

SEQOHS Standards Review 2023

# SAFE EFFECTIVE OCCUPATIONAL HEALTH SERVICES (SEQOHS)

Occupational Health Event at Stratford Manor Hotel  
8th & 9th March 2023

Working Together for Occupational Health in Policing

**Dr Robin Cordell**

**MBA FRCP FFOM**

**Chair, SEQOHS Standards Review Steering Group**

**Faculty of Occupational Medicine**

Please note that the information contained in these slides is for guidance only on work in progress on the SEQOHS standards review, and does not necessarily represent the position of the Faculty

# Agenda

- Introduction
- The importance of standards in occupational health delivery
- Value that SEQOHS delivers
- Contributors to development of the revised standards
- Approach to the SEQOHS Standards review
- Timelines for completion of the 2023 standards and evidence guide

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# Introduction



- SEQOHS Standards Review Project Support Group
  - Louise Craig
  - Lisa McCheyne
  - Phil Pemberton
  - Merv Young
  - Robin Cordell
- SEQOHS Standards Review Steering Group
  - Governance
  - Future role
- FOM Board

<https://www.seqohs.org/>





# Regulatory framework

- That regulated by HSE at: <https://www.hse.gov.uk/aboutus/our-mission-and-priorities.htm>
- Legislation relating to disability and other protected characteristics at: <https://www.gov.uk/definition-of-disability-under-equality-act-2010>
- Data protection at: <https://www.gov.uk/data-protection>
- Sector specific requirements

Long term absence case management

Back pain

Protection of infection

Blood exposure incident assessment

Experience / Timely intervention

Health Surveillance

Health Promotion

Electronic record keeping

Paper record keeping

Audiometry Surveillance  
Pre-test screening

Audiometry surveillance test audit

Audiometry surveillance results audit

Audiometry Post Surveillance audit

## Quality assurance.

How do you know if your service delivery pathway - the value chain - is broken?

## Quality Improvement.

Can you give an example of how you continue to enhance value in what you do?

ISO 9001:2015 specifies requirements for a quality management system when an organization:

- a) needs to demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, and
- b) aims to enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

All the requirements of ISO 9001:2015 are generic and are intended to be applicable to any organization, regardless of its type or size, or the products and services it provides.

Customer focus

Leadership

Engagement of people

Process approach

Improvement

Evidence based decision making

Relationship management

<https://www.iso.org/publication/PUB100080.html>



# What SEQOHS delivers



# The industry standard for occupational health services

Find a SEQOHS Accredited Service



185 accredited services

[View accredited services](#)

105 services working  
towards accreditation

[View services](#)

## SEQOHS - the industry standard for occupational health services

The Safe Effective Quality Occupational Health Service (SEQOHS) standards are the benchmarks that occupational health services are required to demonstrate they meet to be awarded SEQOHS accreditation, and to retain their accreditation.

You can [search for accredited services](#)

Find out [how your service can become accredited](#)

[Contact us](#)

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## The standards

SEQOHS stands for 'Safe, Effective, Quality Occupational Health Service' and is a professionally-led accreditation scheme. It is based on a set of standards for occupational health services in the UK and beyond. Occupational health services must demonstrate they meet these standards before they can be awarded SEQOHS accreditation.

To become accredited, services must demonstrate their adherence to the SEQOHS standards. These are categorised into six domains:

- A: Business probity
- B: Information Governance
- C: People
- D: Facilities and Equipment
- E: Relationships with Purchasers
- F: Relationships with Workers

# Who does SEQOHS deliver value to?

- Purchasers and commissioners of services (and Government)
- Beneficiaries of occupational health service delivery (the people we see)
- Providers of occupational health services (in-house and commercial providers)

# Who has been contributing to development of the revised standards



# SEQOHS Stakeholders

**SEQOHS Review  
Project Support Group**

FOM Board  
Employers, TUC  
NHS Health at Work  
Network

**SEQOHS Review  
Steering Group**

SEQOHS assessors and SEQOHS Lead

Government (e.g. DWP/DHSC EHIE)

