

SEQOHS

Safe Effective Quality Occupational Health Service

SEQOHS Accreditation Report

Smart Clinic

24 September 2024

Assessment Team

Andrew Gilbey

Sian Hyland

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The OHS will be provided with a SEQOHS logo that can be used as per the SEQOHS style guidelines as advised by the SEQOHS accreditation team.

Background

The OH service Accreditation assessment is based on the Safe Effective Quality Occupational Health Standards SEQOHS 2023. These standards are in the public domain and serve to ensure that providers, purchasers and workers understand the standards that they should expect from an OH Service.

Any provider of OH Services can apply for SEQOHS accreditation, e.g. in-house services in both the public and private sectors and commercial occupational health providers from the single-handed provider to large organisations. The Standards and minimum requirements reflect existing ethical and professional guidance and consensus and are intended to help OH Services achieve uniform good practice.

The Standards accredited against are listed in this report. If any the standards are not referred to then the reader should assume that they do not apply to the OH service assessed.

Eligibility for the award of SEQOHS Accreditation has been assessed on the basis of the collection and presentation of suitable documentary evidence and on observation. The OH Services assessed has provided the most recent information they have, within the last 12 months.

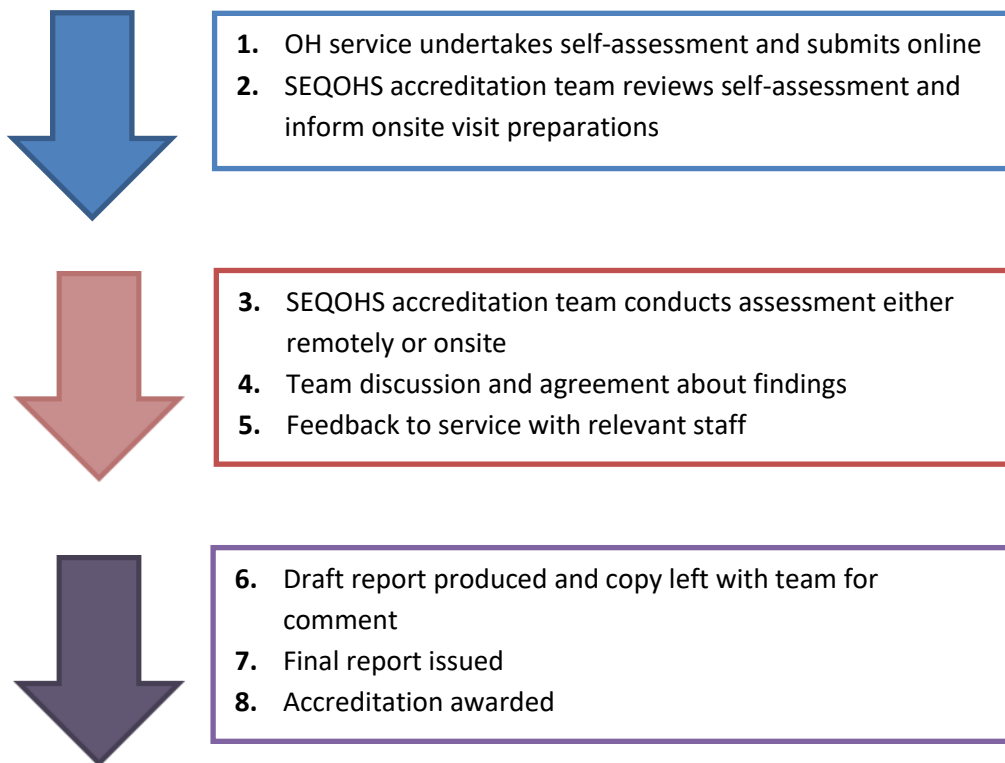
Methodology

The SEQOHS Accreditation assessment has the following main components:

1. Accreditation readiness assessment: by the SEQOHS office, based on self-assessment results
2. Online SEQOHS Accreditation submission: through the SEQOHS accreditation website. All services are required to fully evidence and document their compliance against each standard that relates to them
3. SEQOHS Assessor's review evidence: remote or onsite assessment dependent on the type of service
4. The Quality Assurance Board adjudicate the recommendation from Assessors
5. The Assessment result:
 - a. SEQOHS Accreditation, upon SEQOHS Accreditation being achieved, the OH service will be required to complete annual reaccreditation for five years until their next full SEQOHS Accreditation assessment in year five.
 - b. Deferral means that there are actions required until the SEQOHS Standard is achieved
 - c. Accreditation not awarded at this time means that the OH service is not currently able to demonstrate that it is meeting the SEQOHS standards.

