

# OCCUPATIONAL HEALTH AND WELLBEING FOR SCHOOLS

w: [www.smartclinic.com](http://www.smartclinic.com)  
e: [hello@smartclinic.com](mailto:hello@smartclinic.com)  
t: 0800 862 0142



# INTRODUCING THE SMART CLINIC.

Hello and welcome to the Smart Clinic.

This brochure contains everything you need to know about our award winning, education specific occupational health and employee wellbeing services.

At the Smart Clinic we work with schools, academies, colleges, trusts and education services around the UK, ensuring you have easy and convenient access to market leading expertise whenever they need it.

If you have any questions about any of our services, or would like to get setup, please get in touch with us and we'd be happy to help.

Until then, happy browsing.

*The Smart Squad*

E: [hello@smartclinic.com](mailto:hello@smartclinic.com)

W: [www.smartclinic.com](http://www.smartclinic.com)

T: 0800 862 0142



## Working with schools

As leading experts in the education sector, we've been providing occupational health advice and services to our clients for many years.

We understand the challenges and technical details of working within the education sector, including specific job roles, risk factors and the relevant legislation such as the Education Act (2011) and the Equality Act (2010). This means we can be precise and relevant with our support to you and your colleagues.



Working with an industry specialist such as the Smart Clinic means that any occupational health advice will be clear, direct and practical, focussing on all the relevant detail so that you have genuinely useful information to help manage your workforce.

Working with thousands of schools and academies each year, we have renewal rates well in excess of 99%, and are rated 'excellent' on Trust Pilot, so we're confident that you'll love working with us too.

# OUR PACKAGES.

## Pricing

Price matters. So instead of hiding away our pricing at the back, we're completely up front with how much the service costs so that you can weigh up the best option for you.

There are two different pricing structures for the service; an annual package with access for all staff, or a pay-as-you-go account where services can only be accessed by management referral. This page shows you the different packages we offer, which all include access to our employee assistance programme and unlimited volumes of occupational health referrals.

### Essential OH

£20

per employee, per year

Our entry level essential OH package is the perfect solution to cover your organisation for the most cost effective price. It includes unlimited occupational health referrals for your management team as well as access to our employee assistance programme for your entire workforce.

### Enhanced OH

£35

per employee, per year

If you're looking for all the advantages of the essential OH package but with more wellbeing support for your workforce the enhanced OH service is ideal. As our most popular package the enhanced OH service represents the perfect blend of comprehensive service and value-for-money.

### Enhanced Plus

£50

per employee, per year

For a service that covers you for everything, look no further than our enhanced plus package. You'll receive the ultimate in employee wellbeing support as well as our entire range of occupational health management referral services.

# PAY-AS-YOU-GO SERVICES.

## Pricing (management referrals)

If you'd prefer not to commit to an annual cost, and just use the service on an ad-hoc basis, that's absolutely fine too. Below is a price list for each of our services which you can use whenever you need to.

There's no cost to having an account with us. If you're undecided on which package you may like, just ask us to set you up a pay-as-you-go subscription so that you can log in, browse services and make referrals whenever you need to.

Pre-placement screenings	£25
Musculoskeletal assessments	£60
Stress and mental wellbeing risk assessments	£20
Occupational health (advisor) assessments ( <b>most popular</b> )	£120
Occupational health (physician) assessments	£400



# OCCUPATIONAL HEALTH AND WELLBEING SERVICES

## Occupational health assessments (nurse):

As an employer it's important to understand an employee's health concerns so that you can reduce the risk of health issues, manage absences, re-engage absentees to the workplace and provide the necessary support and adjustment to maintain an individual's engagement, productivity and wellbeing.

We'll support you with this using our occupational health assessment service. A member of the HR / management team can make a referral to us using our dedicated online platform, asking us any relevant questions, and providing any background that you consider relevant to the assessment.

We guarantee early appointment availability, fast report turnaround, and to keep things moving quickly for you we can get consent on your behalf by asking the

employee to complete our simple online consent process.

No printing, posting and scanning.

You'll be able to include any additional report recipients, download copies of the referral for your records, and download a copy of the report when it's ready, all from your online client area.

You can check the status of the referral 24-hours a day, and we'll keep you informed every step of the way, letting you know when we have obtained consent, booked the appointment and released the report. We'll also let you know if there have been any issues with us contacting the employee.