Regulators (e.g. HSE)

Commissioners of services  
(e.g. NHS, Police)

Commercial purchasers  
of occupational health services

**SEQOHS  
Review  
Advisory  
Group**

Occupational health  
organisations (e.g. SOM, Council  
for Work & Health, ACPOHE,  
ALAMA, BMA, COHPA)

Other bodies, e.g. CIPD

Commercial occupational  
health service providers

In-house occupational  
health service providers

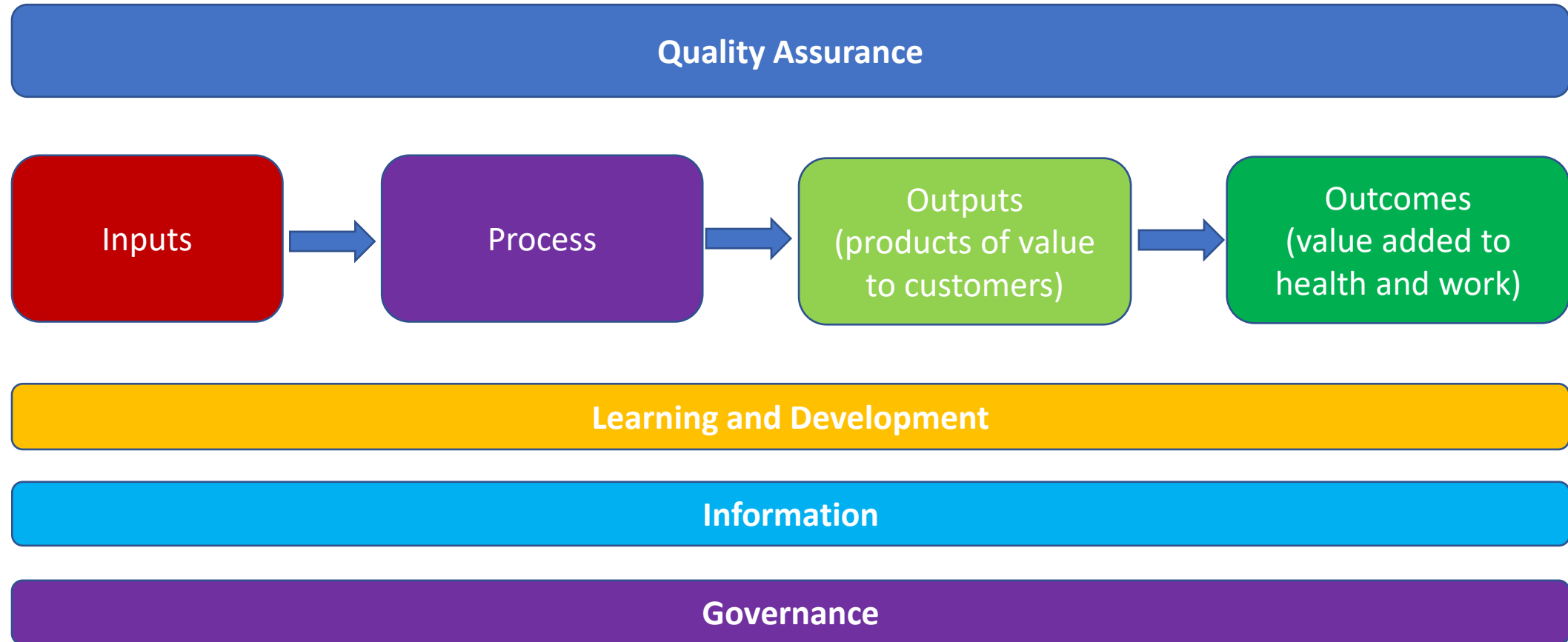
Providers “working towards”  
SEQOHS accreditation

