

G1110 Medical Assistance Programme: Information for employees

Who is Eligible for MAP?

- Train Operators,
- Duty Reliability Managers,
- Duty Trains Staff Managers,
- Train Operations Standards Managers,
- Instructor Operators,
- Service Controllers up to level 6,
- Signal Operators,
- APD operational grades (through Occupational Health referral only)
- CPD operational grades (originally in APD e.g. PWay, Access & Logistical and through Occupational Health referral only)

What is the Medical Assistance Programme?

Through this programme you may be able to obtain private health treatment if a health condition is impacting on your ability to work your full duties. MAP can provide early intervention in sickness, funding investigations or treatment that can lead to shortened recovery and return-to-work times in appropriate cases. London Underground will pay for private medical treatment if an Occupational Health specialist confirms that treatment will be helpful and will enable you to recover your health more quickly.

How does it Work?

Employees should always discuss any health problem that is having an impact at work with their manager. Employing managers have guidance notes that help them to make a decision about referring you to the MAP programme. The referral process involves filling in a simple form to be faxed to Occupational Health. You will be asked to sign a consent form to say that you consent to the referral and agree to the Occupational Health department receiving feedback on your condition and your progress.

Occupational Health will take your referral forward in different ways depending on the medical condition that you have been referred for. You may be referred to an external specialist and following your referral, Occupational Health will receive an assessment report together with a business case to approve so that treatment or investigations may commence.

Musculo-Skeletal Conditions

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The first step is an assessment of your condition with one of our physiotherapists at Occupational Health. Your manager will arrange this for you. Following the initial assessment the Physiotherapist may advise exercises, further physiotherapy or if appropriate a specialist referral to assist you in your recovery. [MAP musculoskeletal disorders manager information](#).

Stress, Anxiety and Depression

If you are off sick, on restricted duties or if your condition is having an impact on you at work, your manager will normally refer you to the Counselling and Trauma Service. You may also contact the employee telephone helpline directly on 0808 168 0 538.

All other Medical Conditions

If you are referred for any other medical problem the Occupational Health doctor will decide the most appropriate specialist for you to be referred to. Following specialist assessment, and approval of the business case, we will agree and fund investigations or treatment for your condition.

Frequently Asked Questions

Q: Do I have to agree to be referred for private treatment through MAP?

A: You don't have to agree to the referral, however it is important that you make every effort to tackle any health problem that is having an impact on your work.

Q: Can I change my mind and agree to be referred through MAP at a later stage?

A: Research tells us that the earlier you are referred the greater the benefit that you are likely to get. Reduced likelihood of success may mean that your treatment may not be authorised.

Q: Will London Underground pay for any treatment that the specialist may recommend?

A: Approval will only be given where a health condition has an impact on your ability to work your full duties. An OH specialist will review the report assessing your condition and proposing treatment and will decide whether to approve this. Approval will depend on several factors such as cost, chances of success, recovery times etc.

Q: What feedback will be given to my manager?

A: Feedback from Simply Health and medical specialists will only be sent to Occupational Health. The initial feedback will be in two parts with a summary sheet summarising the treatment that has been agreed, with a more detailed report for OH. The report will be treated in confidence as part of your medical record. Following

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