

# Balance | January 2024



## New Occupational Health Referral Forms launched

As part of efforts to boost efficiency and improve the quality of referrals made for Occupational Health services, the Occupational Health and Wellbeing Team have this month introduced two new referral forms - our Occupational Health Referral Form and our Counselling Self-Referral form.

The introduction of our new referral forms means **we can no longer accept referrals made via old forms**. Our latest referral forms will always be available through the [Occupational Health and Wellbeing area on StaffZone](#). Those who submit an old referral form will be asked to resubmit their referral on the latest referral form.

### Occupational Health Referral Form (replacing the self-referral and management referral forms):

The [new Occupational Health Referral Form](#) looks to streamline the referral process by providing a single point of access for both self-referrals and management referrals, and is there for those seeking an Occupational Health assessment or a workplace assessment. Within, there are now more opportunities to share reason(s) for referral and offer further context around a referral.

It is hoped that our new form will aid triage and ensure colleagues are reaching the appropriate support services. Introducing the form will also help improve the quality of referrals through the inclusion of mandatory fields.

### Counselling Self-Referral Form:

Elsewhere, our [newly-updated Counselling Self-Referral Form](#) aims to provide colleagues with an awareness of support services available to them and improve our understanding around your reasons for referral.

It is hoped that updating this form will help colleagues to access the most appropriate support services in the most timely manner, while also helping ensure that our Counselling team has a good understanding of what may have prompted a referral prior to opening up conversation with you.

The Occupational Health and Wellbeing Team appreciates your support.

**Occupational Health & Wellbeing Referral**

This form is to be used for any management and self-referral. Reference to the Trusts 2011 Promoting and Supporting Attendance Policy should be made when managing sickness. If on review a referral is felt not to be appropriate, the relevant clinician will advise you of this. Advice on referrals can be obtained from the Occupational Health and Wellbeing department internet page.

If an employee fails to attend their appointment you will be notified by email and they will need to be re-referred to the service.

Please ensure the employee is aware of the contents of the referral you are making as they automatically receive a copy of this submission via email. Please note, if the employee requires a copy of this referral via post, you will need to print off the emailed summary that you receive once submitting this form.

**PLEASE NOTE:** All mandatory fields need to be completed in order to submit the referral.

When completing this form, please enter the details of the person who is being referred to Occupational Health

Hi, Date: When you submit this form, the sender will see your name and email address.

\* Required

Patient details

1. Employee's Full Name \*

Enter your answer

2. Employee's Date of Birth \*

Please input date (dd/mm/yyyy)

3. Employee Address \*

Enter your answer

**Occupational Health - Counselling Self-Referral Form**

Colleagues experiencing personal difficulties, difficulties related to work or difficulties which impact their workplace wellbeing can self-refer to our in-house confidential Counselling service as a route of short term support, lasting up to six sessions.

If your issue is of a more long standing nature, or requires specialist support (such as bereavement, domestic violence etc), it is our suggestion that you contact your GP in the first instance.

Please note that a waiting list is in operation for access to our counselling services. A list of alternate providers of support such as local talking therapy providers, through whom you may be able to access more appropriate or timely support, can be found on the [Counselling page](#) of our Occupational Health and Wellbeing website, [subsequent@aon.com](#).

**Please note that our Counselling service is not suitable for those seeking urgent support.**

If you are in crisis, please discuss your concerns with your GP, visit your local Accident & Emergency department or [for self contact: www.aon.co.uk/ohw](#). Other routes of urgent support which may be used include the Samaritans (call 116 123), SMOFT text service (text 50207) to 90206, National Suicide Prevention Service (call 0800 689 8425) and the hub of hope (link below) (aon.co.uk).

To submit your self-referral for our counselling service, please complete the form below [in full](#) and return to [subsequent@hospitals.co.uk](#) and title the email 'Counselling Self Referral'. Please note that incomplete referrals may be returned, delaying access to support. Once received, the team will trace your referral to ensure the service is a good fit for your needs.

