



Our ref: ATISN 15746  
Date: 30 December 2021

Dear \_\_\_\_\_,

**ATISN 15746**

Thank you for your request which I received on 3 December 2021. You asked for the following information:

a breakdown of Occupational Health service by service provider used by the Welsh Government and Welsh Civil Service?

The following information is in respect of Welsh Government, no information is held on other Civil Service organisations.

**Occupational Health: Insight Health Screening Ltd**

The Occupational Health service provides neutral, independent medical advice. Occupational Health is there to provide help and support if a member of staff has a health need that is affecting their work, or if their work is making them unwell. Our clinical Occupational Health provider is 'Insight'.

There are two routes into Occupational Health, a management referral or a self-referral.

**Employee Assistance Programme: Care First**

The EAP may be of help if a member of staff is in need of emotional and practical support for any problems at work or at home. The service is available 24 hours a day, 365 days a year. Using this completely confidential service, staff are able to talk over their concerns, get information on issues such as: work, health, family, stress.

Counselling is also an available.

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,



Welsh Government,  
Cathays Park,  
Cardiff,  
CF10 3NQ

or Email: [Freedom.ofinformation@gov.wales](mailto:Freedom.ofinformation@gov.wales)

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

Information Commissioner's Office,  
Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire,  
SK9 5AF.

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely