

Rethinking Occupational Health



Today's OH Model is not Delivering



1. Department of Work & Pensions. Keep Britain Working (Discovery)
2. Business Disability Forum. "The Great Big Workplace Adjustments Survey 2023 - Business Disability Forum," June 15, 2023. <https://businessdisabilityforum.org.uk/policy-and-research/the-great-big-workplace-adjustments>

HR and business managers are struggling

- The most common health issues, musculoskeletal and mental ill health, both worsen with **time**.
- Often OH is engaged **too late**.
- **No one** is supporting employees returning to work⁽¹⁾.
- **Only 22%** of disabled employees and **25%** of managers said OH had supported the employee⁽²⁾.

When OH is engaged it has limited impact

- Most OH only gives a one-off advice report.
- Managers or HR are responsible for action but often don't have the expertise and don't engage if a Fit Note has been issued.

This creates a tragic lose/lose:

- **Employers** lose efficiency, lose talent and incur recruitment costs.
- **Employees** lose self-esteem, disconnect with the workplace and may lose their job.

An absence of >6 weeks doubles the chance that the employee will leave⁽¹⁾.



Analysis - Traditional OH Isn't Working

Change is Coming

The traditional OH model acts within a narrow window that is both too late and too brief.

The Government intends to drive change

- Reform of the fit note system.
- Focus on humanising return to work.
- Focus on prevention.

Square Health is uniquely placed to support employers through this change to a better Occupational Health service.



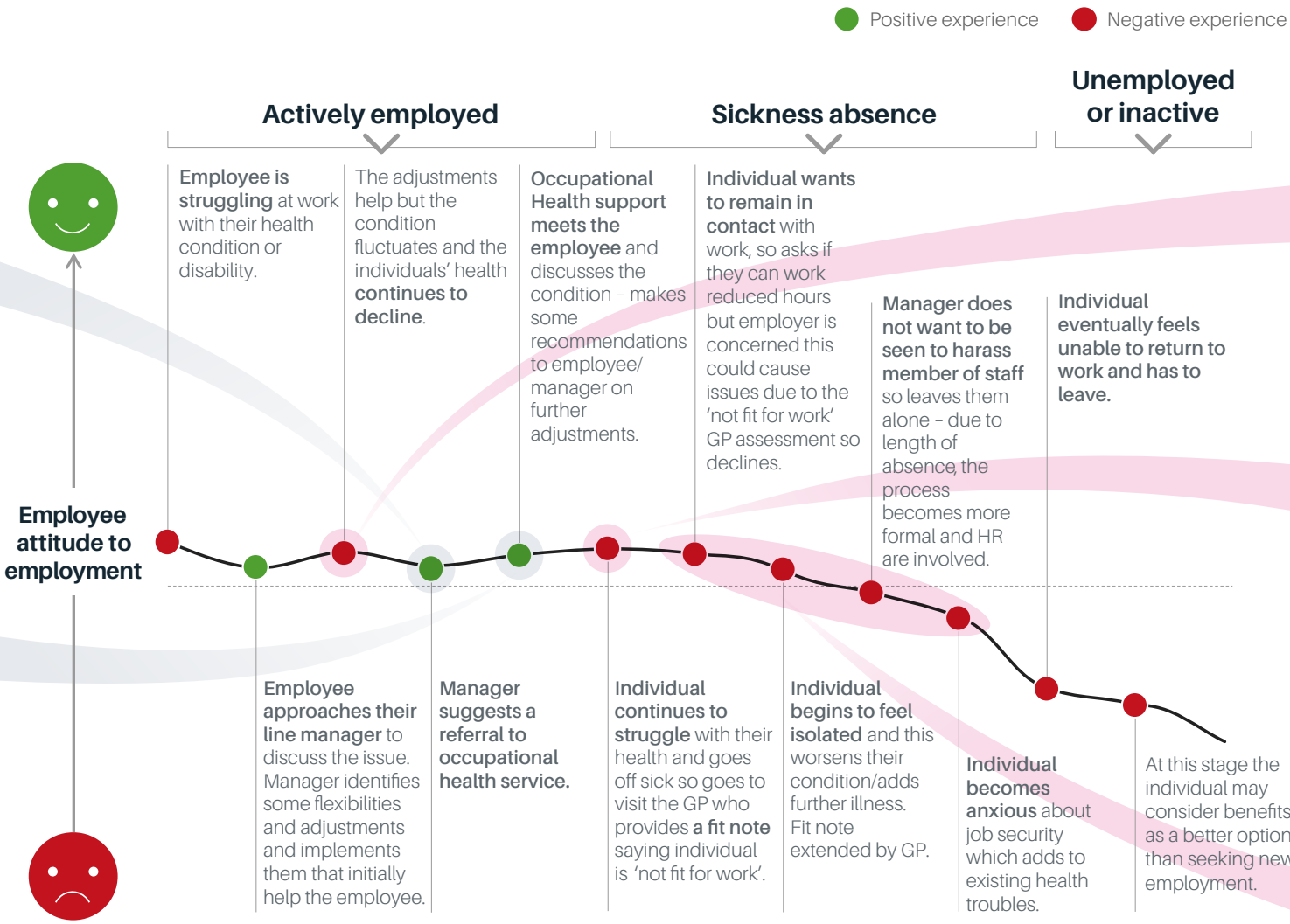
The Problem Why Traditional OH is Failing