# How the SEQOHS Standards review has been undertaken

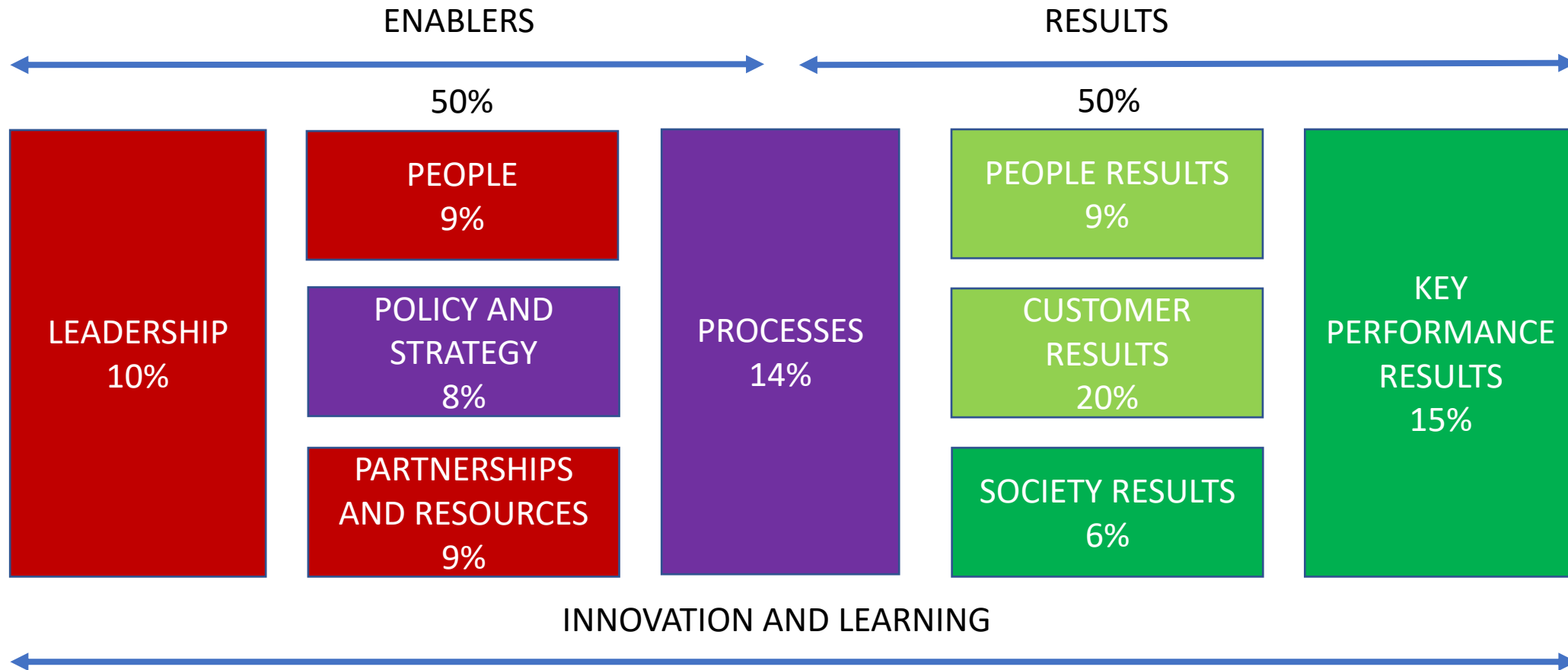




