

Display Screen Equipment (DSE) Standard Operating Procedure

Date	Version
June 2013	1.1

Purpose

This Standing Operating Procedure (SOP) sets out the procedures to be followed in line with National Guidance and Policy.

Who should read this document?

This SOP covers all staff, including those employed on a fixed term contract, through agencies, students, volunteers and contractors, to manage the risks that may arise in both work and other environments where DSE may be used.

Key messages

This SOP aims to protect staff, so far as is reasonably practicable, from health problems associated with or exacerbated by using DSE.

Accountabilities

Production	Alison Williams, Clinical Manager, Occupational Health & Wellbeing
Review and approval	June 2013
Ratification	Health and Safety Committee / HR Director
Dissemination	All
Compliance	Health and Safety (Display Screen Equipment) Regulations 1992 as amended by the Health and Safety (Miscellaneous Amendments) Regulations 2002

Links to other policies and procedures

TRW/H&S/POL/1/5 Health and Safety Policy
 TRW/H&S/PRO/11/5 8. Equipment at Work Procedure
 TRW/H&S/PRO/9/5 4. Risk Assessment Procedure
 TRW/OCC/POL/463/4 Stress Management Policy
 TRW/H&S/PRO/4/5 1. Management of Health and Safety Procedure
 TRW/H&S/PRO/5/5 2. H&S Training Procedure

Version History

Document Status	Conversion from Policy to SOP
Version	V1
Last Approval	Due for Review
June 2013	June 2018

The Trust is committed to creating a fully inclusive and accessible service. By making equality and diversity an integral part of the business, it will enable us to enhance the services we deliver and better meet the needs of patients and staff. We will treat people with dignity and respect, promote equality and diversity and eliminate all forms of discrimination, regardless of (but not limited to) age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage/civil partnership and pregnancy/maternity.

An electronic version of this document is available on StaffNet. Larger text, Braille and Audio versions can be made available upon request.

Standard Operating Procedures are designed to promote consistency in delivery, to the required quality standards, across the Trust. They should be regarded as a key element of the training provision for staff to help them to deliver their roles and responsibilities.

Document Headlines

Plymouth Hospitals 
NHS Trust

Display Screen Equipment (DSE) Standard Operating Procedure

The Display Screen Equipment (DSE) Standard Operating procedure sets out how the Trust will reduce the risk of DSE related issues and comply with its legal and statutory obligations. All staff who are DSE “users” should familiarise themselves with the key points detailed below and refer to the main policy as necessary.

What you need to know

If you are a DSE User:

This refers to employees and those self-employed who habitually use DSE for the purpose of an employers undertaking as a significant part of their normal work. Any person who uses DSE continuously or near continuous spells of a hour or more at a time; and

- a) use DSE in this way more or less daily; and
- b) have to transfer quickly into and from the DSE; and
- c) also need to apply high levels of attention and concentration or are highly dependent on DSE or;
- d) have little choice about it or need special training or skills to use the DSE.

You need to complete a VDU checklist. This will identify DSE related issues. Your line manager will attempt to deal with the issues locally.

Where issues cannot be dealt with locally, you can contact Occupational Health and Wellbeing (OH&WB) for advice, either by telephone: OH&WB Advice Line (37222 Option 2), or e-mail (OH&WB Physio in-box: plh-tr.OccupationalHealthPhysio@nhs.net)

If you are experiencing musculoskeletal discomfort which you feel is related to your workstation, early advice and assessment is **essential**. Your line manager can also refer to

Occupational Health and Wellbeing by completing a management referral and a workplace visit may be undertaken by one of the OH&WB team.

Mandatory training will provide up to date information concerning DSE related issues.

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Display Screen Equipment (DSE) Standard Operating Procedure

1 Purpose and scope

Plymouth Hospitals NHS Trust has statutory duties under Health and Safety Legislation which place specific responsibilities on the employer to provide a safe working environment for staff using Display Screen Equipment (DSE). This SOP covers all staff, including those employed on a fixed term contract, through agencies, students, volunteers and contractors, to manage the risks that may arise in both work and other environments where DSE may be used.

Working together with staff, the Trust is committed to addressing risks arising from the use of DSE, by employing best practice risk management systems and good ergonomic practices. This will ensure that all reasonable steps have been taken to secure the safety of its employees and contractors by

- Reducing any risks to a minimum through the provision of suitable and sufficient equipment and ancillary equipment/devices,
- Maintenance of the equipment,
- Information, instruction, training and supervision.