Delay

Managers generally make less than one OH referral a year, therefore are usually unfamiliar with the process.

Transactional

OH provides a "Management Advice Report" as a one off. Opportunities to cross-refer care and change the employee's health trajectory are often missed.



Source: Department of Work & Pensions. Keep Britain Working (Discovery)

Our Solution

Early Intervention

Primary Care services, integrated with Absence Management, initiate action sooner.

Changing the Model

Square Health offers Occupational Case Management for long term absence cases.

Human Support

Employees and Managers need professional, expert support to facilitate the return to work.

A Refreshing Approach to OH

Square Health is transforming occupational health with a strategic, people-first approach that is designed to deliver measurable benefits for both employers and employees.

By embedding OH into our multidisciplinary clinical ecosystem, we provide seamless, human-centred care that accelerates recovery, reduces absence, and supports long-term wellbeing. It's a smarter, more integrated way to help your people thrive—and your organisation perform.

Square Health offers groundbreaking Occupational Health that is truly integrated with great health and wellbeing services

Our comprehensive approach to health and wellbeing services engages employees early, gets them on the road to recovery and supports them back to work.

- Early engagement through **Integrated OH**.
- Our **OH Plus** solution includes:
 - Proactive and fully engaged “Occupational Case Management”.
 - OH professionals on-call to **support managers**.
- Proactive **Neurodiversity Coaching**.

Road to Recovery
& return to work

OH Plus

Integrated OH

Absence Management

A Fresh Approach to OH

Timely, targeted support that keeps your workforce healthier and supports your managers.

At Square Health, we simplify patient-centred care through a single, unified clinical record that gives our clinicians the clarity they need to deliver seamless, coordinated support.

Our approach to occupational health starts well before absence. We proactively assess the likely trajectory of an employee’s health and wellbeing, enabling early intervention. Our OH professionals facilitate rapid access to primary care services, including diagnostics, and escalate to Occupational Case Management when needed.

Traditional OH

Square Health



Absence or Illness Begins



Manager Seeks Professional Advice



Manager Has Questions



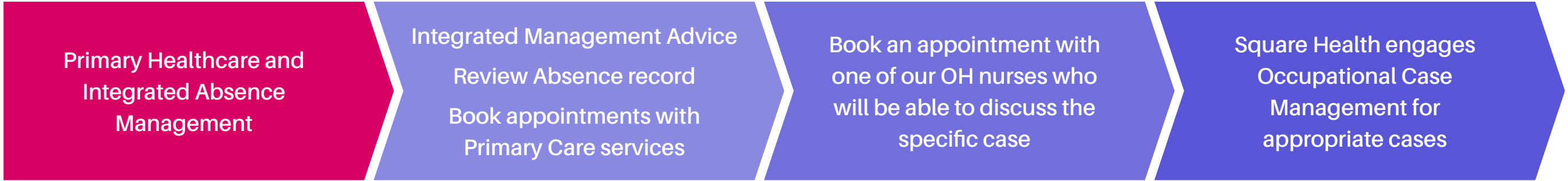
Complex Case

Not engaged

Standard Management Advice
Report issued following assessment of employee

Limited support via account manager

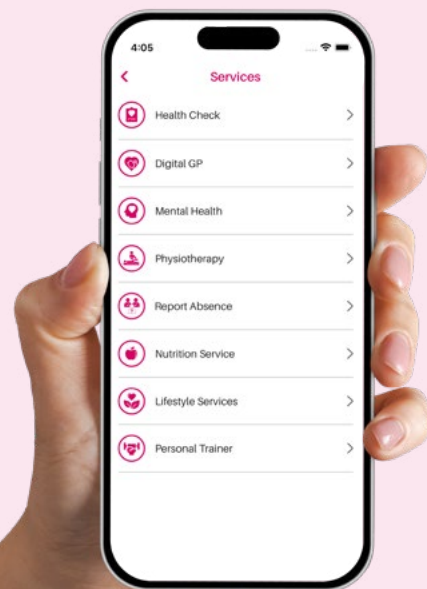
Repeat Management Referral process



Integrated Occupational Health

All in ONE Place

Square Health provides all employee digital healthcare, absence and wellbeing services on our app. This makes it easy for our occupational health team to cross-refer employees to relevant services.