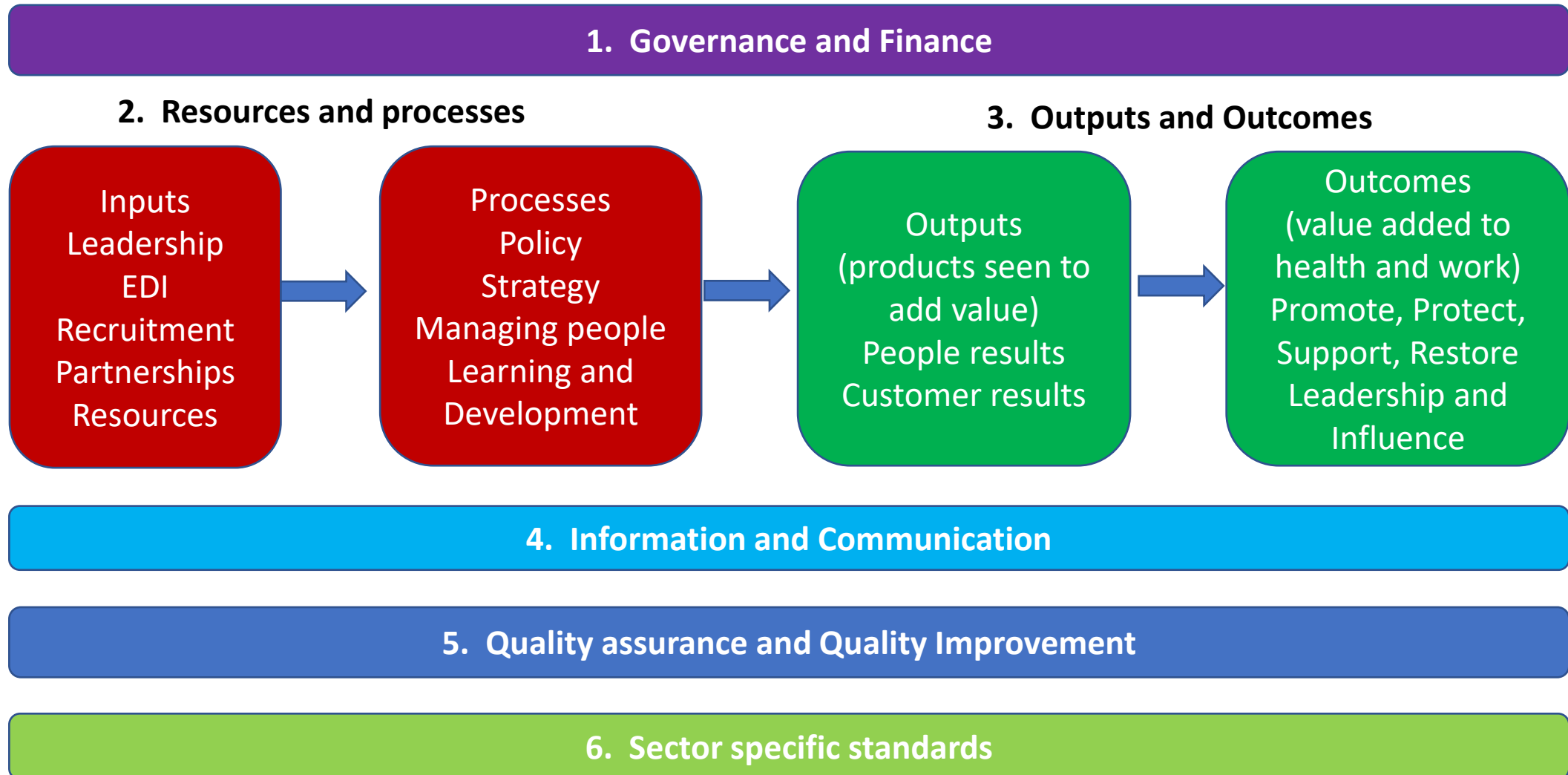
# Delivering value in occupational health



