

Standard Operating Procedures
Therapies Sickness Absence Reporting SOP

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Approved by Medicines Safety Committee:	N/A
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Aim and scope of Standard Operating Procedure

This Standard Operating Procedure (SOP) describes the reporting and recording sickness absence processes within Therapies.

The policy is to be used in conjunction with the Trust's Sickness, Absence, Health and Well Being Policy.

Target Staff Categories

All staff working within Therapies (Occupational Therapy, Physiotherapy, Orthotics, Dietetics and Speech and Language Therapy)

Key amendments to this Standard Operating Procedure

Date	Amendment	Approved by:
21/05/2024	New Document	Kate Harris

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1.1 Background

1.1.1 There is a lack of consistency across therapies when reporting sickness absence. The updating on Eroster for staff absence is the responsibility of one or two staff members for each therapy profession. The purpose of this SOP is to standardise practices of sickness reporting and recording across Therapies which will allow each area to provide cover for absence due to sickness across Therapies if required.

1.2 Scope

1.2.1 The aim of this SOP is to provide standardised guidance to all staff within Therapies on the expectations when reporting and recording absence due to sickness. The SOP will describe how the different Therapy areas can support and provide cover for each other.

1.3 Notification of absence

1.3.1 The Trust's Sickness Absence, Health and Well Being Policy states the below

You must notify your manager (or appropriate nominated deputy) as early as possible before the beginning of your normal start time if you are absent because of sickness. Electronic communication is not accepted as formal notification of sickness absence. You will be required to have a conversation with your line manager, unless you are too ill to do so, in which case another person should call on your behalf. You will be asked to explain the nature of your absence, the estimated time you will be absent if known and whether you intend to see your GP. You should also agree with your manager how you will keep in contact to update them of progress and how they can contact you.

1.3.2 Line managers must ensure all direct reports know how to make contact with them or an appropriate other if a staff member needs to report absence due to sickness.

1.3.3 All staff should know the external number when calling the department from an external line in order to report absence due to sickness. Staff to ask their line manager if they do not know the number to call the department from an external telephone line.

1.3.4 The staff member must speak with their line manager or appropriate nominated deputy and report the sickness absence and reason for not attending the work place.

1.3.5 On the 1st day of sickness, the 'absence form' (Appendix 1) must be completed and sent to the generic therapies absence e-mail address. The absence form can be completed by the staff member or the line manager / appropriate nominated deputy if the staff member does not feel able to

complete the form and send via e-mail. The staff member must be copied into the e-mail if it is being sent on behalf of the staff member.

E-mail address for the Absence form to be sent to

wah-tr.therapiesabsence@nhs.net

1.3.6 The appropriate line manager will continue to keep detailed records of conversations had with the employee during the period of sickness and record such conversations, in line with the Trust's current Sickness Management, Health and Wellbeing Policy.

1.4 Therapy Administrative responsibilities for Notification of Sickness Absence

1.4.1 The therapy administration staff have access to the therapies absence e-mail address. The Therapies generic e-mail address must be checked at least daily Monday to Friday, excluding Bank Holidays.

1.4.2 The Trust's Sickness Absence, Health and Well Being Policy states the below

Record Keeping: All absences must be entered on E-Rostering as soon as they are reported to your line manager and must be closed on the same system as soon as you return to work.

1.4.3 Within the therapies absence email there will be folders for each therapy specialty and within that folder will be folders labelled January to December. When an email is received the email will automatically go directly into the specialty folder depending on which specialty the sender is employed by.

1.4.4 Each specialty folder will have an administration staff member responsible for that folder. They will record the information from the sickness reporting form on to e-roster. The sickness will be recorded on Eroster on the first day of absence.

1.4.5 The administration staff member will save the sickness reporting form on to the personal file.

1.4.6 Once the information from the email has been recorded the email will be moved to a folder specific to the month that it has been received.

1.5 Staff notification of return to work

1.5.1 Throughout the absence, the staff member and line manager will stay in regular contact in accordance with the Trust's Sickness, Absence, Health and Well Being Policy.

1.5.2 Upon the staff member returning to work, the staff member will email wah-tr.therapiesabsence@nhs.net confirming the date of their return to work. If required by their departmental or line manager, the staff member will also send the completed form (Appendix 1) to

the Therapies generic e-mail address with the addition of the return-to-work date. The form will be sent by the staff member on the day that they return to work.”

1.6 Therapy Administrative responsibilities for Notification of Return to work

1.6.1 The Therapy administration team will update ERoster with the return-to-work date upon receiving the form.

1.6.2 The return to work form will be received in the specialty folder of the therapies absence email 1.4.3- 1.4.4 applies

1.6.3 The date of return and date of return to work meeting will be recorded on e-roster.

1.6.4 The return to work form will be saved on the personal file

1.6.5 Once the information from the email has been recorded the email will be moved to a folder specific to the month that it has been received.

1.7 Therapy administrative responsibilities for new starters and leavers

1.7.1. It is the responsibility of the administrative staff aligned to the specific therapy to ensure that new starter's are set up so that their e-mail automatically goes directly into the specialty folder depending on which specialty the sender is employed by.

1.7.2 It is the responsibility of the therapy managers and the head of therapies to monitor who has access to the generic e-mail account and to ensure that access rights are removed should the job role no longer require access or that the staff member leaves the Trust.

Appendix 1 – Therapies absence reporting form



SICKNESS and
ABSENCE REPORTING