- ONE Supplier
- ONE App
- ONE Service
- ONE Data Set

		Private Medical Options	Integrated OH	Integrated OH Plus	VS	Traditional OH
Digital Services Included in all Private Medical Options	Absence Management	✓	✓	✓		
	Remote GP Services	✓	✓	✓		
	Mental Health Support	✓	✓	✓		
	Physiotherapy	✓	✓	✓		
	Wellness Expertise	✓	✓	✓		
	Employee Assistance Programme (EAP)	✓	✓	✓		
Standard Occupational Health Services	New Starter Assessment		✓	✓		✓
	Management Referrals & Workplace Adjustments		✓	✓		✓
Enhanced Occupational Health Services	Manager Support			✓		
	Neurodiversity Coaching			✓		
	Occupational Case Management			✓		
On Demand Services	Disability Case Manager; Job and environmental risk assessment; Ergonomic assessments; Health risk assessments; Fitness-for-work and safety critical medicals; Managed health surveillance programmes; Occupational hygiene ; assessments and reviews; Physical and mental health services and education; Neurodiversity Resolution Coaching		Available to those with Integrated OH			✓

Integrated Occupational Health

We have a unique multidisciplinary team to bring together occupational health and all the primary healthcare and wellbeing needs of your people.



Occupational health experts who will take a holistic view of your employees' needs.

- **New Starter Assessment:** Online assessment with clinical oversight that prompts access to integrated services. Establishes foundational health data for employees in your business.
- **Management Referrals & Workplace Adjustments:** Referrals and management advice report. Advice for workplace adjustments.
- **Manager Support:** OH expert appointments for manager and HR queries.
- **Neurodiversity Coaching:** Coaching for individuals and managers to support neuroinclusive performance.
- **Occupational Case Management:** OH expertise and support coach to aid return to work e.g. facilitate secondary care and employee / work relationships.



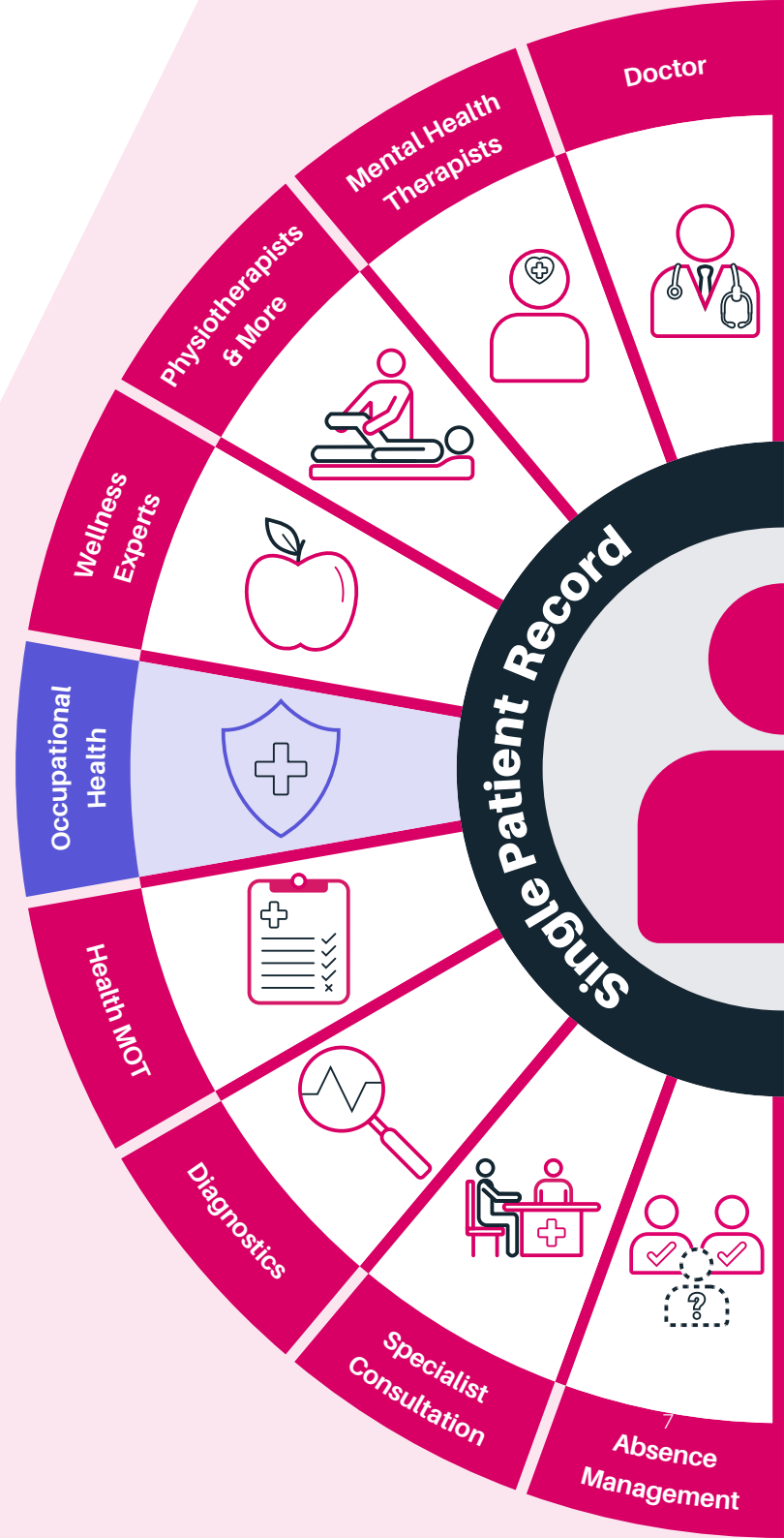
Employees can book consultations with our clinical experts at their convenience.