Further information about any aspect of this report may be obtained from the SEQOHS Accreditation office. Please call 020 3116 6912 or email askseqohs@fom.ac.uk for any further support.

Figure 1-Inspection process



Key findings

Inspection visit to Smart Clinic

On 24 September 2024, The SEQOHS accreditation scheme completed an accreditation assessment of Smart Clinic.

This report is published outlining a number of requirements and recommendations linked to the SEQOHS standards.

The findings of the assessment are set out below. Areas of strengths as well as any areas for further improvement, including recommendations for actions are highlighted in the final section.

The Assessors and the Occupational Health Service have declared that there is no conflict of interest from either party.

Assessment Team	Andrew Gilbey Sian Hyland
Visit date	24 September 2024
Address	9 Brunel Court Northwich CW9 7LP
Services	Charges purchaser directly for providing its service Has access to an accredited specialist in occupational medicine Outsources clinical services to third parties Sells services Uses medical equipment
Name of Clinical lead/manager	Ms Ann Grocott
Name of Accredited Specialist	Dr Charlie Vivian

Staffing Profile

Role	WTE
Doctor	2.00
Registered Nurse	15.00
OH Technician	0.00
Administrative Staff	3.00
Physiotherapist	1.00
Clinic Nurse	1.00
Other	4.00
No actions required	

1. Governance & Finance

1	Governance and Finance	Self Assess	Verified
1.1	All health professionals delivering clinical services are registered/licensed with the relevant regulatory body.	Yes	Yes
1.2	At least one clinician with a professional qualification in occupational medicine or occupational health holds a leadership position.	Yes	Yes
1.3	There is effective clinical governance, and compliance with evidence-based guidelines, consensus-based guidelines, and professional requirements, including the Faculty of Occupational Medicine's (FOM) guidance on ethics.	Yes	Yes
1.4	Professional and business indemnity is in place.	Yes	Yes
1.5	The service is compliant with data protection legislation and confidentiality requirements	Yes	Yes
1.6	The service provides a safe place for staff to work and for service users and others in compliance with legal requirements.	Yes	Yes
1.7	Equality, diversity and inclusion are promoted and sustained within the organisation and in the provision of its services.	Yes	Yes
1.8	Effective financial planning, monitoring and reporting are in place	Yes	Yes
Congratulations	1.5	The business is congratulated on the excellent YouTube data protection presentations. These cover a wide range of topics including consent, transfer of records, and data breaches.	

2. Resources and Processes

2	Resources and Processes	Self Assess	Verified
2.1	All clinical staff employed by the service, and contractors engaged, have the knowledge, skills, experience and relevant qualifications for the work they undertake.	Yes	Yes
2.2	Arrangements are in place for access to more specialised advice, and escalation when indicated to an occupational physician on the GMC specialist register.	Yes	Yes
2.3	Service Level Agreements/Business Terms are in place when services are purchased/commissioned.	Yes	Yes
2.4	There is equity of access to services, including arrangements for persons with a disability, and facilities are well maintained and protect the right to privacy and the maintenance of dignity.	Yes	Yes
2.5	There is sufficient quantity, quality and type of equipment required for effective delivery of services, and arrangements are in place for effective maintenance, calibration and cleaning of equipment.	Yes	Yes
2.6	Staff and contractors who advise on and/or deliver immunisations, or otherwise engage in medicines management, are clinically competent and practise in accordance with national standards and guidelines.	N/A	N/A
2.7	Vaccines are stored in a dedicated and appropriately maintained vaccine refrigerator, and are handled, administered and disposed of by suitably qualified staff in line with national guidelines for medicines management; including emergency treatment for anaphylaxis.	N/A	N/A
2.8	Effective infection control measures, including for hand hygiene, are in place in examination and treatment rooms.	Yes	Yes

2.9	Concerns regarding the conduct, performance and/or health of clinicians are promptly detected and addressed.	Yes	Yes
No actions required			