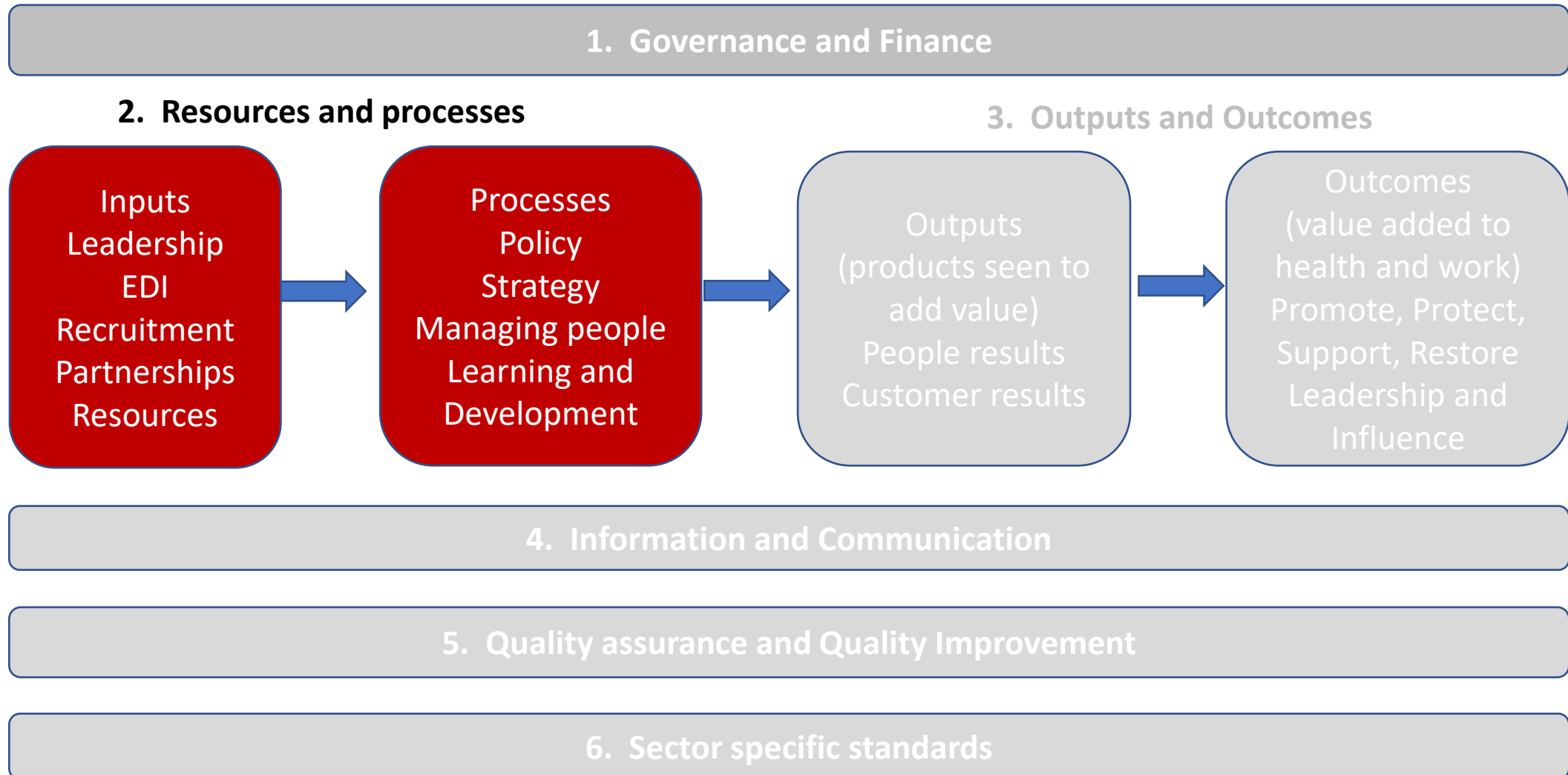
# European Foundation for Quality Management (EFQM) business excellence model



