

Working Health Services - Fit for Work Service
Frequently asked questions.



Q. What is the Fit for Work service?

- A. This is a **free and confidential** service for individuals in Scotland who are employed by a small or medium sized business with less than 250 employees and no existing access to Occupational Health. It is designed to support employees who are off work or who are struggling at work with a health issue.

Q. What support can this service give?

- A. The service offers an initial appointment with a Case Manager and thereafter, if appropriate, access to one or more of the following services:-

Physiotherapy
Counselling
Occupational Health Physician
Occupational Health Nurse
Occupational Therapy

Alongside services from local partners such as employment advice, housing, money management etc.

Q. Who can refer to the service?

- A. Individuals can self refer and Health Professionals can refer their patients or give them the contact details to self refer. Employers can not refer their employee to the service, but they can share the information on how to refer with them.

Q. How does someone make a referral?

- A. Contact the free phone number **0800 0192211**. Calls will be answered by the helpline staff & following a few questions to check that the referral is appropriate, i.e. is the individual employed by an SME, the Patient's details will be passed to the Fit for Work Case Manager in Dumfries & Galloway.

Q. What happens next?

- A. Bev Jardine, the Case Manager for Dumfries & Galloway, will phone the individual within 2 working days to set up an appointment. From this appointment interventions will be discussed and arranged if appropriate.

Q. Will the Manager / Employer be informed?

- A. No. The appointments are totally confidential. However during the appointments it may become apparent that it would be beneficial to the employee or their colleagues to inform the employer. In such cases the information would only be shared with the full consent of the individual concerned.

Q. Why would it be beneficial to the individual to be referred?

- A.
- It is a Case Management approach, cases which are complex and multi faceted can be worked through.
 - Access to interventions are generally quicker (within 10 working days)
 - Referral networks include social aspects such as housing, Citizens Advice Bureau, Womens Aid and benefits advice.