

	The requirement to escalate cases and request further information from external sources is reviewed. The advice given and escalation processes should be consistent and applied in a manner to avoid delays to the process.	OH	SL	31 st October 2017					The recruitment of 2 additional nursing staff in OH has resulted in a review of clinical processes where there has been a reduction in the need for unwell staff to be referred to the Service GP, escalation to specialist services and requests for GP / Consultant letters
	The Head of OH should hold weekly/fortnightly meetings with advisers/practitioners to discuss absence cases to ensure that the Head of OH has an overview of the cases and the approach to medical advice and return to work processes is consistent. The fitness instructor should also be included whereby cases are related to fitness tests. Information and actions from these meetings should then be communicated to HR (where appropriate). All actions taken to be reviewed regularly for their efficacy	OH	SL	31 st October 2017					Peer supervision is now in place in OH
		Directorate	MH	31 st March 2018 and then 6 monthly					