# Realignment of the six SEQOHS domains



# Domain 2. Resources and processes

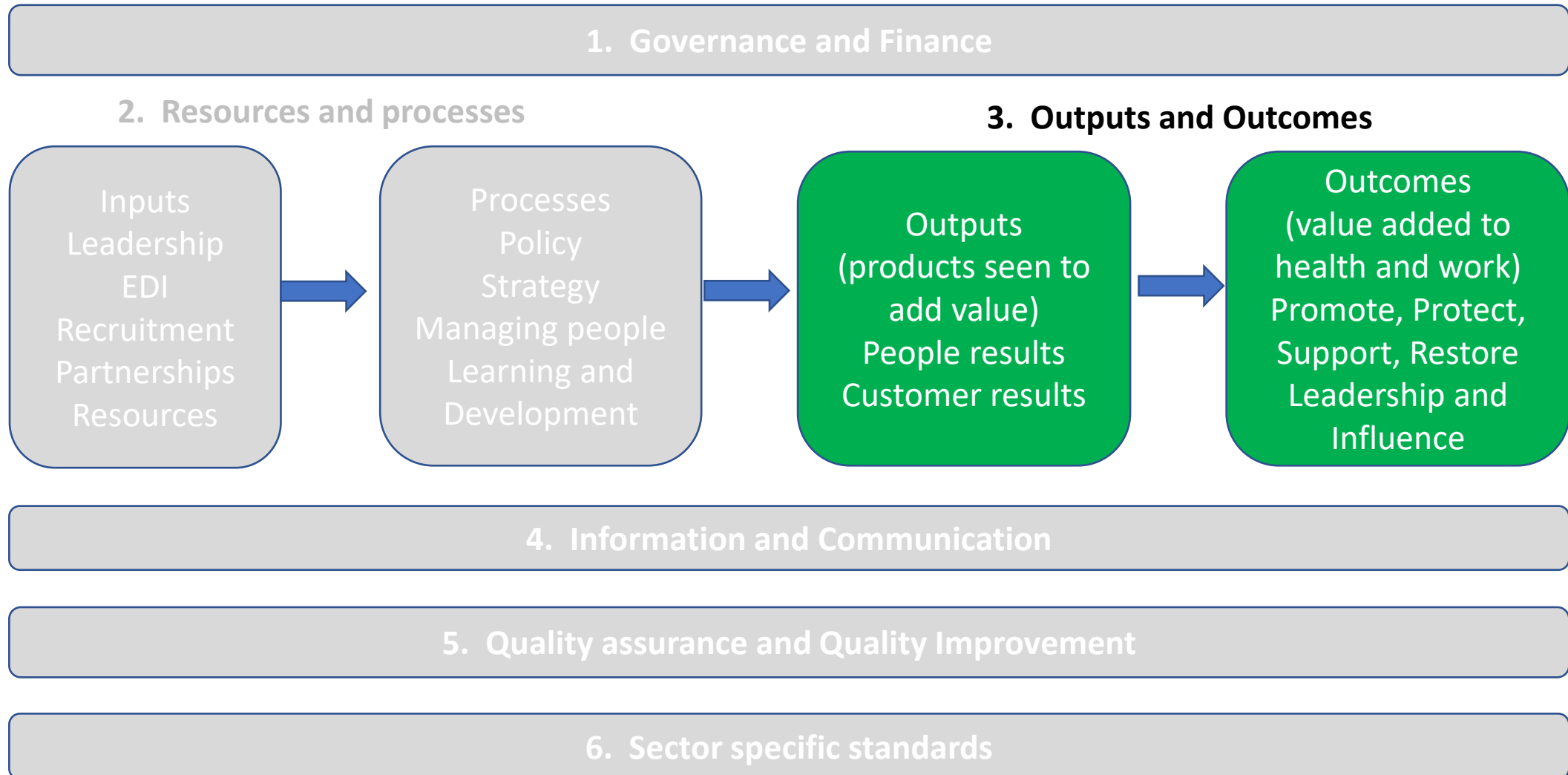


# Domain 2: Resources and Processes

- 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.
- 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.
- 2.3 Service Level Agreements/Business Terms are in place when services are purchased/commissioned.
- 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.
- 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.
- 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.
- 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.
- 2.8 Effective infection control measures, including for hand hygiene, are in place in examination and treatment rooms.
- 2.9 Concerns regarding the conduct, performance and/or health of clinicians are promptly detected and addressed.