2 Definitions

Display screen equipment (DSE) refers to any alphanumeric or graphic display screen, regardless of the display process involved. The topic extends to keyboards and other equipment used with display screens, and also includes the workstation and the work environment.

User refers to employees and those self-employed who habitually use DSE for the purpose of an employers undertaking as a significant part of their normal work. Any person who uses DSE continuously or near continuous spells of a hour or more at a time; and

- e) use DSE in this way more or less daily; and
- f) have to transfer quickly into and from the DSE; and
- g) also need to apply high levels of attention and concentration or are highly dependent on DSE or;
- h) have little choice about it or need special training or skills to use the DSE.
- i) Part-time workers are assessed using the same criteria, e.g. if an employee works only two days a week but spends most of that time on DSE, that person should definitely be considered a 'user.'
- j) If a DSE 'user' is employed to work at home or at any other location away from their workplace, the DSE Regulations apply, whether or not the workstation is provided in whole or part by the employer.

Use means use for, or in connection with work.

Workstation means an assembly comprising –

- a) Display screen equipment (whether provided with software determining the interface between the equipment and its operator or use, a keyboard or any other input device),
- b) any optional accessories to the DSE,
- c) any disk drive, telephone, modem, printer, document holder, work chair, work desk, work surface or other item peripheral to the DSE, and

d) the immediate work environment around the DSE.

DSE Related Issues: Are musculoskeletal disorders, visual fatigue, and stress, aggravated or caused by DSE use.

Datix: Is the incident reporting system used by PHNT

OPAS: Is the Occupational Health Computerised Management System used by the Occupational Health & Wellbeing Department (OH&WB)

Laptop: Is a personal computer that is small enough and light enough to be used on the user's lap.

Home-worker: Is a DSE user employed to work at home, or at other locations away from their base.

“Hot-Desk”: Is to work at whatever desk is available in an office.

3 Regulatory Background

Health and Safety (Display Screen Equipment) Regulations 1992 as amended by the Health and Safety (Miscellaneous Amendments) Regulations 2002 aim to protect the health of people who work with DSE.

The Health and Safety at Work Act (HSAWA) 1974 states that an employer must make provision for securing the health, safety and welfare of persons at work and for protecting others against risks to health or safety in connection with the activities of persons at work.

Management of Health and Safety at Work Regulations (MHSWR) 1999 states that every employer shall make a suitable and sufficient assessment of;

- a) the risks to the health and safety of his employees to which they are exposed whilst they are at work; and
- b) the risks to the health and safety of persons not in his employment arising out of or in connection with the conduct by him of his undertaking.

RIDDOR: Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 1995: Employers have a duty to report injuries that lead to an employee or self-employed person being away from work, or unable to perform their normal work duties, for more than seven consecutive days as the result of an occupational accident or injury

Workplace (Health, Safety and Welfare) Regulations 1992: Employers have a general duty under section 2 of the Health and Safety at Work etc. Act 1974 to ensure, so far as is reasonably practicable, the health, safety and welfare of their employees at work. The Regulations expand on these duties and are intended to protect the health and safety of everyone in the workplace, and ensure that adequate welfare facilities are provided for people at work.

The Provision and Use of Work Equipment Regulations (PUWER) 1998: These Regulations, place duties on people and companies who own, operate or have control over work equipment. PUWER also places responsibilities on businesses and organisations whose employees use work equipment, whether owned by them or not.

The Chief Operating Officer:

Seeks assurance that current practices are in accordance with the SOP.

All Employees who are deemed to be DSE Users:

- Ensure they are familiar and comply with this SOP and associated policies/guidance.
- Being proactive in the prevention of musculoskeletal disorders.
- Attend and take part in the Trust mandatory training regarding DSE
- Alert their line manager if there are any problems identified either health or workstation at any time.