# OCCUPATIONAL HEALTH AND WELLBEING SERVICES

## Occupational health assessments (consultant physician):

As well as our nurse led occupational health assessments, we offer appointments with occupational health physicians. Our physician appointments are perfect for employers looking for advice on a particularly complex issue, such as a member of staff likely to remain off sick for a long time or somebody taking ill health retirement.

Physician appointments follow the same format as nurse appointments. Most take place in our Smart Clinic, meaning you and your member of staff don't have to worry about travelling long distances to see a doctor, and we're able to offer impressive appointment availability for our service.



## COVID-19 Medical Risk Assessments:

In response to the COVID-19 pandemic, we've developed a series of new assessment services to help our clients and their workforce to manage their workplace health and health-related anxieties.

This service is ideal for members of staff who are returning to work following on from a COVID-19 related absence, or who are looking for definitive occupational advice on vulnerability.

This can be helpful for those with severe anxieties, complicated medical conditions, or where there may be employment implications.

Like our consultant physician assessments, the service will be managed by a physician of 'MFOM' status, which is a particularly important consideration for employers.

# OCCUPATIONAL HEALTH AND WELLBEING SERVICES

## Musculoskeletal assessments:

At times, occupational health advice is needed for very specific types of conditions. If your member of staff is suffering from a condition relating to bones or muscles, this service is perfect for assessing their working capacity.

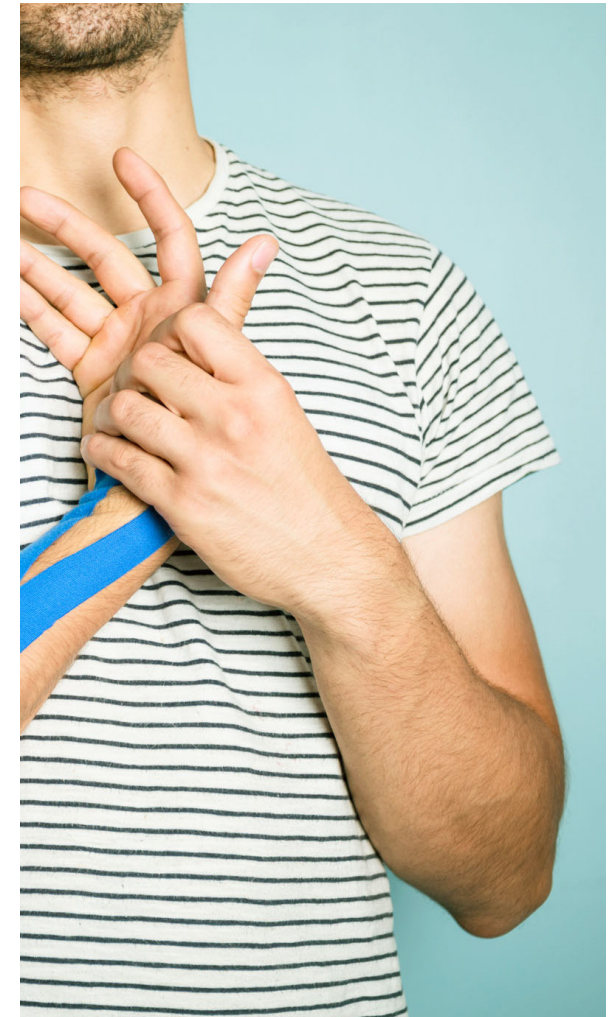
We'll assess common conditions such as back pain, broken bones, ligament damage, repetitive motion injuries, tendinitis, tennis elbow and tension neck syndrome, considering what barriers are in place that will prevent them from carrying out their working duties, and if necessary, suggesting adaptations that can be made that would allow them to return to work sooner.

Our musculoskeletal assessments work in exactly the same way as our occupational health assessments, but the clinician involved will be an occupational

physiotherapist. You'll still be able to make a full referral using our online system, and ask us medical questions relating to the employee's fitness to work.

Using our revolutionary new video app, we're able to conduct our musculoskeletal assessments remotely, meaning that your staff don't have to make lengthy uncomfortable journeys to a clinic in order to complete an assessment.

This is ideal for staff with chronic pain or mobility issues.



# OCCUPATIONAL HEALTH AND WELLBEING SERVICES

## Pre-placement screening (nurse):

Before an employee begins working in their new role for your organisation, it's important to ensure that they're fit for the proposed role, and any health risks are addressed and managed accordingly.

