



Purposely Different

Innovate brings a modern approach to workplace health and wellbeing by focusing on the principles of driving a successful return to work, as outlined by Dame Carole Black in her paper 'working for a healthier tomorrow'.

Purposely Different

Some facts:

- Established September 2011
- Biopsychosocial Model
- Multi-Disciplinary Team
- Focus on driving successful RTW outcomes
- Experts in vocational rehabilitation and vocational redirection

Our Model

Unlike traditional OH models that just focus on mitigating risk for the employer, our Biopsychosocial approach factors everything that may prevent someone from returning to work or sustaining attendance at work.

Working in partnership with you, our objective is to help you achieve your organisational goals and objectives linked to absence and the health and wellbeing of your team

Multi-Disciplinary Team

Our Clinical Triage considers the reasons for the referral and allocates the most appropriate Clinician, for example:

Someone presenting with an MSK condition is likely to have their consultation with a Physio or Rehabilitation Specialist.

Someone presenting with Mental Health concerns will have their consultation with a Psych expert.

This enables us to provide specific, rather than generic advice, provide detailed actions/recommendations for the staff member (as well as Employer), and offer individuals support from the moment we speak with them



State of the Art System **Meddbase**

Services all in one place

Crafted specifically for you, Meddbase coordinates all of the available services in a simple to use, secure online portal.

Data security & visibility:

Fully GDPR compliant, our ability to mirror your organisational structure guarantees that the right people see the right data at the right time.

Realtime Performance:

Transparency builds trust which is why you can see performance at referral level and in realtime.

Data Warehouse:

Meddbase becomes a central repository of information that can be used to analyse and make informed decisions around health and wellbeing.

Business Intelligence:

Meddbase makes extracting and discovering patterns in data simple and effective helping you drive effective workplace health strategies.



| Dept/Division | Booked | Attended | Complete | SLA | Status |
|---------------------|--------|----------|----------|---------|----------------------------------|
| Children & Families | ● | ● | ● | SLA met | Referral closed |
| Children & Families | ● | ● | ● | SLA met | Employee refused report release |
| Children & Families | ● | ● | ● | SLA met | Referral closed |
| Children & Families | ● | ● | ● | SLA met | Referral closed with a follow-up |
| Children & Families | ● | ● | ● | SLA met | Referral closed |
| Children & Families | ● | ● | ● | SLA met | Referral closed |

Our Reports



Not just another OH report

We are regularly told that our reports separate us from the rest because they are clear, directive and provide workable solutions for you and your employee - driving accountability for all stakeholders.