Line Managers:

- Ensure they are familiar and comply with this SOP and associated policies/guidance.
- Ensure that all staff partake in the Trust mandatory training regarding DSE.
- Identify staff who develop DSE related issues and refer them to OH&WB.
- Ensure that all potentially problematic processes or equipment are risk assessed and where possible substitutions are found. If no substitution is available, control measures should be in place to reduce the risk to staff as far is reasonably practicable.
- Ensure that appropriate DSE which is fit for purpose is provided for all staff

The Occupational Health and Wellbeing Department:

- Undertake appropriate health screening and surveillance.
- Provide appropriate advice regarding DSE related issues.
- Work with employees, managers, and other professional PHNT teams i.e. Health and Safety and Risk Management to reduce the risk of DSE related issues to employees.
- Contribute to clinical governance and quality measures within the Trust and provide audit information with reference to the prevention and management of employees with work related DSE related issues via the Health and Safety Committee.
- Inform the Health and Safety Team regarding RIDDOR reportable occurrences of work related DSE related issues.
- Ensure that OH&WB staff undertaking DSE Assessments receive suitable and sufficient training.
- Design the DSE E-learning programme

The Health and Safety Department:

- Provide advice on how to access and comply with this policy and further advice.
- Review the DATIX Incident Report Forms and ensuring that they are copied in to the most appropriate persons.
- Report to HSE under RIDDOR.

Procurement:

- Advise on the availability of standard and alternative equipment for Users.

5 Monitoring and Assurance

The Clinical Manager will nominate a member of the OH&WB Team to lead and coordinate monitoring DSE related health conditions via OPAS.

Findings will be reported to the Health and Safety Committee on a biannual basis.

6 Training

Mandatory training regarding DSE issues will be delivered by E-learning during the PHNT induction and during PHNT mandatory training, yearly thereafter (**Appendix G**).

7 Document Ratification, Dissemination and Implementation Procedure

The design and process of review and revision of this procedural document will comply with The Development and Management of Trust Wide Documents.

The review period for this document is set as default of five years from the date it was last ratified, or earlier if developments within or external to the Trust indicate the need for a significant revision to the procedures described.

This document will be approved by the Health and Safety Committee and ratified by the Committee chair.

Non-significant amendments to this document may be made, under delegated authority from the Committee chair by the nominated author. These must be ratified by the Committee chair and should be reported, retrospectively, to the Health and Safety Committee.

Significant reviews and revisions to this document will include a consultation with named groups, or grades across the Trust. For non-significant amendments, informal consultation will be restricted to named groups, or grades who are directly affected by the proposed changes

Dissemination and Implementation

Following approval and ratification, this procedural document will be published in the Trust's formal documents library and all staff will be notified through the Trust's normal notification process, currently the 'Vital Signs' electronic newsletter.

Document control arrangements will be in accordance with The Development and Management of Trust Wide Documents.

The document author(s) will be responsible for agreeing the training requirements associated with the newly ratified document with the Committee chair and for working with the Trust's training function, if required, to arrange for the required training to be delivered.

**8 Flow Chart for Managers & Members of Staff
Prevention and Management of DSE Related Issues**

Reading of Health Promotional Documents (Appendices B and C)

