

ABSENCE MANAGEMENT REFERRALS: IMPORTANT INFORMATION FOR MANAGERS

Q: What is happening?

A: From the 1st November 2016 onwards, Occupational Health Services for East London NHS Foundation Trust will be provided by your new Employee Health and Wellbeing provider, Team Prevent UK Ltd. As part of the service we will be introducing a new online portal for making absence management referrals and receiving reports.

Q: How do I get access to the portal?

A: We have already identified a number of managers from who we know will require access to the portal which is why you are receiving this email. On 24th October you will receive an email from Team Prevent UK containing full details about how to register on our online portal. Simply click on the link in the email and follow the instructions provided to register and start making referrals to the Employee Health and Wellbeing Team.

Q: How will the new portal work?

A: The portal will allow you to make referrals in a secure manner. You can build up a portfolio of Absence Management Referrals and track their progress in the portal. Once the referral has been made you will receive emails notifying you of the appointment that has been provided to the employee you referred. You will continue to receive further emails notifying you of any changes to the appointments or if a colleague that you have referred fails to attend an appointment. Once Team Prevent have seen the colleague the report is published and you will be sent an email asking you to log back into the portal and access your report.

Q: What do I do if I have problems accessing the portal?

A: Most people do not have any problems accessing the system by following the on screen instructions, however if you do have problems there will be a longer guide with screenshots attached to the email that you will receive on the 24th October. If you are still having difficulties you can call the Team Prevent office on **01327 810777** or email elft@teamprevent.co.uk and a member of our team will give you support.

Q: When can I start referring to the new service?

A: Team Prevent's service starts on the 1st November 2016 but you can start to make referrals using the portal as soon as you receive the registration email. Please note that we may not be able to process your referral until the 1st November

Q: I have recently made a referral to the existing provider, will this be processed?

Don't worry if you have recently sent a referral to the existing provider, any referrals that are received by the existing provider and have not been actioned will be handed over to us

Q: What if I need to contact the Health and Wellbeing Team for any other reason?

A: The new contact information for Team Prevent is below. Please feel free to make contact after the 1st November to discuss your own individual Health and Wellbeing Requirements

The Steadings Barn
Pury Hill Business Park
Nr Alderton
Towcester
Northamptonshire
NN12 7LS
Tel: 01327 810777
Fax: 01327 810264

Email elft@teamprevent.co.uk

Our opening hours are 08:30 – 16:30 Mon – Fri

Q: I cannot access a computer to make a referral, what do I do?

A: You can also make referrals by Telephone. Simply phone the department on the number above and say that you wish to make a "Telephone Referral for East London NHS Foundation Trust." A member of our administration will check that we have the correct contact details for yourself and the member of staff that you are referring to us. We will also need to make sure that you have an active account on our online portal so that we can send you our report when it is ready. If there is a member of our team available we will put you through to them so that they can take the details about your referral. If no-one is available immediately we will arrange a convenient time within the next 24 hours for one of our trained specialists to phone you back and take the details. The conversation to record the referral details will typically last between 20 – 30 mins.

Q: Do I have to use the portal?

A: Using the portal will not be mandatory and you can use the alternative method of making a referral above. However we would encourage managers to make use of the portal where they can as this is the most secure method for making referrals aswell as the easiest way of sharing information with the HR team.