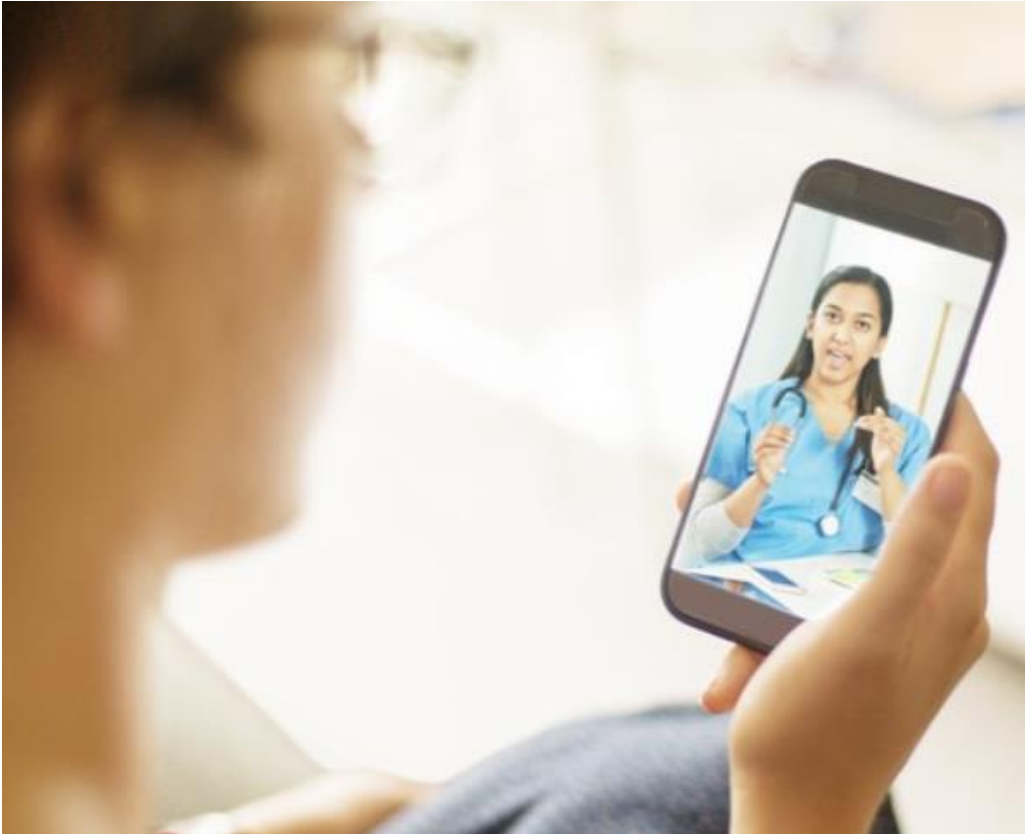
Feeling the difference

"It is refreshing to see reports of such quality and offering direct recommendations that have helped us effectively manage some difficult cases."

HR Director, Notting Hill Genesis

Our reports are templated making them easy to read. The content is clear, informative and most importantly will help you to support colleagues and make management decisions where necessary.

We randomly audit 20% of published reports monthly across all of our clinical team with results feeding into PDP and monthly performance reviews.



Our Virtual approach exploits the use of technology to conduct consultations that are easy to access and convenient for the employee. Using secure video (skype for example) and telephony removes the requirement to see someone in a formal Clinic in almost 95% of scenarios. Our model is proven to:

- Significantly reduce our carbon footprint and is sustainable
- Reduce disruption in the workplace
- Improve attendance - significantly reducing DNA rates
- Reduce lost revenue (from DNA appointments)
- Reduce repeat referrals
- Provide faster access to support and quicker outcome reports
- Remove anxiety associated with planning travel
- Offer appointments that "fit in" with peoples busy schedules
- Drive greater accessibility to all employees

In 2020 alone, Innovate saved roughly the equivalent of a passenger jet full of holidaymakers going on a return journey from Manchester to Madrid in carbon emissions

Working Together

Partnership

Working together in collaboration with your customers and key stakeholders

Service Transformation

Introducing new and exciting service propositions and better, more cost effective ways of working

Implementation and Account Management

Setting the standards with a dedicated Implementation Manager working along side your Account Manager – consistency



Core Services

Our Services



Pre-Employment
Screening

Management
Referrals

Psych and MSK
support

Ill Health
Retirement

End to End Employee Journey

EAP

Wellspace
24/7

Health
Surveillance

Vaccination &
Immunisation

Drug & Alcohol
Testing

COVID

Pre-Employment Screening



- Accessible on mobile, tablet, laptop and desktop devices 24/7
- Clinical review of health and fitness for role
- Understand if someone's health is likely to impair their ability to perform as expected or vice versa
- Can help reduce absence and long term sickness
- Reduces people risk and liability
- Automatic link-in with Health Surveillance program
- Base line medical
- Outcome certificate issued within 24 hours

A screenshot of a web-based questionnaire titled "PPQ" (Pre-Employment Questionnaire). The form is displayed on a white background with a blue header and a green "NEXT" button at the bottom. The text on the form explains the purpose of the questionnaire, which is to determine if there are any health problems that could affect the user's ability to perform their job. It also states that the questionnaire will take approximately 5 to 10 minutes to complete and that a response to all questions is required. The form includes three consent options, each with a radio button:

- I consent to an Innovate Occupational Health Case Manager contacting me by telephone or email following completion of the questionnaire, in the event that additional information may be required.
- On completion of the questionnaire, I consent to Innovate Healthcare providing a certificate, which may contain recommendations to my employer.
- I consent to Innovate Healthcare gathering and storing the data provided in the questionnaire, for further information into how we manage your data please review our Privacy Policy.

The form is framed by a teal border with the Innovate Healthcare logo on the left and right sides.

