Health Partners

Workplace Needs Assessment - Vision

Employee Journey

February 2026

Workplace Needs Assessment (WPA) - Vision

This information sheet details how a Workplace Needs Assessment (WPA) works and what to expect.

What happens before my assessment?

- Once your referral has been triaged our administration team will be in contact to book the assessment.
- You will receive a confirmation email which will outline the date, time and method of assessment (this will include the meeting link).
- You and your referrer will be sent pre-assessment questionnaires. Please return these to wpateam@healthpartners.uk.com within 72 hours of your appointment. This ensures the assessor has adequate time to review the pre-assessment questionnaire.
- 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

As our assessments are conducted remotely, you will need the following:

- Access to a computer or smart phone device. Audio is required and a camera is preferable, but if there is no benefit to you using a camera this is not required.
- Access to video conferencing (Whereby or Microsoft Teams)
- Access to a comfortable, private space (away from noise and distractions)

Please also:

- Ensure you bring any relevant documentation from your last eye test (if applicable).

If you have any questions or require some adjustments, please contact our administration team on the email wpateam@healthpartners.uk.com.

What happens during my assessment?

The first part of the assessment will last up to 1 hour, which is for you, the employee, only.

The second part of the assessment is with the referrer. This usually lasts up to 30 minutes. Whilst typically this is a private conversation between the assessor and referrer, you may wish to join the call. We ask that you discuss this with the referrer in advance.

What to expect?

- Firstly, the assessor will introduce themselves.
- The assessor will 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.

What will be discussed?

- We will conduct a clinical review of your medical history, particularly considering your vision.
- 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 discuss your strengths and challenges 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 which may include assistive technology, requirements for support workers, emotional support and coping strategies, or specific strategies that can be implemented at little or no cost.
- We will review any health and safety aspects which may be applicable to your vision loss or the associated challenges.

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 will receive this report within five 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 with HR to discuss the content of the report and make a plan to determine what recommendations can be implemented.

Frequently Asked Questions

I need longer to complete my pre-assessment questionnaire, what should I do?

If you need longer to complete your pre-assessment questionnaire, please contact us at wpateam@healthpartners.uk.com. If you require support to complete this, please don't hesitate to contact us.

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 if I am unwell at the time of my assessment/appointment?

If you are too unwell to engage for the duration of your appointment, please contact our administration team to cancel and reschedule your appointment. Please contact us as wpateam@healthpartners.uk.com or call on 01273 013771.

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

Please contact us regarding adjustments at wpateam@healthpartners.uk.com.

Who should I contact regarding my appointment?

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

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.

How will my assessment be conducted?

Assessments will be conducted virtually using videoconferencing via Microsoft Teams or Whereby. You will be provided with a link to attend your assessment. If you do not find video conferencing to be accessible, we can consider alternative options, in this instance please contact wpateam@healthpartners.uk.com.

What type of recommendations will be made?

Each assessment is individual therefore recommendations can vary widely however, recommendations that frequently occur involve assistive technology that will enable you to interact more effectively with your computer or physical articles. Recommendations may also include advice for your employer regarding ways to support you directly.

What type of questions will I be asked?

The assessment is informal and will explore the impact of your vision loss, alongside any other disability upon your life generally and whilst at work. Questions asked will arise as a result of this conversation.

What happens during my referrers 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 referrer part of my assessment?

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

I have feedback for my assessor, what can I do?

We want to ensure that your experience with us is the best it can be, therefore if there are any elements you have feedback on, then please do get in touch so we can look into this. You can contact us on wpateam@healthpartners.uk.com.

I have been asked by my assessor for further information during my assessment, where can I send it to?

Please send any further information to the wpateam@healthpartners.uk.com.