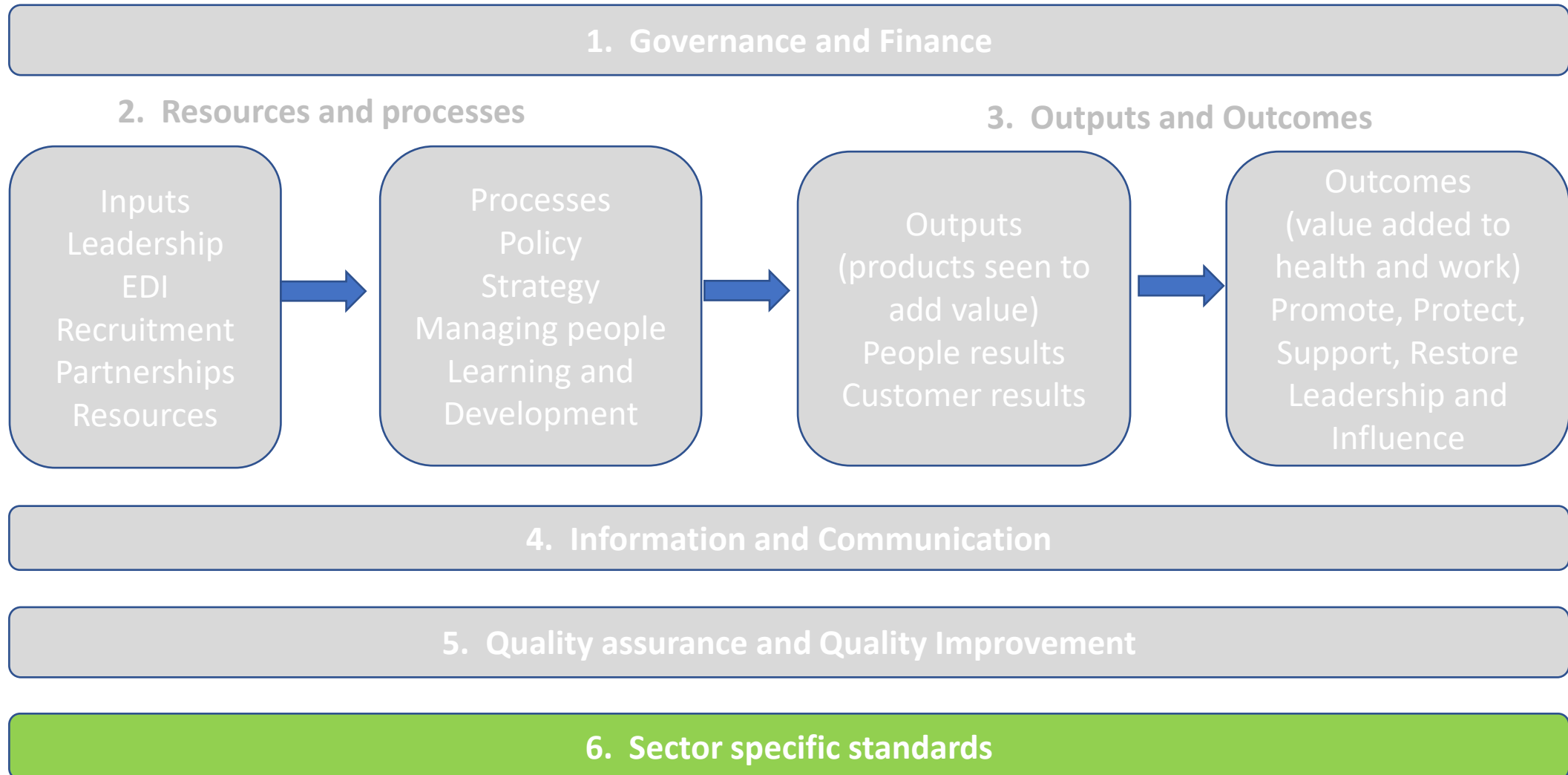
# Domain 3. Outputs and outcomes



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- 3.1 Suitable and sufficient occupational health needs assessments are in place for service delivery contracts.
- 3.2 Collated reports on health surveillance are provided to enable the employer to meet Statutory requirements.
- 3.3 Employers consider that reports produced by the service are informative, balanced and objective.
- 3.4 Workers/employees feel that they have been listened to and treated with respect by the occupational health service.
- 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.
- 3.6 Health promotion activity is evidence based.
- 3.7 Key performance indicators agreed with the purchasers/commissioners are met.