Management Referral (inc IHR)

- Referral submitted and tracked through secure online portal
- Every referral clinically triaged
- Appointments discussed directly with Employee
- C95% of cases delivered virtually
- Multidisciplinary team
- Biopsychosocial model
- Vocational case management
- RIDDOR
- Unique Employee portal



SEQOHS
Safe Effective Quality Occupational Health Service

Health Surveillance



- Driven by HSE recommendation
- Full range of surveillance offered
 - Inc Audio, Spirometry, Skin, HAVS, Working at Height, Working in Confined Spaces, Safety Critical
- Fully managed program
- Full visibility of requirement and compliance
- Work collaboratively with you to define delivery schedules
- Help you to promote the surveillance program
- Live MI visibility (for Client)

Pricing Details



| Schools Fixed Price Model | Price | Comments |
|---|--|---|
| Occupational Health Fixed Price (includes all pre-employment screening and all Management Referrals) | £18.00 pp per year Plus £150 retainer* | Fixed price excludes IHR applications *retainer is a one off annual payment includes system set up, user licences, full account management |

| Schools Pay As Used Model | Price | Comments |
|-----------------------------------|-------|--------------------------|
| Ill Health Retirement Application | £260 | Per 1.5 hour appointment |

| Schools DNA Charges | Price | Comments |
|------------------------------|-------------------------|---|
| DNA Management Referrals OHA | £125 each occurrence | More than 24hrs notice is required to cancel an appointment anything less than 24hrs is considered short notice and subject to a full-fee cancellation charge |
| DNA Management Referrals OHP | £150 each Occurrence | More than 24hrs notice is required to cancel an appointment anything less than 24hrs is considered short notice and subject to a full-fee cancellation charge |

| Additional Services | Price | Comments |
|---|-------|--|
| Please contact customer services for more details | TBA | Please contact customer services for pricing information |

Prices above are subject to VAT.

Additional Services

Immunisations & D&A Testing



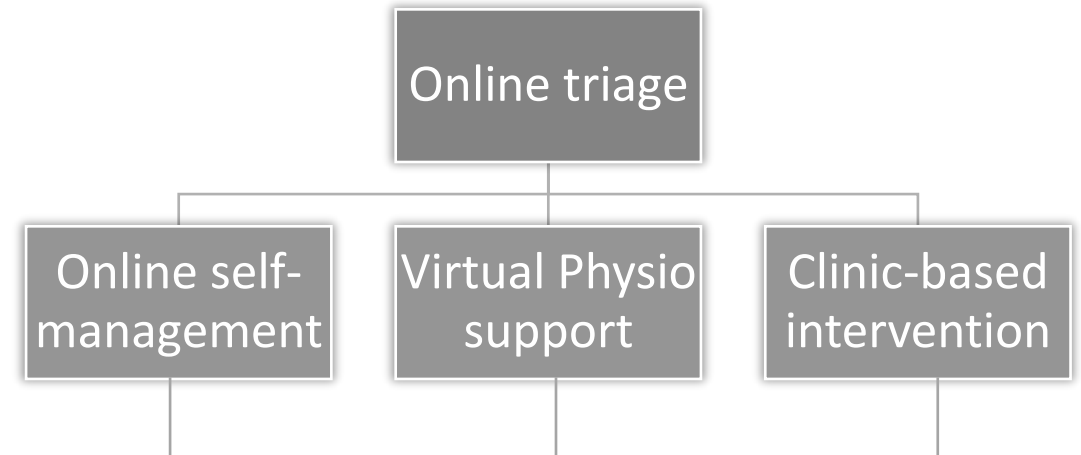
- Immunisations programs inline with Green Book recommendation
- Full management of Imms program in-house
- On-site delivery / Employee self booking
- Drug and Alcohol testing
 - Clinic based / onsite
 - Announced / Unannounced / Random / For Cause
 - Safety critical roles
 - Medical advice line
 - Accredited UK National provider partnership

Employee Assistance Programme

- 24/7 In the moment support
- Up to 6 sessions of therapy
- Helpline with dedicated personnel
- Financial, Legal, Care, Employer support included