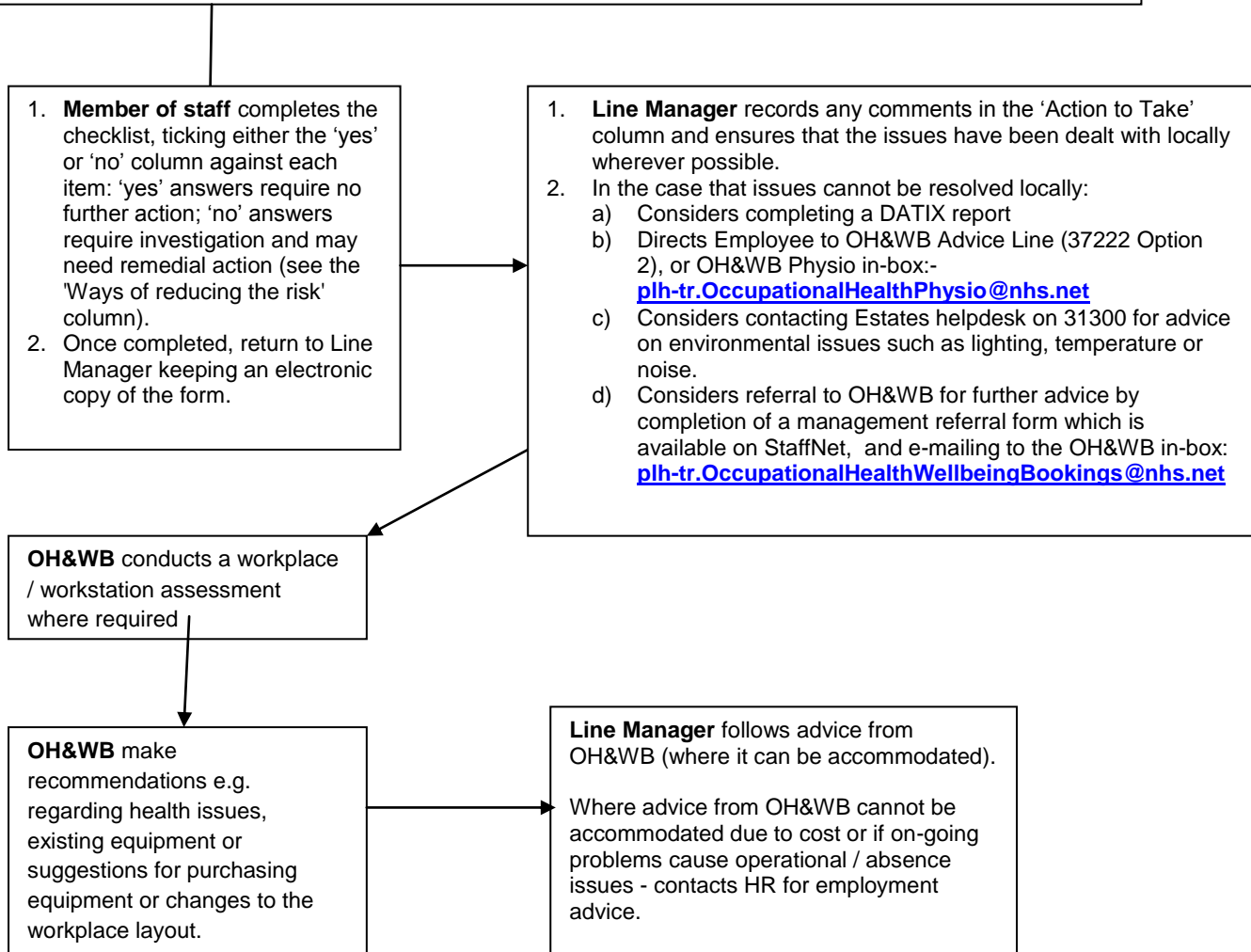
Line Manager instructs Member of staff to read 'The Principals of Using a Workstation Safely' and 'Problems Associated with DSE Work & How to Avoid Health Issues'.

Completion of VDU checklist (Appendix A)

Line Manager instructs Member of staff to complete the checklist (electronically wherever possible) in the following circumstances:

- A new Member of staff joins the team
- If the Member of staff or workstation is relocated
- After significant changes to existing software, hardware or workstation furniture
- A personal health issue is identified
- At appraisal if a health issue is identified
- Increased time spent using DSE
- If lighting is modified

The VDU checklist is available on StaffNet.



Key to the prevention of DSE related issues is:

Education; attendance at mandatory training on PHNT induction and at PHNT annual update (**Appendix G**) will inform employees about DSE related issues and the importance of undertaking a self assessment using the VDU checklist (**Appendix A**).

This training will also incorporate the principles of using a workstation safely (**Appendix B**) and provide information regarding eye and eyesight tests (Refer to **Section 10**; Eye and Eyesight Tests).

DSE Users will:

- Attend and take part in mandatory training regarding DSE
- Complete the VDU checklist (**Appendix A**).
- Read the leaflets 'The Principals of Using a Workstation Safely' and 'Problems Associated with DSE Work & How to Avoid Health Issues' (**Appendix B and C**).
- Co-operate with their manager and the OHWD if involved, to implement changes to reduce the risks at their workstation (**Appendix B and C**).
- Use their DSE safely to avoid health problems (**Appendix B and C**).
- Engage with the implementation of any conclusions of the DSE risk assessments conducted and following any advice from OH&WB.
- Have regular eyesight tests as appropriate.