3. Outputs and Outcomes

3	Outputs and Outcomes		Self Assess	Verified
3.1	Suitable and sufficient occupational health needs assessments are in place for service delivery contracts.		Yes	Yes
3.2	Collated reports on health surveillance are provided to enable the employer to meet Statutory requirements.		Yes	Yes
3.3	Employers consider that reports produced by the service are informative, balanced and objective.		Yes	Yes
3.4	Workers/employees feel that they have been listened to and treated with respect by the occupational health service.		Yes	Yes
3.5	Pre-placement screening and assessments of workers during their employment provide timely advice on workplace adjustments where appropriate and risk-based advice on medical suitability for work.		Yes	Yes
3.6	Health promotion activity is evidence based.		Yes	Yes
3.7	Key performance indicators agreed with the purchasers/commissioners are met.		Yes	Yes
Congratulations		3.4	Smart Clinic are congratulated on their commitment to obtaining customer feedback - from both employers and workers. The volume of feedback responses is significant and positive.	
Congratulations		3.6	The company is congratulated on its OH portal containing an impressive array of online resources, guides and signposting to other useful information for employers and workers.	

4. Information and Communication

4	Information and Communication	Self Assess	Verified
4.1	Information on services delivered is clear and accurate.	Yes	Yes
4.2	Occupational health clinical records, whether paper-based or electronic, are maintained and processed to standards which meet legal and regulatory requirements.	Yes	Yes
4.3	Information security is sustained, and effective action is taken following actual or potential data breaches.	Yes	Yes
4.4	Workers are informed about the purpose of occupational health assessments and advice, and the roles of clinical staff.	Yes	Yes
4.5	Workers are informed about how their personal health information is recorded and used, how to access their personal information, and their rights in relation to how their personal health information is used and shared.	Yes	Yes
4.6	Consent is obtained prior to the release of reports to the employer, and to accompany requests for reports from other health professionals, in compliance with requirements of relevant legislation, professional standards, and ethical guidance.	Yes	Yes
Congratulations	4.3	Smart Clinic are congratulated on the excellent use of online tutorials for clearly explaining the consent process, and for workers' right in relation to any report regarding their health.	

5. Quality Assurance and Improvement

5	Quality Assurance and Improvement	Self Assess	Verified
5.1	Clinical work that is outsourced to third party providers is safe, effective and of the quality required.	Yes	Yes
5.2	Clinical practice of employed staff and contractors is compliant with evidence-based and consensus-based guidelines, legal and ethical requirements.	Yes	Yes
5.3	Staff are supported to maintain professional registration, licensing and relevant accreditations.	Yes	Yes
5.4	All staff have annual appraisal and professional development plans.	Yes	Yes
No actions required			

6. Sector Specific Standards (optional)

6	Sector Specific Standards (optional)	Self Assess	Verified
6.1	NHS in-house occupational health services or external occupational health services providing or intending to provide contracted services to the NHS, meet the agreed occupational health requirements for the healthcare sector, and the specific requirements of NHS Trusts or Boards they provide services to, as set out in contracts or terms of reference.	N/A	N/A
No actions required			

Summary of Report and Feedback

Smart Clinic is an innovative, forward-thinking and creative occupational health company. They are focused on delivering a range of core occupational health services quickly, and to a high standard. The company's portal is designed to provide a range of user-friendly guidance, reports and signposting to other useful sources. A comprehensive approach to internal clinical audit is backed up by extensive customer feedback systems to ensure high quality services are being delivered.

Smart Clinic has established some good foundations, supplemented by a well-trained and motivated workforce which should help the company to continue to flourish in the coming years.

A: The service should be congratulated on:

- 1.5 The business is congratulated on the excellent YouTube data protection presentations. These cover a wide range of topics including consent, transfer of records, and data breaches.
- 3.4 Smart Clinic are congratulated on their commitment to obtaining customer feedback - from both employers and workers. The volume of feedback responses is significant and positive.
- 3.6 The company is congratulated on its OH portal containing an impressive array of online resources, guides and signposting to other useful information for employers and workers.
- 4.3 Smart Clinic are congratulated on the excellent use of online tutorials for clearly explaining the consent process, and for workers' right in relation to any report regarding their health.

B: The service needs to take the following actions:

N/A

C: The service needs to consider the following recommendation:

N/A

Overall Recommendation

Full Accreditation for 5 years (subject to an annual reassessment)	Yes
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**Kind Regards,
The SEQOHS Team**

Appendix A –Additional site assessments

No other units were assessed