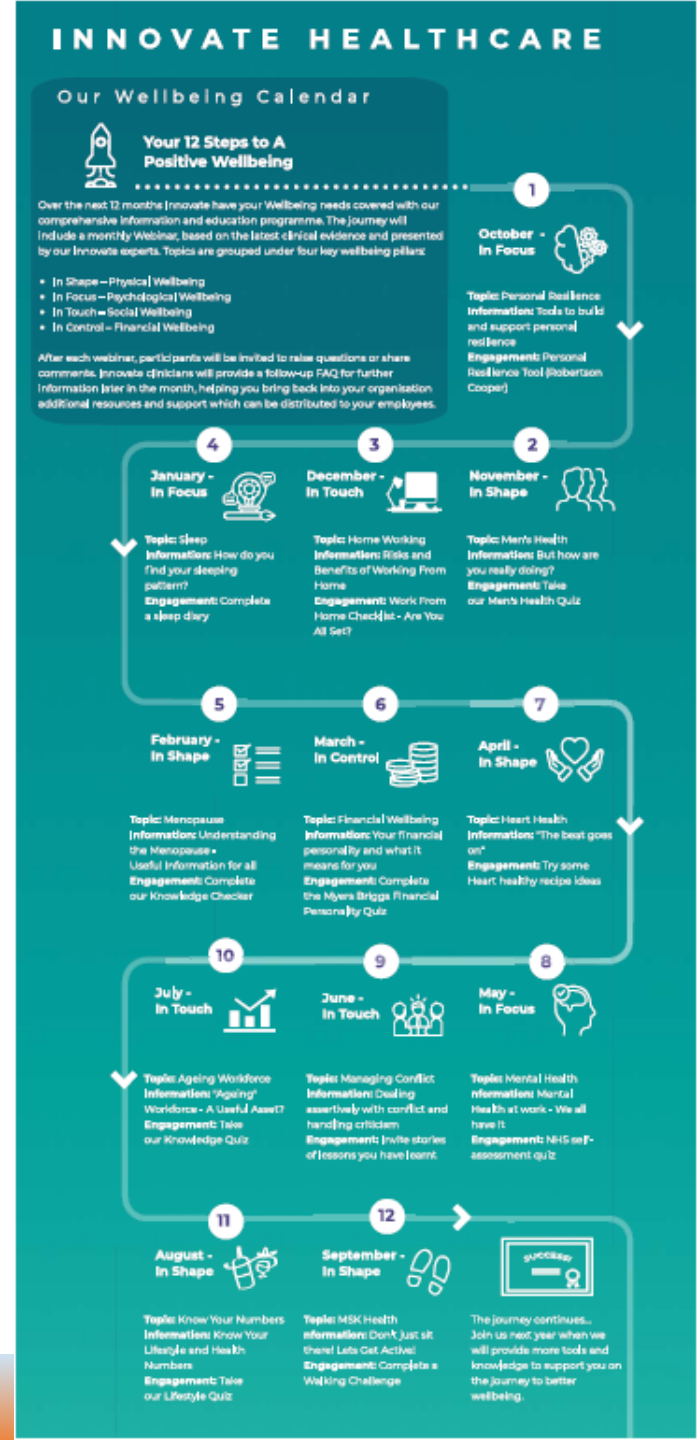
Stepped Care **Physiotherapy**



- The right level of treatment at the right time
- 24/7 access to MSK advice
- Flexibility; access anytime and anywhere
- Escalation of treatment type as needed
- Reminders keep patients on track and motivated
- Education PDFs and videos

Wellbeing Calendar

- ✓ 12 Wellbeing Topics delivered monthly
- ✓ Webinars per topic delivered monthly
- ✓ Q and A Sessions monthly
- ✓ Content Available on all themes and updated weekly
- ✓ Access to videos for a three month period
- ✓ Access to content all year round



Mental Health First Aid

Virtual and Face to Face Courses

Face to Face – 2 day Course Virtual – 4 x ½ days over two weeks

- We look at stigma and language around mental health
- Grow the learners understanding of mental health and the impact it has on individuals
- In-depth look at conditions such as anxiety and depression
- Discuss suicide and suicide prevention
- Look at the boundaries of the mental health first aider role and discuss the role that medical professionals, self-help materials and local and charitable organisations play
- We touch on more serious mental health conditions such as Bipolar Disorder and Schizophrenia
- We talk about strategies to look after our own mental health as mental health first aiders.