Referring an employee to us for a pre-placement screening is easy - just select the member of staff on your client area or send us their details, and we'll do the rest.

The employee will receive a questionnaire to complete immediately, and if required we'll schedule an appointment with them to discuss any health concerns that may affect the member of staff's fitness for work.

Shortly after, you'll receive the fit for work certificate for your HR records.



## 24-hour employee assistance programme:

We provide an employee assistance helpline to all organisations covered by one of our packages, or as a standalone service.

It includes several 'frontline' services for your employees who need advice or support quickly, such as financial, legal and health advice, or emergency counselling.

As well as giving access to emergency mental health support, there is also a range of practical day-to-day advice available. You and your employees will be able to speak to a legal advisor, gain financial information and speak to health professionals for any lifestyle and wellbeing advice.

This can be accessed online via the staff client area, or by dialling our 24-hour employee assistance helpline number.



# OCCUPATIONAL HEALTH AND WELLBEING SERVICES

## Counselling:

Our counselling service gives your employees confidential access to a specialist therapist when they need us most.

Our therapists work with employees suffering from a wide range of issues including depression, relationship problems, anxiety, stress and bereavement. We'll help you to work through negative thought patterns or traumatic experiences by working on some coping mechanisms.

Your staff can arrange structured sessions with the same therapist to ensure consistency and a positive working relationship, giving them the emotional support they require to help develop their resilience and talk about their concerns.



## Online CBT :

We have developed a specialist online cognitive behavioural therapy (CBT) programme in conjunction with Beating the Blues.

Online CBT helps your staff to manage how they feel by demonstrating the links between their feelings and what they do, think and say.

The course consists of 8 sessions, with 3-5 modules, with an aim to complete a module every other day. However staff can manage this in their own time, and complete this at their own speed, always being able to save their progress and pickup where they've left off.

The programme is all online, and can be used on a smartphone, tablet or computer with a stable internet connection.

# OCCUPATIONAL HEALTH AND WELLBEING SERVICES

## Anxiety management:

Anxious thoughts can become intrusive and difficult to manage. That's why we have a team of clinical staff specialising in helping customers to manage their anxiety.

Whether your staff have worries around the pandemic that they can't control, or have suffered from anxiety in the past, our anxiety management self-referral service can help.

Our specialist practitioners will take time to understand their situation, and provide therapeutic interventions and coping mechanisms, that will ensure their anxiety doesn't take over.

Staff can self-refer to our Smart Clinic confidentially, or can be referred by their employer or one of our advisors.



## Stress coaching:

We've developed a unique course of stress coaching, designed as an early intervention support service for employees showing symptoms of unmanageable stress.

Our specialist therapist will prescribe some techniques, exercises and thought patterns that will help your employees to get on top of their stress.

Staff can self-refer confidentially to our Smart Clinic, or can be referred by their employer or as a result of an assessment with one of our advisors.

# OCCUPATIONAL HEALTH AND WELLBEING SERVICES

## Physiotherapy:

Our team of specialist ACPOHE accredited occupational physiotherapists and nationwide network of local physiotherapists offer short term interventions and musculoskeletal evaluations for your employees.

We're experienced in providing therapy within workplace environments and offering support and rehabilitation for specific professions. We offer remote assistance on our Smart Clinic platform, or face-to-face support at clinics all over the UK.

In addition to traditional physiotherapy, we provide detailed reports on functional movement and fitness for work based on musculoskeletal impairments. We also provide advice on display screen equipment (DSE) and ergonomic workplace assessments.



## Virtual GP:

At the Smart Clinic we believe in speed and convenience. Absenteeism is an issue, and as an employer you want to keep staff absences as short and infrequent as possible. We also know how difficult and time consuming it can be to see a GP, which only prolongs the issue.

Our virtual GP service resolves this problem. It's a revolutionary new way of seeing a doctor without taking time out of work or travelling long distances. With the virtual GP, every member of staff can see a doctor within 20 minutes from anywhere that has signal.

Using a smartphone, tablet or webcam enabled computer, your members of staff can book an appointment and see a doctor within minutes, without even needing to leave their place of work.

# OCCUPATIONAL HEALTH AND WELLBEING SERVICES

## Stress and wellbeing risk assessments - individual:

**Completing a stress and mental health assessment just became incredibly easy.**

Our simple and evidence based mental health and stress risk assessment service provides you with a clear report that will help you with managing your employee.

