

**HEOPS SPRING MEETING**  
**City University London**  
**Monday 20<sup>th</sup> April 2009**

34 colleagues attended this meeting. We will be posting the presentations and results of group work as well as references requested on the HEOPS website [www.heops.org.uk/](http://www.heops.org.uk/) within the next week. A few points of discussion are outlined below.

10-10.30 am	Coffee and welcome	Professor Malcolm Gillies Vice Chancellor & President, City University	Professor Gillies addressed the question “what do VC’s want from their OH service?” As well as professional OH service delivery he identified the importance of promoting wellbeing and specifically mentioning concerns about mental health and obesity as being issues we need to be involved in for both staff and students.
10.30 - 11.00 am	Mental health update Psychological therapies in OH practice	Rob Chappel consultant counseling psychologist	Rob gave a highly interactive talk on the use of psychological interventions in the workplace. Amongst many issues, he highlighted the importance of a reasonable level of functionality required before an individual can engage in CBT. He is proponent of solution focused brief therapy, especially in the workplace. There was also a brief discussion about use of on-line CBT software such as “beating the blues” It was noted they are approved by NICE and hence may be an adjunct to staff counseling services <a href="http://www.nice.org.uk/Guidance/TA97">http://www.nice.org.uk/Guidance/TA97</a> .
11.00-11.30	Use of screening tools for psychological assessment Test your self!	Rob Chappel <a href="mailto:robchappel@hotmail.com">robchappel@hotmail.com</a>	The group had a general debate about the use of psychological instruments such as HAD, CORE, GHQ. Not all, especially medics, were convinced they added anything to their assessments of patients but Rob suggested they were particularly helpful in auditing outcomes in a staff counseling service over time.
11.30-12.00	OH provision in UK universities	Dr Kate Venables, Oxford University	Kate presented her draft paper on recommendations on occupational health provision in UK universities for discussion. We thank Kate for all the hard work in consulting widely and drawing together this paper. The bulk of the paper was approved as being concise and helpful. However, colleagues were concerned about guidance on staffing levels both guidance on minimum provision (too low) and the formula for needs assessment which did not allow for the range and complexity of the work involved. <b>Nigel Wilson</b> has agreed to take this work forward and will be surveying the membership on the matter of staffing levels with a view to publishing a summary paper.

12-12.30 pm	HEOPS discussion forum		Susan Robson updated us on the work Denis Todd is leading on a <b>competence framework for medical students</b> to be sent to the medical schools council for comment. We also had a brief update on the HEOPS website. The <b>next meeting</b> of HEOPS will held at <b>Loughborough</b> in <b>November</b> . Wendy will email a date in the near future.
12.30-1.30 LUNCH	Display of City University's "Well" programme	Bill Thompson, Head of Leisure Services City University London	Bill gave us a brief presentation on City's wellbeing programme which is one of the case studies in the Hefce well being initiative. <a href="http://www.city.ac.uk/well/index.html">http://www.city.ac.uk/well/index.html</a> <a href="http://www.wellbeing.ac.uk">http://www.wellbeing.ac.uk</a>
1.30 - 2.30	Quality in OH - KPIs, audit, service levels How can we add value to our organizations?	Dr Christine Rajah City University London Small group work* contributions in advance welcome	This session explored why we need KPIs and how they can be used to improve quality by introducing a culture of continuous improvement in OH practice as well as being a tool for demonstrating value for money for our employers/ customers. The session was mostly spent working in groups to develop some common KPIs in the 3 areas of: professional standards, clinical governance and service delivery. The collective work will be published with the presentation. Nigel Wilson pointed out we will be having some KPIs for the sector published by Paul Nicholson in the near future but that they may not focus on outcomes.
2.30 - 3.30pm	Benchmarking e.g. sickness absence- how can we share information to inform practice	Dr Alan Swann, Imperial College & Angela Franklin UCL	Angela presented the results of an audit into sickness absence at UCL. Unfortunately we are unable to publish her presentation as it contains sensitive data. She and Alan then both suggested we explore the possibility of benchmarking sickness absence within HEOPS. Alan will be sending a questionnaire to us what staff absence categories people can report data on with the intention to construct a common data-set and ask people to provide data. This might be a two-tier thing. We may be able to do a broad brush analysis from a large number of institutions (e.g. reporting absence levels for just two categories academics & non-academic staff) & a more detailed analysis with data from a smaller number of services where staff categories & absence reason is kept in more detail.