Managers will:

- Identify all workstations used in conjunction with DSE and all members of staff who use DSE. All workstation must be assessed against the schedule in the DSE regulations, which is reflected in **Appendix A**
- Ensure that new staff read this SOP on their first day at their workstation (as recommended by the HSE), this should form part of local workplace induction.
- Ensure new DSE 'users' are familiar and comply with this SOP and associated policies/guidance
- Ensure the new 'user' completes **Appendix A** electronically and it is stored securely for future reference. It is advisable that a paper copy is kept within the manager's staff files.
- Ensure existing DSE 'users' undertake a review of their workstations whenever there are significant changes to software, hardware, workstation furniture, increased time spent using DSE, if the workstation is moved, lighting modified, and / or a personal health issue is identified and at appraisal.
- Take measures to reduce risks to staff and supervising staff to use their DSE workstations safely are adopted (**Appendix B and C**).
- Ensure DSE 'users' are aware of their entitlement to eye and eyesight testing, and how to access this service. (Refer to **Section 10**; Eye and Eyesight Tests). Managers should be guided by the clinical judgement of the optometrist on the frequency of repeat testing.
- Refer 'users' to OH&WB for further advice when experiencing health problems.
- Inform OH&WB **before** Offices or Departments are relocated/re-configured in order for appropriate ergonomic advice to be provided regarding hazards and workplace/station layout.

OH&WB will:

- Identify actual or potential health issues in applicants at pre-placement screening.
- Provide appropriate advice to PHNT Recruitment and Managers regarding applicants with health issues that may be exacerbated or caused by use of DSE.

- This will be via Certificate of Fitness or “Fit Chit” and detail recommendations and requirements e.g. DSE assessment by OH&WB before appointment, workplace adjustments, specialist equipment etc.
- Recommend referral where appropriate to outside agencies such as ‘Access to Work, Pluss etc’ for any staff with health problems that may be exacerbated or caused by use of DSE.
- Signpost towards practical training and advice which may include references to interactive inter/intranet sites e.g. www.ergoergo.info
- Liaise with GPs and Specialists as appropriate.

Other issues to consider in the prevention of DSE related issues:

- **“Hot-Desking”**: When DSE users “hot-desk” i.e., work at whatever desk is available in an office, the workstation must be able to be adjusted for all DSE “users” working at the workstation. Where DSE is used, but such use is not covered by the DSE Regulations (because the workers are not “users”, the workers concerned are still protected by other legislation described in **Section 3**; Regulatory background.
- **Laptops**: Before purchasing a laptop, refer to **Appendix D** and consider whether work with a laptop is necessary; if any of the following apply, it is possible that a laptop is required:

The work involves using DSE away from normal workstations such as;

- Working in several areas.
- Working at home.
- Need portable device for recording data.

N.b if a DSE “user” works with a laptop, the DSE regulations still apply.

- **Home-workers**: If a DSE user is employed to work at home, or at other locations away from their base, the DSE Regulations apply – whether or not the workstation is provided in whole or in part by the employer.
- **Environmental issues**: if there are issues with the lighting, temperature or noise at the workstation, refer to **Appendix H** for guidance.

10 Management of DSE Related Issues

Key to the management of DSE related issues is:

1. Early identification of DSE related issues (following completion of **Appendix A**) and prompt implementation of changes to the workplace in order to reduce risk. These changes can be resolved locally, or with guidance from OH&WB.
2. Early identification of symptoms. Musculoskeletal disorders generally respond better to treatment if they are identified early; PHNT staff members can access physiotherapy treatment through OH&WB via self-referral by completing a Physiotherapy treatment self-referral form (**Appendix F**) which is available on StaffNet.

DSE Users will:

- Alert managers if they are experiencing DSE related health problems without delay.
- If appropriate, seek advice from OH&WB without delay:
 - a) The OH Physio and Ergonomic Team can be contacted on ext. 37222 Option 2 or via e-mail: plh-tr.OccupationalHealthPhysio@nhs.net
 - b) Or complete a physiotherapy treatment self-referral form if appropriate (**Appendix F**) which is available on StaffNet.
- Co-operate with their manager and the OH&WB if involved, to implement changes to reduce the risks at their workstation (**Appendix B and C**).
- Engage with the implementation of any conclusions of the DSE risk assessments conducted and following any advice from the OH&WB.

Managers will:

- Review **Appendix A** where problems are highlighted for users or workstations to determine whether changes can be instigated locally in the first instance.
- Where problems cannot be rectified, refer to OH&WB for further advice or assessment. Sending a copy of the completed **Appendix A** (electronically if possible) to OH&WB if required or requested. Consider also if a Datix Incident Report Form should be completed.