- **Doctors:** Advice, prescriptions and referrals with GMC registered UK-based doctors; records can be shared with personal GPs.
- **Mental health therapists:** Therapy from BACP counsellors, CBT therapists, psychologists, and mental health nurses. EAP also available.
- **Physiotherapists:** Consultations with HCPC-registered physiotherapists, osteopaths, and chiropractors; personalised plans via our app.
- **Wellness experts:** Advice and coaching with nutritionists, personal trainers and lifestyle coaches to define and achieve goals.



Access clinical services all designed to work together and help our healthcare professionals help your people.

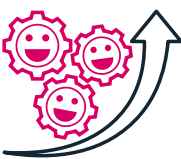
- **Absence management:** Sickness absence reporting, tracking, review and cross-referral to other Square Health Services to drive early intervention.
- **Health MOT:** Convenient home testing ordered via the app with expert guidance from a doctor or nurse on results.
- **Diagnostics & Specialist consultations:** Faster diagnosis, (e.g. MRI, ECG, blood tests) to accelerate access to treatment if required.
- **Healthcare concierge:** Managing the NHS, such as registering with a GP; legal rights under the NHS Choice Framework; facilitating onwards care.



Neurodiversity Solutions

Issues can arise in the workplace when neurodiverse individuals are not understood or supported. Square Health offers a proactive solution with an open-door policy so that neurodiverse individuals, their managers and colleagues can talk to our coaches to understand positive and supportive behaviours.

Unleash Your Potential!



Enhance individual and team performance

- Develop **personalised strategies** for focus, communication, and time management.
- Help **managers** get the best out of neurodivergent colleagues.



