

### What happens if I don't fully complete my Occupational Health Questionnaire?

If you fail to fully complete your Occupational Health Questionnaire the following consequences will occur:

- Your Occupational Health clearance will be considerably delayed
- You will be prevented from attending placement
- Your bursary payments will be delayed (if applicable)
- You may ultimately be withdrawn from your programme

### I need to complete an Occupational Health Questionnaire. Where can I get one from?

You will find the Occupational Health Questionnaire on our webpage at [Student Occupational Health - Information for Students](#)

### I need to post my Occupational Health Questionnaire. Where do I send it?

Post the original copy of your Occupational Health Questionnaire by 'Royal Mail Signed For' in an A4 envelope to:

Student Occupational Health  
Student Support, Health and Wellbeing  
Canterbury Christ Church University  
North Holmes Road  
Canterbury, Kent  
CT1 1QU

### Can I hand in my Occupational Health Questionnaire instead of posting it?

Yes. When all sections of your Occupational Health Questionnaire are completed and photocopied, hand them in together to: The i-zone at Canterbury or Medway during office hours. You will be emailed a tracking number by way of receipt.

### Can I scan my Occupational Health Questionnaire to Student Occupational Health?

No. All signatures must be original (scanned or photocopied signatures won't be accepted)

### What happens if I have forgotten to complete a section of my Occupational Health Questionnaire?

You will receive an email from Student Occupational Health notifying you that your Occupational Health Questionnaire has been received but that it was incomplete.

There will be instructions in the email explaining how to complete your Questionnaire correctly.

You will need to reply to this email giving your full name, date of birth, programme and student ID. Your Occupational Health Questionnaire will then be emailed to you for correct completion.

### I am late in sending in my Occupational Health Questionnaire. Will it delay my Occupational Health clearance?

Yes. Student Occupational Health and the University's Occupational Health Doctor are consistently busy throughout the year.

Student Occupational Health should receive your Occupational Health Questionnaire **at least 3 months before your registration date but no more than 1 year before**. Your academic department may dictate a more specific timeframe – please refer to your offer letter.

### I want to know if Student Occupational Health has received my Occupational Health Questionnaire. Who do I contact?

Posting your Occupational Health Questionnaire by 'Royal Mail Signed For' means you will be able to track the delivery on the Post Office website at <http://www2.postoffice.co.uk/track-trace>. This will tell you when your documents have been delivered to the University. Your documents will then be sent via the University's internal mail system to Student Occupational Health.

If, after a period of 4 weeks from posting, you have not received a notification email from Student Occupational Health please contact the University i-zone on 01227 782222 or [i-zone@canterbury.ac.uk](mailto:i-zone@canterbury.ac.uk). The i-zone will log your call for Student Occupational Health who will respond in due course.

### Why do I keep receiving reminder emails if my Occupational Health Questionnaire has been received by the University?

Once delivered to the University, Occupational Health Questionnaires are sent via the University's internal mail system to Student Occupational Health.

It can then take up to 4 weeks for an Occupational Health Questionnaire to be processed.

If you have not received a notification email from Student Occupational Health by this time contact the University i-zone on 01227 782222 or [i-zone@canterbury.ac.uk](mailto:i-zone@canterbury.ac.uk) where your call will be logged for Student Occupational Health who will respond in due course.

### What happens once my Occupational Health Questionnaire has been received by Student Occupational Health?

Once your Occupational Health Questionnaire has been received by Student Occupational Health, a member of the Student Occupational Health team will screen the content of your Occupational Health Questionnaire, and you will be notified by email of the outcome of this screening.

Depending on the nature of its contents, the University's Occupational Health Doctor may be required to review your Occupational Health Questionnaire.

If this is the case, the Occupational Health Doctor will screen your Occupational Health Questionnaire and consider whether to request a report from your GP/Health Provider for further information.

The Occupational Health Doctor will notify you if a report has been requested. If you would like to contact the Occupational Health Doctor's Administrator about this please email Lynn Peacock at [CCCCG.occhealth@nhs.net](mailto:CCCCG.occhealth@nhs.net)

### I have just sent in my Occupational Health Questionnaire; how long will the whole Occupational Health clearance process take?

An approximate timeline for Occupational Health clearance is as follows:

<b>Week 1</b>	Your Occupational Health Questionnaire is received by the University.
<b>Week 4</b>	Student Occupational Health will screen the content of your Occupational Health Questionnaire, and you will be notified by email of the outcome of this screening.
<b>Week 5</b>	Your Occupational Health Questionnaire will be sent to the OH Doctor for further screening (if required)
<b>Week 7</b>	If the OH Doctor requires further information from your GP/Health Provider you will be informed by letter and email

**Please note:** If the Occupational Health Doctor requires further information from your GP/Health Provider, this could significantly delay your Occupational Health clearance.