This three-part self-assessment is completed by your member of staff, using well established and validated mental health assessment tools to provide scores for stress and mental wellbeing, benchmarked against the general population.

Your member of staff will be able to provide their feedback on what elements of their role contribute towards their levels of stress. This will help you in your conversations and accommodations to support the member of staff.



## Stress and wellbeing risk assessments - group:

**Completing a group stress and wellbeing risk assessment is a great opportunity to understand more about your workforce and their current state of wellbeing.**

This service will help you identify the risks relating to stress for your workforce, so you can help to manage these wherever possible, and implement some small changes that will help to reduce the perceptions of stress across your team.

You will be able to view and download the anonymised results directly from your client area, observing feedback and staff perceptions of their own levels of stress.

# OCCUPATIONAL HEALTH AND WELLBEING SERVICES

## Mental health first aid:

Mental Health First Aid (MHFA) training courses teach people to spot the symptoms of mental health issues, offer initial help and guide a person towards support.

We run courses remotely, specifically for your staff, training them as mental health first aiders who can deal with either a student or colleague mental health crisis.

We don't teach people to be therapists, but we do teach people to listen, reassure and respond in a crisis, or even potentially stop a crisis from happening.

If you take out our enhanced plus package, you can use your wellbeing option on mental health first aid training for your staff.



## HR wizard:

Occupational health services are typically used when managing human resources. Whether you're looking to support an employee with health concerns, managing an absence, or assessing someone's fitness for work.

So we've launched our new HR wizard – a service that provides your organisation a comprehensive range of templates, policies and advice on managing your staff. You'll benefit from incredible HR expertise, ensuring that your organisation is following the correct procedures with your staff.

Our HR wizard can help your organisation to remain compliant, and avoid any complicated disputed or employee issues, whilst ensuring your team stay informed about your organisation's policies and procedures.

# OCCUPATIONAL HEALTH AND WELLBEING SERVICES

## Mental health awareness training (CPD course):

This CPD accredited service gives two of your staff access to market leading online mental health awareness training.

The course will give learners an introduction to the key concepts of mental health and mental ill-health. This will include some of the key definitions associated with mental health, facts and statistics around prevalence of mental ill-health, and education around the risk factors and protective factors.

The course includes five modules, and upon successful completion learners will be provided a CPD certificate.



## Return to work questionnaires:

We know the importance that our clients place on keeping in touch with members of staff whilst they're absent. However this doesn't end the day that your employee walks back into work.

Structuring a return to work interview can be tricky, and it is helpful to be as prepared as possible beforehand. That's why we have developed a return to work questionnaire service that provides your employee with a link to a questionnaire that they can complete and submit to their referrer in plenty of time.

We will contact your employee on your behalf, and present the questionnaire to you in real time once it has been completed by the employee.

# CLIENT SUPPORT: WHAT'S INCLUDED

## Client support

Taking out a package with us means you'll also have access to our amazing support team and clinical team, who are on hand to help you with any queries you may have.

Our client support team are available to help you with setting up your account, and ensuring you get the most out of your package with us. We'll take time to research and understand your organisation, and the job requirements of your staff, so that we can ensure our clinical advice is entirely fit-for-purpose.

We can also help you with any administrative queries, provide system demonstrations or perform staff list uploads for you to help with your initial setup.

At the Smart Clinic, we adopt the 'small business' mentality. We value all our clients, and ensure you never get 'lost in the system.' We endeavour to know all our

clients by name, understand the nature of their organisation, and offer our assistance wherever it is required.

You'll be able to discuss any queries you have, and speak to us for professional advice or assistance with any of your occupational health challenges. Our support team are thoroughly trained, approachable, and available to help you when you need them.



# CLIENT SUPPORT: WHAT'S INCLUDED

## Online staff area

Online. Anytime. Anywhere.

Taking out a package with us gives your team access to a specialist, custom built and easy to use client area at the click of a button.

We don't buy in third party software then bend into shape to fit our requirements. We've built everything from scratch to make it absolutely perfect for you and your team, so that you have virtual access to us any time and from any place.

Our client area is carefully designed to be clear, simple and easy to use, even for the technophobes amongst us.

Creating a password and logging in remotely is quick and once you're in, you can see all the services included within your package, self-refer for them, or access any other useful information and downloads.