**Personal Details**

|                           |          |
|---------------------------|----------|
| Full Name                 |          |
| Date of Birth             |          |
| Ward/Department           |          |
| Are you currently at work | Yes / No |
| Date of Referral          |          |

**Contact Details**

|   |                                 |
|---|---------------------------------|
| Home phone number                         | Can we leave a message for you? |
| Work phone number                         | Yes / No                        |
| Mobile phone number                       | Yes / No                        |
| E-mail address                            |                                 |
| Home address                              |                                 |
| Address for Correspondence (Letters only) | Home / E-mail                   |

[More on the introduction of our new Occupational Health Referral Form](#)





## Better Health At Work - Gold Award

Gateshead Health is thrilled to learn that we have been recognised for efforts in the area of staff health and wellbeing through the [Better Health at Work Gold Award](#).



**Better Health  
at Work Award**  
Gold Award

Designed to help organisations deliver and show outstanding work, identify areas for improvement and develop their wellbeing offer, the award recognises employers across the local region for working to address health issues in the workplace.

The achievement follows on from Bronze and Silver awards earned in 2021 and 2022 respectively, and demonstrates the organisation's commitment to building and developing its support offer for staff.

To find out more about the award and the work that has gone into achieving it, as well as the thoughts of our Executive Director of People & OD, Amanda Venner, click the button below!

[Hear from our Executive Director of People OD, Amanda Venner](#)

## Fruit & Veg Stall returns



Following a short winter break, our fruit & veg stall is back on-site at the QE Hospital and will be found in the car park opposite ECC Main Entrance every Wednesday.

Colleagues can enjoy 10% off all purchases by showing their staff ID at the stall, with both cash and card payments accepted by our friends at [Passion4Fruits](#).

[About our Fruit & Veg Stall](#)

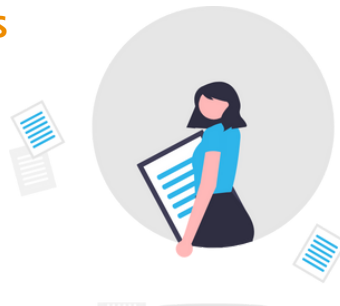
## Supporting staff during times of crisis

In addition to our new referral forms, one handy resource for line managers in the trust is our [Manager Guides page](#).

The page, which forms part of our wider [Manager Support area](#), is home to Occupational Health and Wellbeing guidance across subjects including [the best steps to take to support a colleague in crisis](#).

Ensuring a good awareness of the most appropriate steps ahead of time can be really beneficial - and so we encourage all line managers to download, read and store a copy of our guides.

Also newly added to this page is an NHS document titled 'The expectations of line managers in relation to people management'. The document covers everything from equality, diversity and inclusion to health and wellbeing, recruiting to exits and beyond. [Check the document](#) out to learn what is expected of you.



[Check out our new manager guides](#)

## Free Salon Treatments

Colleagues are reminded of the [free salon treatments](#) offered through our partnership with Botanica Salon, available every Thursday between 1:30pm - 4:00pm during term-time.

With head massages, manicures and pedicures available, all colleagues are invited to book a 30-minute appointment slot by emailing [ghnt.hwb@nhs.net](mailto:ghnt.hwb@nhs.net) with their preferred appointment time and treatment.

Please support us in helping ensure this offer continues by helping us fill appointments - whether yourself or by spreading the word!

[Read our testimonials!](#)

We love hearing your feedback! Help us improve by completing our [HWP Activity Feedback form!](#)



# Events



## Dry January

This month marks [Dry January](#) and as we progress through the month we wanted to take the opportunity to shine the spotlight on the support that is available to you if you're looking to stop or cut down on your drinking - regardless of the time of year.



Thanks to our regional ICS (North East and North Cumbria), all Gateshead colleagues can access specialist support from DrinkCoach.

This means that in addition to signposting, tips and resources, all colleagues who complete the 2-minute DrinkCoach test will also be offered a programme of six free and confidential 1-to-1 sessions with a qualified alcohol treatment specialist.

To learn more about the offer and support available, please visit our [alcohol support page](#).

[Take the two-minute test to begin your DrinkCoach journey](#)

## First Schwartz Round of 2024!

Our first [Schwartz Round](#) of 2024 is set to take place on Thursday 29th February (12:30pm - 1:30pm) over Microsoft Teams, and will focus on the topic 'When my best isn't good enough'.

