

FAQ for Affiliated Services – Health & Work Support

Q: What is Health & Work Support?

A: Health & Work Support is a 2 year trial of a new access channel and enhanced and aligned core health and work services. This will act as a single point of contact for health and work support for people in Fife and Dundee, as well as employers, healthcare professionals and Job Centre Plus. It will allow people with a health issue or a disability who are struggling to stay at work or recently unemployed, to get fast access to support.

Q: Why launch Health & Work Support?

A: There is already much potential early intervention support in place however the support landscape is not always easy to navigate. Health & Work Support aims to provide a more streamlined route into and through the networks of health and work support available.

Q: Who is Health & Work Support for?

A: Health & Work Support is for people aged 16 and above who are living or working in Dundee or Fife and are:

- Struggling to stay at work or absent from work due to health conditions/disability
- recently unemployed/economically inactive due to health conditions/disability.

And

Employers in Fife or Dundee who require general or specific advice and support on health, disability and work issues can also access Health & Work Support.

Q: How can Health & Work Support be accessed?

A: Self-referral to Health & Work Support is via **telephone (0800 019 2211)** and **online (www.healthandworksupport.scot)**. GPs can refer people via **SCI Gateway** referral or share the above information to allow people to self-refer. Face to face consultations are available if patients/clients would prefer to access the service in this way. The option of web chat is being explored.

Q: What happens when a participant calls the service?

A: When a participant calls, they will speak to someone who will gather some basic information. Following this the participant and a case manager will identify which type of support will be most helpful and the participant will receive a call back from a health professional. If access is through the online form, the participant will receive a call back to gather some further information and identify the support needed.

Q: What support can be accessed via Health & Work Support?

A: Types of support offered include:

- Counselling/talking therapies
- Physiotherapy
- Occupational Therapy

- Workplace assessment
- Employer-focused advice and guidance on health and work matters, including health and safety advice, risk assessment, employment law and health policy development

Q. What is the maximum length of time a support programme will be provided for?

A: The maximum length of treatment is 20 weeks. After 20 weeks, next steps will be explored between the participant and the case manager.

Q: How will Health & Work Support be implemented?

A: Funding for the project has come from UK Government Work and Health Unit Innovation Fund and from Scottish Government. A national team within Scottish Government is working with local project leads, teams, services and wider partners in each pilot location. A programme of improvement work will help ensure that individuals and businesses who need support are able to access this at the earliest stage possible.

Q: How will the pilot be evaluated?

A: An initial Evaluation Feasibility Study for all of the project elements has been carried out by the NHS Health Scotland Evaluation team in conjunction with key academic, clinical, managerial and statistician stakeholders. This recommended a number of studies including a process evaluation to generate learning about the implementation of the model and the Predictive Analytic tool. The procurement process for this is well underway.

Q: What happens after the pilot?

A: Learning throughout the duration of the pilot will be gathered. Findings from the formal evaluation will be used to explore whether a national roll-out is feasible.

Q: Who can I contact for further information or for marketing materials?

A: For overall project information or improvement work plans please contact Senga Cree, National Lead (senga.cree@gov.scot) and Kathryn Paterson Improvement Lead (kathryn.paterson@gov.scot)

Wendy Third (wendy.third@nhs.net) is the local lead for Dundee and Ali Hynie (a.hynie@nhs.net) is the local lead for Fife. Please get in touch with them if you have any further questions or if you require any marketing materials. Promotional cards, leaflets and posters are available.