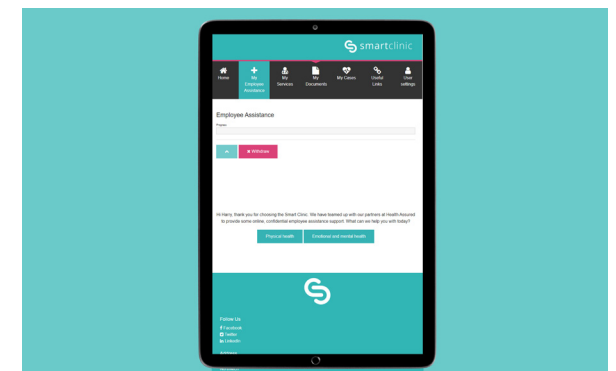
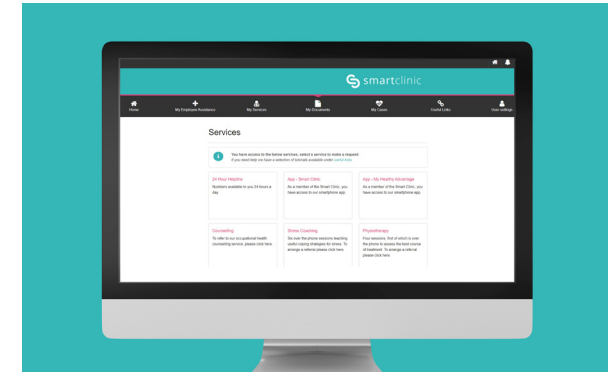
Power to the people.

Giving staff their own logins to our client area gives them the control back to them. They can choose what services they would like to access, and when they would like to access them.

Being able to do this 24-hours a day from any computer, tablet or smartphone means they're not waiting for authorisation or help from management. The choice is with them, as you've empowered them to select services suitable for them.

This makes it totally confidential and private, which encourages staff to seek support more than they otherwise would.

Only services included as part of their package will be displayed in the staff client area, so no matter how many staff access support, there will be no change to the price of the package that you've signed up to. No surprise nasty bills!





# CLIENT SUPPORT: WHAT'S INCLUDED

## The Smart Clinic 'app'

### 24-hour support in your pocket.

Convenience is our priority. That's why we've developed a smart phone app that means you can access any of our services, 24-hours a day by just reaching into your pocket.

Our custom built, carefully designed app makes accessing our services simpler than ever, and is available for every single member of staff covered by our enhanced, enhanced plus, employee assistance programme or corporate wellbeing packages.

It removes the burden away from the management team, who can carry on with their work safe in the knowledge that all staff have access to market leading occupational health and wellbeing support from an award-winning provider.

All the staff need to do is setup their password, and they're away.

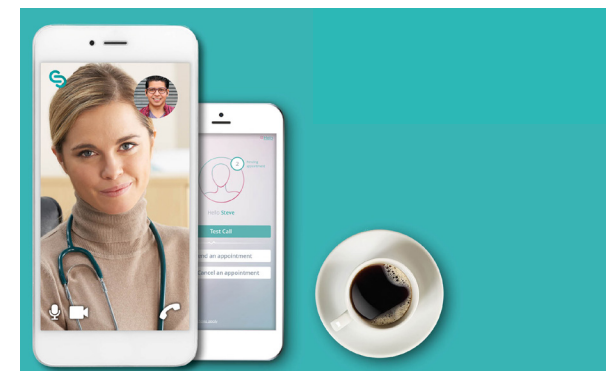
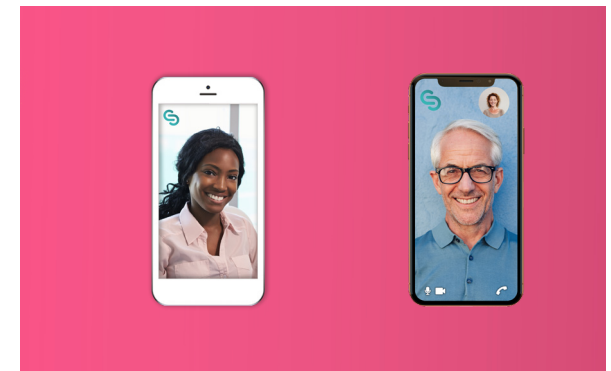
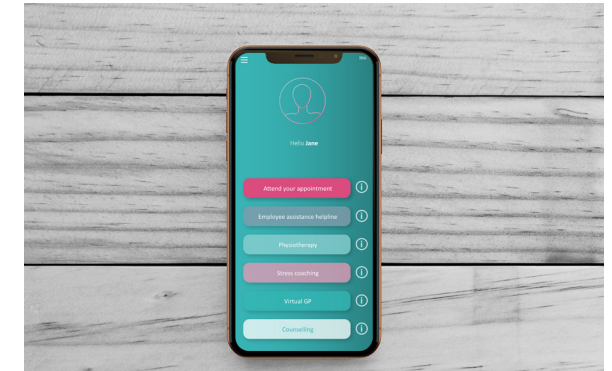
### Easy peasy.