OH&WB will:

- Review **Appendix A** where problems are highlighted and have not been able to be resolved locally by the manager.
- Undertake specialist DSE assessments and provide advice on appropriate equipment and/or workplace adjustments where required.
- Advise on health problems that may be exacerbated or caused by use of DSE and how to reduce risks
- Review the findings of any incident following receipt of an Incident Report Form from DATIX and advise accordingly.
- Advise on the purchase of DSE ancillary equipment such as footrests, document holders, monitor raisers, mice etc.
- Design return-to-work programmes with managers where requested to do so, following any health problems that may be exacerbated or caused by use of DSE
- Offer physiotherapy treatment following the completion of physiotherapy treatment self referral form (**Appendix F**)

11 Eye and Eyesight Tests

All DSE “users” are entitled to a DSE eye and eyesight test which includes a test of vision and an examination of the eye (at no cost to the user).

- The eye and eyesight test will be completed by an optometrist located at the Centre for Eyecare Excellence (CEE). This test only tests vision at the distances appropriate to the user’s DSE work. Where the test results indicate that vision is defective at relevant distances the user will be informed by the optometrist.
- The eye and eye-sight testing should be initiated:
 - a) Biennially (every 2 years), or
 - b) Sooner where there’s a problem identified by the user.

Eye and Eyesight tests can be arranged by managers of DSE ‘users’ by accessing and completing a DSE User - Eye and Eyesight Test Referral form (**Appendix F**) which is available on StaffNet.

The appointment will be arranged at the CEE as soon as is practicable after receipt of the request and appointment details will be agreed over the telephone. A reminder telephone call will be received the day before the appointment.

If corrective glasses are required to meet the DSE Regulations, the CEE will dispense these glasses to correct vision defects at the viewing distance or distances used specifically for the display screen work concerned.

- If the optometrist specifies that glasses are needed for DSE use, a pair of single vision lenses can be chosen by the user from a specific range. If a higher specification of glasses or contact lenses is preferred the staff member will be required to fund the additional cost.
- However, there may be some circumstances where bifocal or varifocal lenses are necessary. These can include situations where the user is required to perform their DSE tasks with other tasks (for example dealing with patients at a reception desk) which require a frequent change of viewing distance. If the user needs to repeatedly change from one pair of glasses to another to accommodate this, glasses with multiple-focus lenses might be a solution. However, caution is necessary in reaching a decision, as there can be side-effects associated with the use of multi-focal prescriptions for DSE work. These disadvantages could prove to be more problematic (for instance by inducing neck pain) than swapping glasses.
- The Trust is not responsible for any corrections for vision defects or examinations of eye problems, which are not related to work involving DSE.

VDU workstation checklist

Checklist for Display Screen Equipment Users

This checklist is to help Users of DSE and their Line managers carry out DSE assessments.




How to use the checklist





Work through the checklist, ticking either the 'Yes' or 'No' column against each item: 'Yes' answers require no further action; 'No' answers require investigation and may need remedial action. (See the 'Ways of reducing the risk' column). Record any comments in the 'Action to take' column.



Line managers should check the form and refer to Occupational Health for further advice if required.



Workstation location:	
Asset Number:	
User (First Name, Last Name):	
Checklist completed by:	
Assessment checked by:	
Date of assessment:	
Any further action needed?	YES <input type="checkbox"/> NO <input type="checkbox"/>
Follow-up action completed on:	




Problems to look for when making an assessment	Tick answer		Ways of reducing the risk	Action to take
	YES	NO		
1. Display screens				
Are the characters clear and readable?	<input type="checkbox"/>	<input type="checkbox"/>	Make sure the screen is clean and cleaning materials are made available. Check that text and background colours work well together.	
<div style="border: 1px solid black; background-color: #e0f0ff; padding: 2px; display: inline-block;">Health and Safety</div>	✓			
<div style="border: 1px solid black; background-color: #ff0000; color: white; padding: 2px; display: inline-block;">Health and Safety</div>	✗			
Is the text size comfortable to read?	<input type="checkbox"/>	<input type="checkbox"/>	Software settings may need adjusting to change text size.	


