

Case study:
Improving Worker Access to Occupational Health Practitioners (Site & Office Based Mini Medicals)

Summary

The Programme: Network Rail CP5 Panel Frameworks – railway infrastructure maintenance and enhancements – London to Sheffield East Midlands Route (Figure 1).

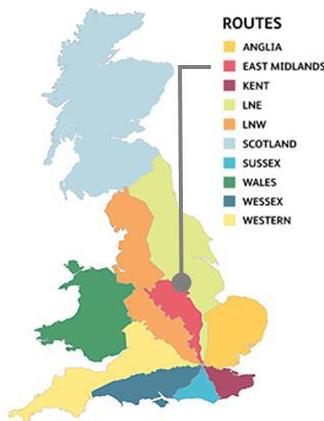


Figure 1 – Plan showing NRIP East Midlands Route

As part of a Safety Leadership Team in East Midlands Route, Galliford Try led the focus group developing Occupational Health initiatives. This has included the development of an offering to the combined workforce (including supply chain) of site based mini-medicals. In order to develop trust based relationships with the workforce to encourage voluntary uptake of the initiative, the Leadership Team decided to roll the scheme out through one common provider, operated by an OH Professional Nurse. The nurse scheduled visits with the sites and project offices directly, with the operatives and staff booking appointments on a purely voluntary basis. The mini medical content was designed to be flexible and currently covers key personal health areas, as in Figure 2.

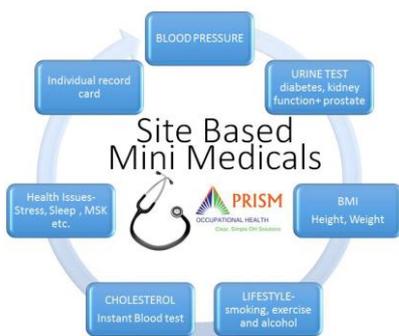


Figure 2 – Areas covered by Mini Medicals

The results of the medicals remain confidential to the individual being assessed, with more serious findings covered under by GP referrals.

Problem statement

Improving our Safety Culture: Showing the Workforce we care about their health & wellbeing:

The Site Based Mini Medicals (SBMMs) initiative was developed by GT to support a wider Safety Culture Improvement Programme (Figure 3).

The SBMMs were introduced to demonstrate to the workforce that our organisation cares about their health and wellbeing by bringing professional support to them. The initiative was aimed at the smaller more remote sites where it was not economically viable to base an Occupational Health & Well Being (OHWB) Nurse on site full time.



Figure 3 – Strategic Plan for Improving Safety Culture, including Site Based Mini Medicals

Solution / what you did

As the initiative brings health checks to the sites, there were no health risks to manage within the programme. The Site Based Mini Medicals Programme was accepted by the Framework Safety Leadership Team and the initiative has been in operation for approximately 1.5years.

Trends are being monitored from all the visits made and we are currently running follow up campaigns across the

region as a result of our initial findings. The campaigns are based on the following Drinking Habits, Smoking and Exercise.

We are monitoring the uptake of scheduled appointments.

The Specialist Provider presents trends and proposals for revisions to the mini health checks on a 4-6monthly basis to the Safety Leadership Team

Key challenges faced

Initially, there was a misunderstanding (even in some cases a resistance) amongst Peers. The methods of provision and delivery of the SBMMs was challenged. Confusion came about as programme managers resisted using the service, feeding back that they already had the service from their own Corporate OHWB provider.

However, we quickly impressed on these individuals, that this was to bring OHWB to the general workforce (not just staff/management), and that it would be site based, which at the time, was not provided by the Corporate OHWB arrangements.

Outcomes and benefits

Benefits to date – increase in uptake of scheduled site based appointments, initiative embraced by wider supply chain to Network Rail in other regions as well as East Midlands Route, new focussed campaigns up and running focussing on feedback from health check findings.

An additional benefit was the reward to PRISM Consultant Allison Rose who came across to support the initiative from Birmingham New Street; effectively we rewarded her stand-out performance/service with professional service continuity.

In turn, a number of the operatives benefitting from the initiative on the sites have developed a more trust based relationship with the nurses, continued through from time spent working at Birmingham Gateway where Allison was previously based.

Measures of success

There has been a significant increase in the uptake of the medical appointment slots (from 70% to >90%), and the initiative has now been embraced by wider supply chain to Network Rail in other regions as well as East Midlands Route.

A select number of more focussed/specific health campaigns/promotions are now running which reflect on the trends we've seen so far from the SBMMs.

In turn, a number of the operatives benefitting from the initiative on the sites have developed a more trust based relationship with the nurses who they had already spent time with; the Construction Industry is a small world after all.

Lessons learnt

With the uptake of the SBMMs improving, and the wider Contracting Group embracing the service, we feel it has become business as usual.

Within GT, we have also widened the service to support our Environment and Aviation businesses.

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