Once staff have downloaded the app to their smart phone, accessing our services is quick and easy.

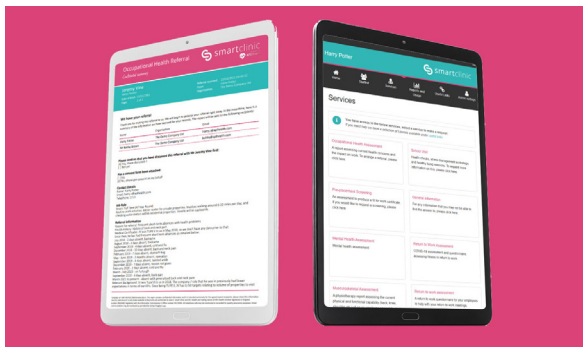
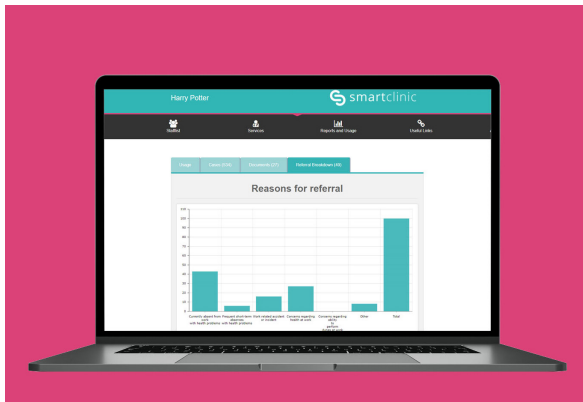
For many of the services, the self-referral process will take you through some step-by-step guidance and consent questions. This allows staff to let us know what service they would like to access, and will be given all the necessary information about the service.

The step-by-step process, large buttons, and easy to understand wording ensures staff will understand what happens next and be fully informed throughout.

Following this, they will immediately be able to select from a list of appointments, and book themselves for a telephone or video appointment. Alternatively, they can choose to make a booking later on.



# CLIENT SUPPORT: WHAT'S INCLUDED



## Online admin area

### Admin like a ninja.

Our admin client area is a purpose-built hub, giving you access to everything you need at your fingertips. From making referrals, to reporting on usage, you'll have it all done in seconds.

With our specially designed, cloud-based software, you and your management team have access to all the tools you need to administer your organisation's occupational health online and at the click of a button.

The online referral system allows you to make an occupational health referral to us at any time.

Using our intuitive, step-by-step referral process, we'll ensure you have the opportunity to provide all the detail required for us to complete an assessment that will fulfil your requirements.

Our usage data section allows you to track the uptake of the service, not just

displaying any management referrals you have made, but also displaying anonymous usage data for the self-referral wellbeing services that your staff have used directly.

Manage your staff lists online whenever you would like to. If you have a new starter at your organisation, it takes just a few seconds to add them to the staff list and remove any leavers.

### Keep me posted.

You'll never miss a beat with our admin client area. You'll receive automatic notifications when there's an update regarding one of your cases, and you'll have access to a full catalogue of useful advice and materials.

You will also be able to view previous referrals and download previously completed occupational health reports.

# CLIENT SUPPORT: WHAT'S INCLUDED

## Online referrals

### Easy and always available.

Working with the Smart Clinic means you'll have access to custom built online referral systems, that make referring your staff to us super simple.

For us, providing a high-quality occupational health report to your management team is our goal. We want it to be useful, and contain realistic and helpful advice. To do this, we need to ensure that the referral information we're receiving from you provides the information we need without us having to request more in the future and keep bothering you about it.

That's why we have designed our own online referral systems, accessible to you 24-hours a day wherever you may be.