Problems to look for when making an assessment	Tick answer		Ways of reducing the risk	Action to take
	YES	NO		
Is the image stable, ie free of flicker and jitter?	<input type="checkbox"/>	<input type="checkbox"/>	Try using different screen colours to reduce flicker, eg darker background and lighter text. If problems still exist, get the set-up checked, eg by the equipment supplier.	
Is the screen's specification suitable for its intended use?	<input type="checkbox"/>	<input type="checkbox"/>	For example, intensive graphic work or work requiring fine attention to small details may require large display screens.	
Are the brightness and or contrast adjustable?	<input type="checkbox"/>	<input type="checkbox"/>	Separate adjustment controls are not essential, provided the user can read the screen easily at all times.	
Does the screen swivel and tilt? 	<input type="checkbox"/>	<input type="checkbox"/>	Swivel and tilt need not be built in; you can add a swivel and tilt mechanism. However, you may need to replace the screen if: <ul style="list-style-type: none"> ■ Swivel/tilt is absent or unsatisfactory; ■ Work is intensive; and/or ■ The user has problems getting the screen to a comfortable position. 	
Is the screen free from glare and reflections?  	<input type="checkbox"/>	<input type="checkbox"/>	Use a mirror placed in front of the screen to check where reflections are coming from. You might need to move the screen or even the desk and/or shield the screen from the source of reflections. Screens that use dark characters on a light background are less prone to glare and reflections.	
Are adjustable window coverings provided in adequate condition?	<input type="checkbox"/>	<input type="checkbox"/>	Check that blinds work. Blinds with vertical slats can be more suitable than horizontal ones. If these measures do not work, consider anti-glare screen filters as a last resort and seek specialist help.	

Problems to look for when making an assessment	Tick answer		Ways of reducing the risk	Action to take
	YES	NO		
2. Keyboards				
Is the keyboard separate from the screen?	<input type="checkbox"/>	<input type="checkbox"/>	This is a requirement, unless the task makes it impracticable (eg where there is a need to use a portable).	
Does the keyboard tilt?	<input type="checkbox"/>	<input type="checkbox"/>	Tilt need not be built in.	
Is it possible to find a comfortable keying position?	<input type="checkbox"/>	<input type="checkbox"/>	Try pushing the display screen further back to create more room for the keyboard, hands and wrists. Users of thick, raised keyboards may need a wrist rest.	
	<input checked="" type="checkbox"/>			
	<input checked="" type="checkbox"/>			
	<input checked="" type="checkbox"/>			
	<input checked="" type="checkbox"/>			
Does the user have good keyboard technique?	<input type="checkbox"/>	<input type="checkbox"/>	Training can be used to prevent: <ul style="list-style-type: none"> ■ Hands bent up at wrist; ■ Hitting the keys too hard; ■ Overstretching the fingers. 	
Are the characters on the keys easily readable?	<input type="checkbox"/>	<input type="checkbox"/>	Keyboards should be kept clean. If characters still can't be read, the keyboard may need modifying or replacing. Use a keyboard with a matt finish to reduce glare and/or reflection.	

Problems to look for when making an assessment	Tick answer		Ways of reducing the risk	Action to take
	YES	NO		
3. Mouse, trackball etc				
Is the device suitable for the tasks it is used for?	<input type="checkbox"/>	<input type="checkbox"/>	If the user is having problems, try a different device. The mouse and trackball are general-purpose devices suitable for many tasks, and available in a variety of shapes and sizes. Alternative devices like touch screens may be better for some tasks (but can be worse for others).	
Is the device positioned close to the user?	<input type="checkbox"/>	<input type="checkbox"/>	<p>Most devices are best placed as close as possible, eg right beside the keyboard.</p> <p>Training may be needed to:</p> <ul style="list-style-type: none"> ■ Prevent arm overreaching; ■ Tell users not to leave their hand on the device when it is not being used; ■ Encourage a relaxed arm and straight wrist. 	
	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Is there support for the device user's wrist and forearm?	<input type="checkbox"/>	<input type="checkbox"/>	Support can be gained from, for example, the desk surface or arm of a chair. If not, a separate supporting device may help. The user should be able to find a comfortable working position with the device.	
Does the device work smoothly at a speed that suits the user?	<input type="checkbox"/>	<input type="checkbox"/>	See if cleaning is required (eg mouse ball and rollers). Check the work surface is suitable. A mouse mat may be needed.	
Can the user easily adjust software settings for speed and accuracy of pointer?	<input type="checkbox"/>	<input type="checkbox"/>	Users may need training in how to adjust device settings.	