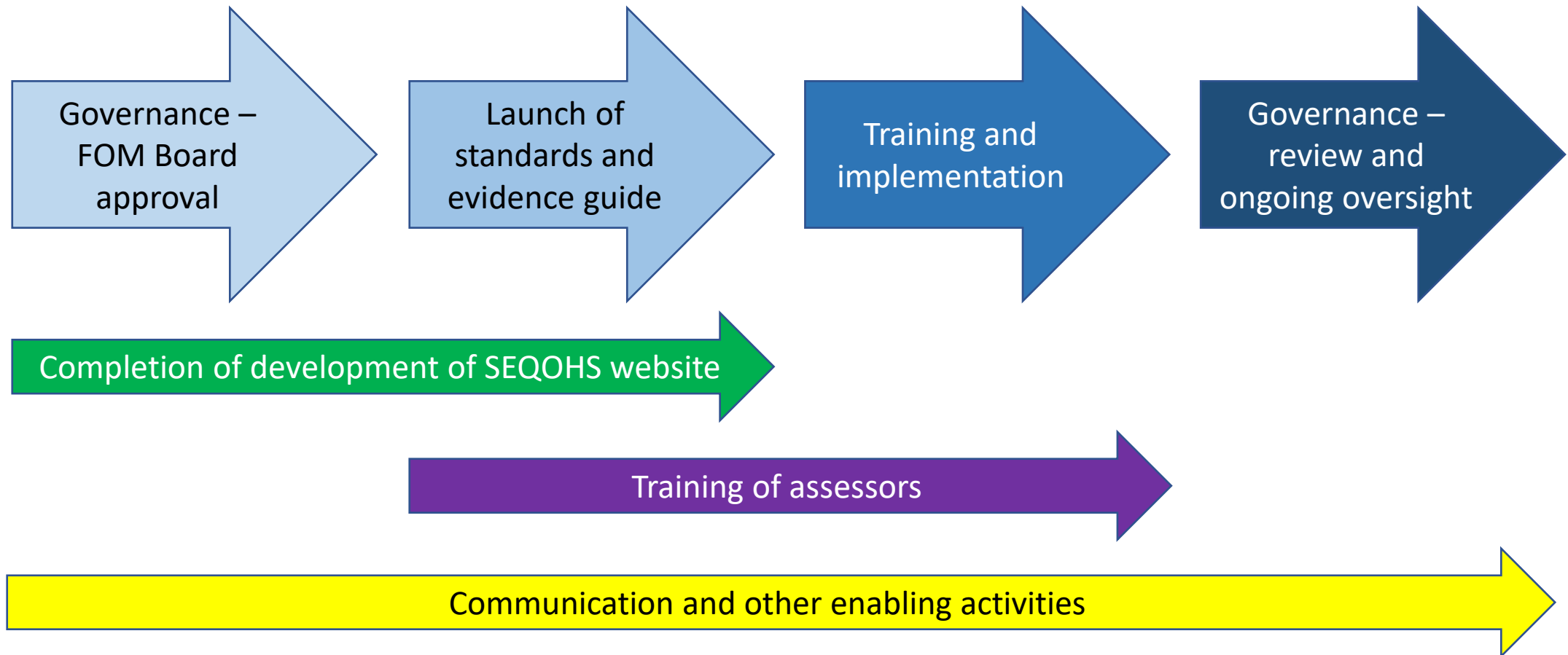
# Domain 6. Sector specific standards



# Domain 6: Sector Specific Standards

- **6.1 NHS.** NHS in-house OH services, or external OH services providing or intending to provide contracted services to the NHS, meet the agreed OH 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.
- **6.2 Construction.** Provision of contracted or in house services to the Construction industry meet the agreed occupational health requirements for the industry in general, and specific requirements set out in contracts or service delivery agreements.
- **6.3 Police.** Provision of contracted or in house services to Police services meet the agreed occupational health requirements for the Police sector in general and specific requirements set out in contracts or service delivery agreements.
- Further sector specific standards may be added to this domain as required.

# When will the 2023 standards and evidence guide go live?





# Summary

- Governance of SEQOHS
- The importance of standards in occupational health delivery
- The value that SEQOHS delivers
- Contributions to development of the revised standards
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