### The Occupational Health Doctor has requested a report from my GP/Health Provider. How long will it take for the Occupational Health Doctor to clear my Occupational Health Questionnaire?

The time it takes for a report to be sent from your GP/Health Provider to our Occupational Health Doctor depends on several factors:

- Whether you have requested to see the completed report before it is sent to our Occupational Health Doctor
- Whether payment is requested from your GP/Health Provider prior to the report being written
- The length of time it takes for your GP/Health Provider to send the report
- Whether, after receiving the report, the Occupational Health Doctor requires further information

### The Occupational Health Doctor has received the report that he requested from my GP/Health Provider. What happens next?

There are several decisions the Occupational Health Doctor could make following the receipt of a report. For instance:

- Unconditional Occupational Health clearance could be given
- Occupational Health clearance could be given but with reasonable adjustments
- The Occupational Health Doctor could request a further report
- You could be asked to attend an Occupational Health appointment

- The Occupational Health Doctor could request a second opinion
- You may be advised that a deferral is required for a period of time
- You may be advised to transfer to a more suitable programme

#### **I have been asked to attend an appointment with the Occupational Health Doctor. Why is this?**

You will have declared information in your Occupational Health Questionnaire that needs to be investigated further in a one-to-one appointment with the Occupational Health Doctor. The appointment should last no longer than 30 minutes.

#### **I have been asked to attend an appointment with the Occupational Health Doctor but the date isn't convenient. What should I do?**

You should send an email to [CCCCG.occhealth@nhs.net](mailto:CCCCG.occhealth@nhs.net) or telephone 01227 714820 (Monday and Wednesday afternoons only).

Cancellation is to be no later than 9.00am on the **day before** the appointment date.

**Please note:** The current fee for failing to attend or cancel within the specific timeframe is £50.

#### **Where are Occupational Health appointments held?**

Appointments are held at:  
The Canterbury Health Centre  
26 Old Dover Road  
Canterbury, Kent  
CT1 3JH

**Please note:** Occupational Health appointments are held on a Tuesday morning ONLY.

#### **How long will an Occupational Health appointment take?**

An Occupational Health appointment will take approximately 30 minutes.

#### **I am unable to attend my appointment with the Occupational Health Doctor as I am out on placement. What should I do?**

You **must not** attend placement until **full** Occupational Health clearance has been confirmed. Occupational Health appointments take precedence over any University based learning or placements.

#### **I want to find out if I have Occupational Health clearance. Who do I contact?**

Student Occupational Health will email a generic message to your chosen email account confirming Occupational Health clearance. If you have further queries you can log your enquiry with the i-zone by emailing [i-zone@canterbury.ac.uk](mailto:i-zone@canterbury.ac.uk) or phone them on 01227 782222. Your enquiry will be answered by Student Occupational Health as soon as possible.

#### **How long will it take for me to gain Occupational Health clearance?**

The time it takes to gain Occupational Health clearance varies from person to person and is dependent on many factors including:

- The date we receive your Occupational Health Questionnaire (completed in full)
- Your medical history
- Whether one (or more) reports are requested from a GP/Specialist
- Whether you require immunisations and blood tests for your programme (Health and Social Care students only; not Social Work or Education students)

#### **I require Occupational Health clearance for my programme. Is it really necessary?**

Yes. The University has a duty of care to ensure you are fit to attend your placement and to ensure the safety of others in your care.

#### **Can I attend placement before I gain Occupational Health clearance?**

No. You **must not** attend placement until **full** Occupational Health clearance has been confirmed.

#### **Since receiving Occupational Health clearance, there has been a change to my health. What should I do?**

You should notify [occupational.health@canterbury.ac.uk](mailto:occupational.health@canterbury.ac.uk) giving full details of this change. Student Occupational Health will then inform the Occupational Health Doctor who will assess whether your Occupational Health clearance status needs to change.

#### **I am a returning student having interrupted my studies. Do I need to complete the Occupational Health clearance process again?**

Yes. You must complete a **new** Occupational Health Questionnaire and ensure that your GP has completed Section B. Your Occupational Health Questionnaire will then be processed in the usual way. (If your programme requires immunisations and blood tests, please see our 'Immunisations and Blood Tests' FAQs).