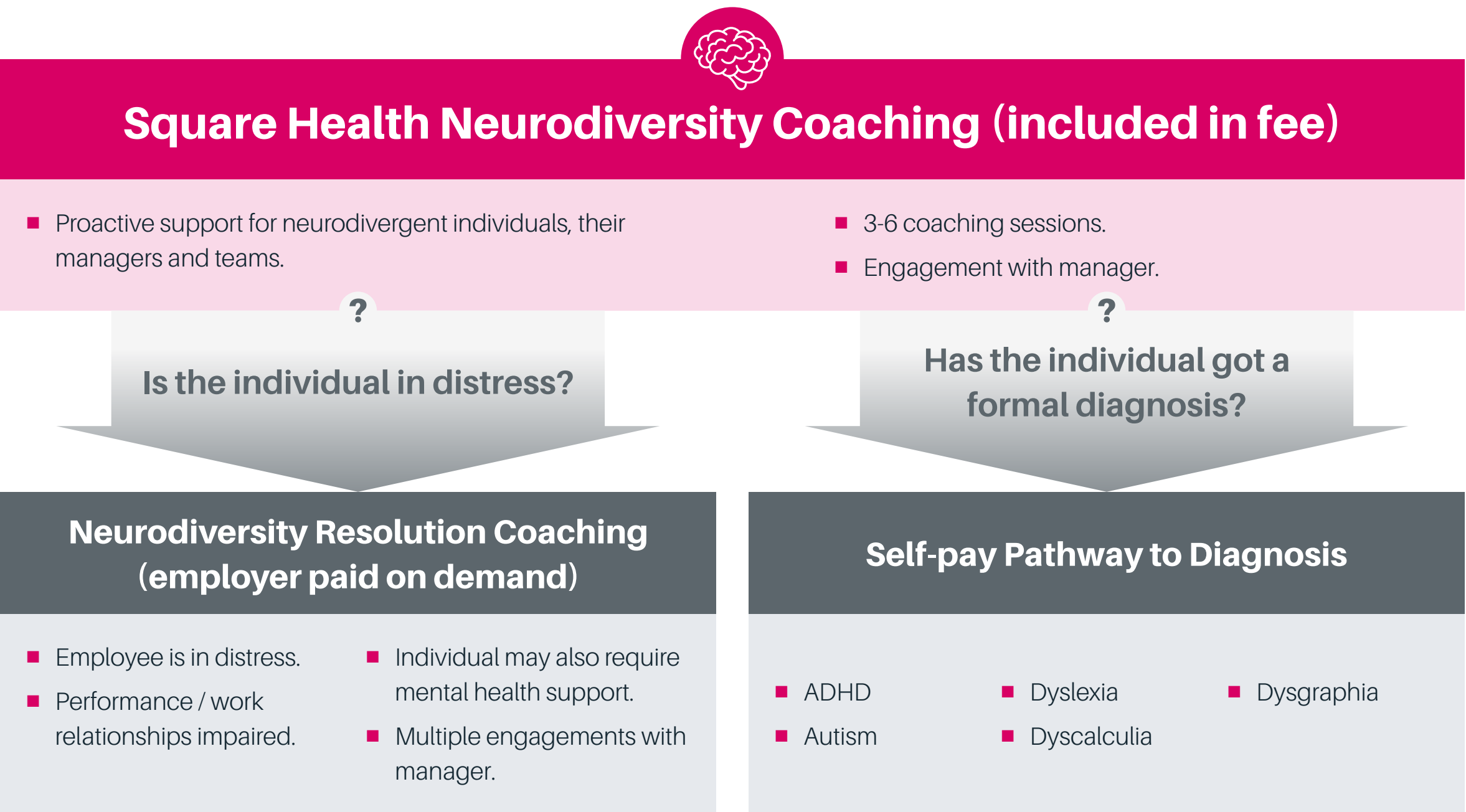
Foster an inclusive and psychologically safe workplace

- Build a **common understanding** of how everyone can be at their best.
- Help neurodivergent employees **feel valued and supported**.



Drive innovation and problem-solving

- Neurodivergent individuals bring **unique perspectives** and creative thinking.
- Coaching **unlocks potential** by aligning individual strengths with organisational goals.



The UK's Leading Digital Health Provider

Square Health is the UK's largest digital healthcare provider, with over 30 years experience of providing healthcare services within the wider group (Est. 1994).

We offer a wide range of health and wellbeing services via a single, easy-to-use app. The company has a strong infrastructure and access to over 5,000 UK healthcare professionals.



Founded, owned, and run by doctors, Square Health has unrivalled medical expertise with clinical excellence in our DNA



Trusted and used
by over **40%** of the FTSE 100



High satisfaction
4.7/5 user score



Governed by the CQC
rated **Good, Outstanding** in patient safety



Strategic health partner
to leaders in private hospitals, insurance & banking



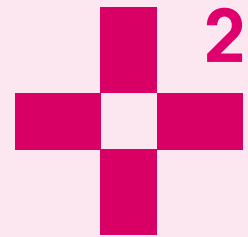
**Square Health
in Numbers**

5,000+
healthcare professionals
across our network

10 million
paid end customers

4,000+
corporate customers

30
years experience



SQUAREHEALTH
ALWAYS THERE HEALTHCARE

Square Health Limited

Crown House
William Street
Windsor
Berkshire
SL4 1AT

T 0345 140 3000
E info@squarehealth.com
W www.squarehealth.com