The topic was the most popular when voted for by colleagues in our [Staff Facebook Group](#), and we're now seeking storytellers who have an experience related to the topic title that they'd be comfortable sharing with colleagues.

If you'd like to request an invitation to join us or to learn more about storytelling, please drop us a line on [ghnt.hwb@nhs.net](mailto:ghnt.hwb@nhs.net).

[Learn more about Schwartz Rounds](#)

## Become a HWB Ambassador

We recently revamped our approach to better support our health and wellbeing ambassadors - featuring a new ambassador web area and application form.

[READ MORE](#)



[tinyurl.com/about-hwb-amb](https://tinyurl.com/about-hwb-amb)



[tinyurl.com/gh-hwba-signup](https://tinyurl.com/gh-hwba-signup)

## Line Manager Training

The next [Citizens Advice Awareness for Managers](#) training session takes place between 12:00pm - 1:00pm on Monday 5th February, in Room 2 of Trust HQ/Education Centre.

The course provides line managers with an overview of the dedicated support service, helping you understand how it may be able to help your staff. To sign-up, do so through the Learning & Development catalogue on ESR, or email [ghnt.hwb@nhs.net](mailto:ghnt.hwb@nhs.net).

[About the training](#)

## Get your flu or Covid jab!



The Occupational Health and Wellbeing Team will host a 'Jabathon' on Friday 26th January, as we look to offer colleagues the opportunity to grab a jab for flu and/or Covid without the need for booking an appointment.

On the day, colleagues will be able to drop-in at any time between 9:00am - 4:00pm and request a flu and/or Covid jab.

Protect yourself, your colleagues, family and friends - get your jab!

For more Balance news, drop us a follow on Twitter, [@HWBGateshead](#). You can also visit our website on [balancegateshead.com](https://balancegateshead.com).



# Support



## Stop Smoking in 2024

Quitting smoking is no easy feat - and it can feel uncomfortable to ask for help.

Did you know that we have a QE Facilities-led telephone service which offers services and support to those who are looking to quit?



Our smoking cessation leads the stop smoking support offer for the North East and North Cumbria region. Dr Ruth Sharrock, Clinical Lead for Tobacco Dependency, says: "You work hard to care for your patients, and now it's time to look after your own health. If you smoke, the most important thing you can do for yourself is to stop smoking. Each time you make a quit attempt, you are getting closer to success."

To contact our smoking cessation team please call 0191 4458144.

[About our Stop Smoking offer](#)

## Chronic Health Conditions

We've recently worked with Suzanne Tanner, a physical therapist from [Able Safety](#), who has kindly put together an item over on our website advising on how to help those suffering with chronic health conditions.

Within, Suzanne explores the importance of empathy and understanding, medical needs, nutrition, ergonomics, accessibility and more.

Suzanne's aim is to empower and inspire people to live life on their terms, regardless of their abilities. See how you can help below.

[Read Suzanne's article](#)



The latest monthly bulletin from [Citizens Advice Gateshead](#) focuses in on [consumer rights](#), and can be found on their dedicated Balance webpage.

Remember, you can always gain priority access to Citizen's Advice Gateshead advisors via [email](#) or phone on 0191 490 4231.

Find out more about their support offer, on-site drop-ins and more below!

[Visit our CAG web area](#)

## Financial Wellbeing

We'd like to remind colleagues about the availability of our regularly updated [Guide to Financial Wellbeing](#).

Bringing together all of the discounts, savings, freebies, opportunities, grants, services and much more that are available to #TeamGateshead colleagues, our guide aims to provide 'something for everyone' - aiming to provide you with something useful regardless of your household income. To download your copy, just visit the [dedicated webpage over at balancegateshead.com](#).

[Download the guide](#)

## Health Checks: Feb 2024

A very limited number of February staff health checks - and a lot of March health checks, are available to book.

With 30-minute appointments available between 11:00am - 2:00pm, our staff health checks provide you with a chance to check on vitals like blood pressure, blood glucose, blood cholesterol, height, weight, healthy lifestyle advice and so on, and are carried out in association with Newcastle Uni.

Feedback on the service has been outstanding, so if you'd like to [book a health check](#) - move quick!

[Enquire about a free Health Check](#)

