



 Health Partners

TESCO


EMPLOYEE JOURNEY

Workplace Adjustments Service

Workplace Adjustments Service (WPA)



What happens prior to my assessment?

- Once your referral has submitted by your line manager, it will be triaged by a clinician so the most suitable assessment type can be determined.
- Our designated WPA admin team will be in contact with you to book the assessment.
- In some cases, we may use a third-party provider for the assessment. If this is the case, we will let you know who this is so you can expect to hear from them with your appointment details.
- You will receive email confirmation of your appointment date and time (this will include the meeting link).
- Depending on assessment type, you and your referrer may be sent a pre-assessment questionnaire or asked for photographs of your workstation. Please return these to wpateam@healthpartners.uk.com 72 hours prior to the assessment. This allows your assessor to have a brief understanding prior to the assessment.
- In some cases, referrers are invited to a separate call with the assessor at the start or end of the assessment. You and your line manager will be notified if this is required.
- You will receive reminders about your assessment via text message.
- If you require any adjustments for your assessment, please contact wpateam@healthpartners.uk.com.

Virtual Assessment Check List

Your appointment confirmation will detail if the assessment is remote or on-site. If your assessment is online, you will need the following:

- ✓ Access to a computer or smart phone device (camera and audio required);
- ✓ Access to video conferencing (Whereby, Microsoft Teams);
- ✓ Access to a comfortable, private space (away from noise and distractions).



What to expect?

- Firstly, the assessor will introduce themselves.
- The assessor will then complete a short ID check and you will be asked for your full name, date of birth and postcode.
- The assessor will explain the structure of the assessment and allow space for any questions you may have.
- The assessor will complete consent with you and identify your preferences regarding receiving the report.
- The duration of the assessment depends on the type of assessment. This will be detailed in your appointment confirmation email.

What will be discussed?

- We will discuss your pre-questionnaire paperwork or any additional documentation you have provided.
- We will talk about your current job role including your duties, responsibilities, your working pattern, and your working environment. This will help us get an understanding of your day-to-day tasks and help determine what adjustment would have the maximum impact.
- We will find out more about how your condition impacts you.
- We will explore the challenges you may experience to help us identify potential adjustments.
- We will explore what strategies you currently use and what is working and what isn't working for you.
- We will discuss possible solutions.
- We will summarise clearly what has been discussed and what will be included on the report.

What happens after my assessment?

- Following your assessment, the assessor will generate a report. This will outline the recommended adjustments and provide a rationale for the adjustments.
- You would receive this report within 5-10 working days.
- Once you receive your report, take some time to review it properly.
- If you would like to discuss the content of the report with your assessor or make amendments to it, please get in touch via wpateam@healthpartners.uk.com.
- We recommend arranging a time with your Line Manager or referrer to discuss the content of the report and make a plan moving forwards.
- After the assessment is completed and recommendations are implemented, we will arrange a short follow-up call with you to see if any further support is required.



STEP 1

TRIAGE

Your referrer will submit a referral which will be triaged and sent to our Workplace Adjustments (WPA) Team.

STEP 2

APPOINTMENT BOOKED

Our WPA Team will contact you to book your assessment or email you to let you know we have sent your referral to one of our specialist providers.

STEP 3

ASSESSMENT

Your assessment will be completed and the report will be released to you and your referrer (in-line with your chosen option).

STEP 4

RECOMMENDATIONS

If recommendations for equipment, software, coaching or training are made, the WPA Team will be in contact to organise delivery.

STEP 5

FOLLOW-UP

After your assessment and recommendations are implemented, we will arrange a short follow-up call to ensure you are happy with the adjustments.



Frequently Asked Questions

What if I need to change my appointment?

If you need to cancel your appointment, please let us know at least 48 hours before your appointment to prevent cancellation fees. Please contact us at wpateam@healthpartners.uk.com.

What should I do if I require adjustments for my assessment?

Please contact us regarding adjustments at wpateam@healthpartners.uk.com or call on 01273 013771.

Does my employer have to know about my assessment?

Yes, your employer will have made the referral to us and will be aware of your assessment taking place.

Who should I contact with regards to my appointment?

If you have any queries regarding your assessment, please contact the wpateam@healthpartners.uk.com.

How will my assessment be conducted?

- **Virtual assessments** will be conducted virtually using video conferencing via Whereby or Microsoft Teams. You will be provided with a link to attend your assessment.
- **Face to face appointments** will be on-site at your place of work. You will be provided with the address within the appointment confirmation. If the address is incorrect, please contact us to let us know.

What type of questions will I be asked?

The assessment is informal and will explore the impact of your health condition, disability, or neurodiversity upon your life generally and whilst at work. Questions asked will arise as a result of this conversation.

What type of recommendations will be made?

Each assessment is individual therefore recommendations can vary widely however, recommendations that frequently occur involve, specific strategies, equipment, assistive software, and short-term human intervention such as coaching. Recommendations may also include advice for your employer regarding ways to support you directly.

What happens during my managers part of the assessment?

This is to discuss the current expectations from the role, objectives and targets and key strengths and areas of development. This information will be helpful to further guide our recommendations.

Can I attend the management part of my assessment?

If you would like to join this call, you're welcome to – just discuss this with your referrer and let us know.



CALL US

01273 013771

EMAIL US

wpateam@healthpartners.uk.com

www.healthpartnersgroup.com

Registered in England

Company No: 10284664

VAT Number: 249 2959 59