Park  
Kelston  
Bath  
BA1 9AE

**Tel:** 0845 058 4770

**Fax:** 01225 446615

## Service location

Your appointment will be at:

Bradford on Avon Health Centre  
St Margarets Surgery  
29 Bridge Street  
Bradford on Avon  
BA15 1BY

# Occupational Health Service

Patient information guide



### Who is the service provider?

The Occupational Health Service is provided by Assura Wiltshire LLP. Assura Wiltshire LLP is a partnership between local GPs and Assura Medical. The Occupational Health Service is an NHS service that is free to Wiltshire GP practices, dental practices and pharmacies (involved in the needle exchange programme) and is funded by NHS Wiltshire.

### What does the service offer?

We offer an occupational health service which is local to the client wherever possible for staff from general practice, dental practice and pharmacies who provide a needle exchange service. The service offers pre-employment health screening, an annual flu vaccination programme, telephone advice for occupational health issues, compliance with statutory legislation, guidance on staff absence and sickness.

The service offers advice and guidance on good working practice on the usage and disposal of needles/sharps and provides advice on immunisations as required. The service also offers one-to-one consultations with a qualified occupational health advisor.

### When is the service available?

The service is available Monday to Friday from 9am to 5pm. An answer machine service is available after these times and calls are returned on the next available working day.

### How soon will I be seen?

Your appointment will be booked as soon as possible after the review of your referral and in most cases within two weeks.

### Who will I talk to?

Your call will be answered by one of our experienced occupational health administration team. Once the nature of your call is understood, your call will be transferred to the appropriate practitioner.

### How do I get an appointment?

The service accepts referrals from your employer, using the appropriate referral form which is available in a hard copy pack or downloadable from the Assura Wiltshire LLP website. An appointment can be booked by telephone **01225 865 766** or by fax **01225 868 648**.

A letter will be sent to your home address confirming your appointment date and time, as well as the name of the clinician your appointment is with. The letter will also detail arrangements for cancelling or changing your appointment.

### How long will my appointment take?

An appointment will usually take 30 minutes, however this can vary.

### Where will I go for my appointment?

Your appointment will be at Bradford on Avon Health Centre, St Margarets Surgery, 29 Bridge Street, Bradford on Avon BA15 1BY.

If you want to have someone with you during your appointment then you can request a chaperone. This could be a trained member of our staff or a person of your choosing who is over 18 years old. The clinician will consider whether or not it is appropriate for a relative or friend to act as a chaperone and may ask for a

member of staff to also be present. Please let us know before your appointment if you would like a chaperone to be present.

If either the patient or the clinician wishes a chaperone to be present or either is uncomfortable with the choice of chaperone, the appointment may be delayed to a later date when a chaperone or alternative chaperone is available.

If you need to bring children with you, please arrange for someone to supervise them whilst you are with the clinician. Unfortunately we cannot allow children (including babies) to accompany you into the clinical areas unless they are also a patient.

### What happens when I arrive for my appointment?

You will be seated in the waiting area until you are called for your appointment.

Assura Wiltshire LLP takes the privacy of clients very seriously and all appointments are carried out in a private room, away from the reception area.

### Will information regarding my treatment be recorded and sent to my employer?

Information regarding patients is recorded on a clinical system and is treated as strictly confidential. We will ask for your consent to send a written report to your employer. Under law, you have the right to request access to your medical record. Please ask our occupational health team if you would like a copy.