It's a step-by-step system, that will guide you seamlessly through the process, helping you to get the most out of your referral to us.

### No consent. No problem.

We don't need to rely on old fashioned signed paper consent forms, so throw them in the bin and use our easy online consent process instead.

As long as you've discussed the referral with your member of staff beforehand, you don't need to upload a signed consent form. You can just select the option to say you don't have consent yet, and we'll seek consent on your behalf.

No waiting around for forms to be posted.  
No printing and scanning in.

Your member of staff will be sent a link, all they need to do is click on this, and follow some simple instructions to provide their consent. On average, this takes our customers 90 seconds to complete.



# CLIENT SUPPORT: WHAT'S INCLUDED

## Management information

### Data at your fingertips.

If you're allocating budget towards your staff wellbeing, it's important for you to ensure you're receiving good value for your investment. Our service provides you access to all the management and usage information you require to do this.

You can track any management referrals you make to us, such as pre-placement assessments, musculoskeletal assessments or occupational health assessments.

This displays total usage volumes, case status, and provides access to download any previous reports, so not only can you ensure the services is being used effectively, you can also store everything you need in one place.


Staff who access wellbeing services can do so confidentially, so we won't display any personal details for those who have used them, but we will also display total

usage volumes for these services too. This means you can ensure you're staff are aware of the services and accessing them as much as they wish.

### Timescales.

Speed is of the essence. That's why we'll be honest and transparent about our timescales, offering service guarantees on everything we do. If we fail to hit any of our guaranteed timescales, we'll refund you the cost of the appointment.

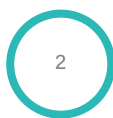
The following is indicative of a typical guarantee:

- 

**1**  
CONSENT

We attempt contact to gain consent and/or make an appointment


---

Estimate: 1 hour  
Guarantee: 1 (working) day
- 

**2**  
BOOKING

We offer an available appointment, with a guarantee for our next availability.

---

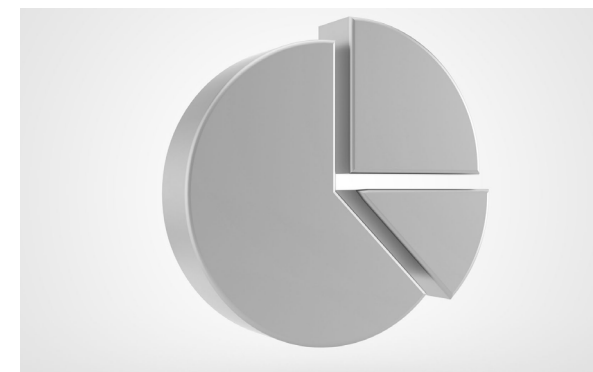
Estimate: 1.5 days  
Guarantee: 5 (working) days
- 

**3**  
REPORT

Report written and sent to employee for consent to release.

---

Estimate: 1 day  
Guarantee: 3 (working) days



# EXPLORING THE OPTIONS: PACKAGE COMPARISON

	Essential OH £20 per employee	Enhanced OH £35 per employee	Enhanced Plus £50 per employee
Occupational health assessments - nurse	Yes	Yes	Yes
Pre-placement screenings	Yes	Yes	Yes
24-hour employee assistance helpline	Yes	Yes	Yes
Online employee assistance programme	Yes	Yes	Yes
Musculoskeletal assessments	No	Yes	Yes
Counselling	No	Yes	Yes
Online cognitive behavioural therapy	No	Yes	Yes
Anxiety management	No	Yes	Yes
Stress coaching	No	Yes	Yes
Physiotherapy	No	Yes	Yes
Access to our Virtual GP	No	Yes	Yes
Occupational health assessments - physician	No	No	Yes
Ill-health retirements	No	No	Yes
COVID-19 Medical Risk Assessments	No	No	Yes
Return to work interview questionnaires	No	No	Yes
Stress and mental wellbeing risk assessments	No	No	Yes
Group stress and mental wellbeing risk assessments	No	No	Yes
HR wizard	No	No	Yes
Enhanced plus exclusive content and webinars	No	No	Yes
Mental health awareness training	No	No	Yes
Mental health first aid training - youth	No	No	Yes
Mental health first aid training - adult	No	No	Yes

w: [www.smartclinic.com](http://www.smartclinic.com)  
e: [hello@smartclinic.com](mailto:hello@smartclinic.com)  
t: 0800 862 0142