Digital Wellbeing and Homeworker Screen



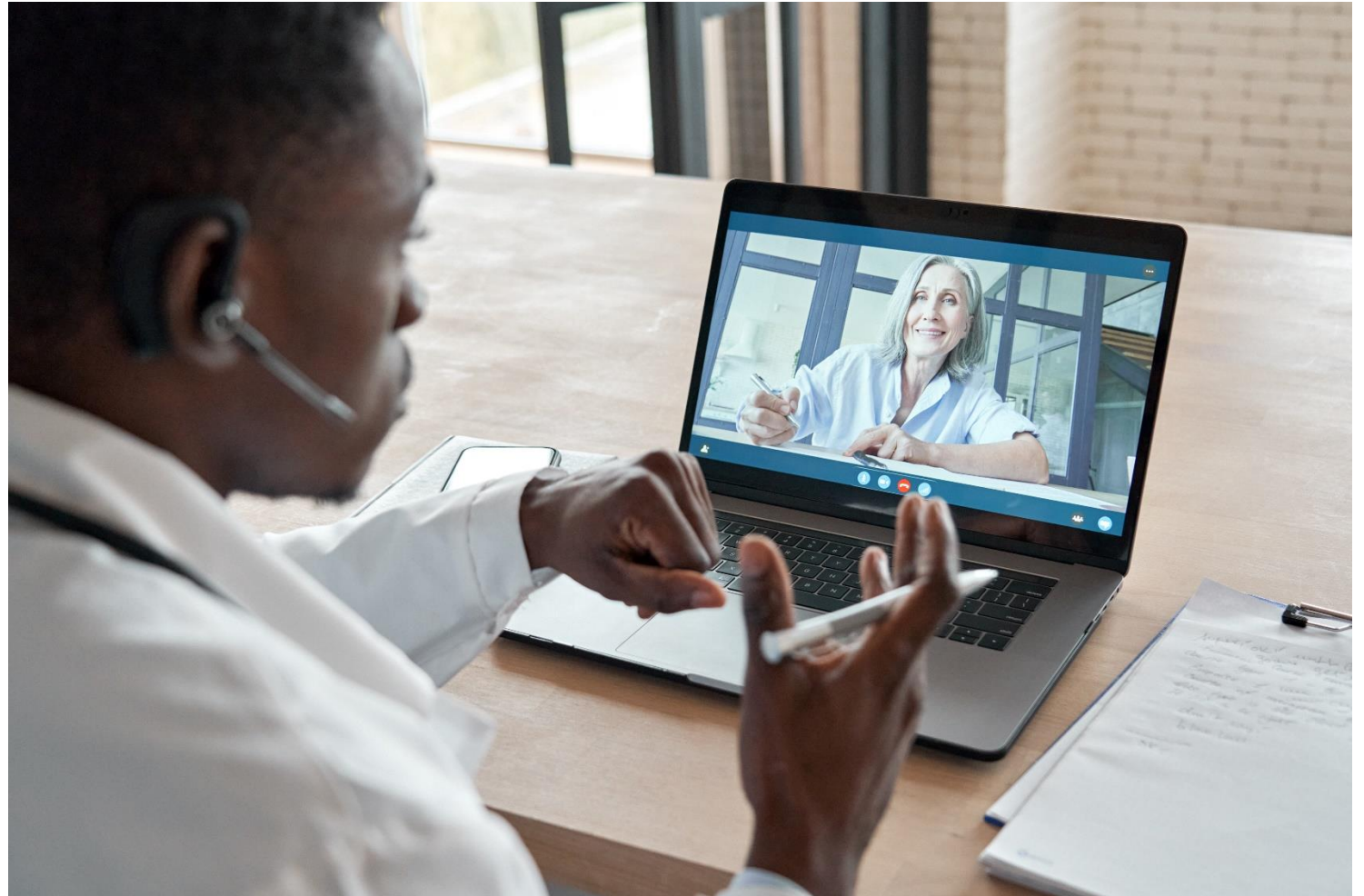
Online Wellbeing Triage

- Takes less than 10 minutes to complete and is accessible by any smart phone, tablet or computer
- The triage will predominantly focus on the psychological and physical health of employees and includes clinically validated questions and measures.
- All respondents will be provided with a Wellbeing Advice sheet upon completion of the triage, included links to useful resources and evidence based research.
- You will also receive a report, which provides a baseline understanding of your companies Psychological and Physical health



The Virtual Medical

- Includes
 - Lifestyle review
 - Height and Weight
 - Heart Rate
 - Body Fat%
 - Hydration
 - Same day report
- A room would be required at each location with video call facilities
- Video calls hosted using secure program
- Employees invited to attend the medical need to submit some responses pre the session





Online Questionnaire

completed by patient in which key markers are identified.

If 'Yes'

COVID 19 YORKSHIRE REHAB SCREEN

After which one of the following outcomes will apply...



Long Covid Telephone Assessment



Long Covid Initial Needs Assessment



Treatment Only



Light Touch Case Management



Recovered-Close File