Problems to look for when making an assessment	Tick answer YES NO	Ways of reducing the risk	Action to take
4. Software			
Is the software suitable for the task?	<input type="checkbox"/> <input type="checkbox"/>	Software should help the user carry out the task, minimise stress and be user-friendly. Check users have had appropriate training in using the software. Software should respond quickly and clearly to user input, with adequate feedback, such as clear help messages.	
5. Furniture			
Is the work surface large enough for all the necessary equipment, papers etc?	<input type="checkbox"/> <input type="checkbox"/>	Create more room by moving printers, reference materials etc elsewhere. If necessary, consider providing new power and telecoms sockets, so equipment can be moved. There should be some scope for flexible rearrangement.	
	✓		
	✗		
Can the user comfortably reach all the equipment and papers they need to use?	<input type="checkbox"/> <input type="checkbox"/>	Rearrange equipment, papers etc to bring frequently used things within easy reach. A document holder may be needed, positioned to minimise uncomfortable head and eye movements.	
Are surfaces free from glare and reflection?	<input type="checkbox"/> <input type="checkbox"/>	Consider mats or blotters to reduce reflections and glare.	
Is the chair suitable?	<input type="checkbox"/> <input type="checkbox"/>	The chair may need repairing or replacing if the user is uncomfortable, or cannot use the adjustment mechanisms.	
Is the chair stable?	<input type="checkbox"/> <input type="checkbox"/>		

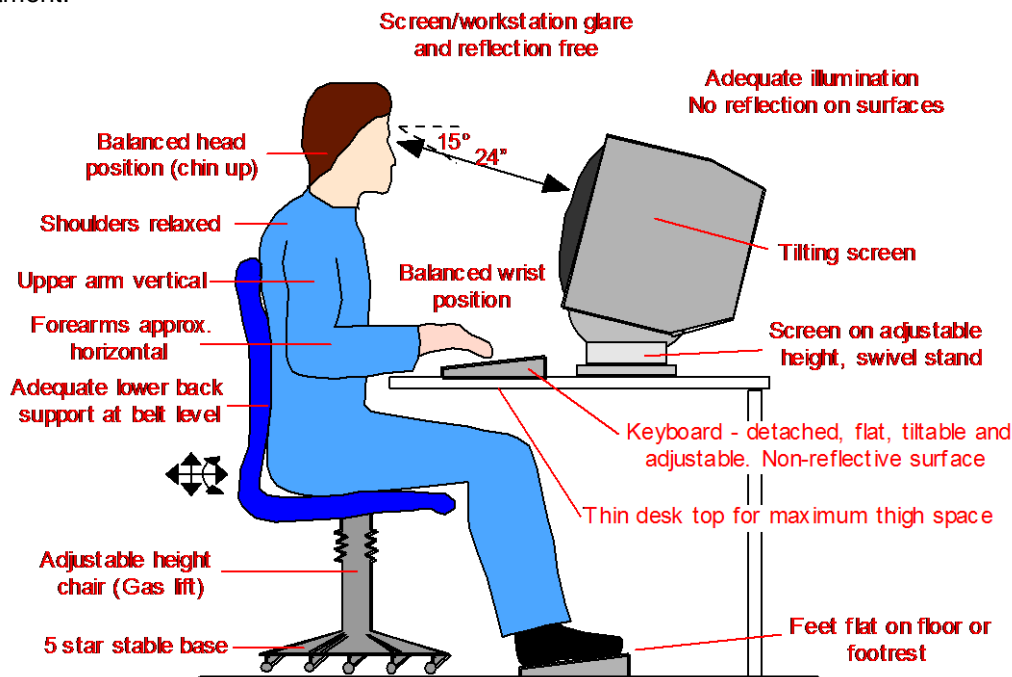
Problems to look for when making an assessment	Tick answer		Ways of reducing the risk	Action to take
	YES	NO		
Does the chair have a working:				
<ul style="list-style-type: none"> ■ Seat back height & tilt adjustment? <input type="checkbox"/> YES <input type="checkbox"/> NO ■ Seat height adjustment? <input type="checkbox"/> YES <input type="checkbox"/> NO ■ Swivel mechanism? <input type="checkbox"/> YES <input type="checkbox"/> NO ■ Castors or glides? <input type="checkbox"/> YES <input type="checkbox"/> NO 				
Is the chair adjusted correctly?	<input type="checkbox"/>	<input type="checkbox"/>	<p>The user should be able to carry out their work sitting comfortably.</p> <p>Consider training the user in how to adopt suitable postures while working.</p> <p>The arms of chairs can stop the user getting close enough to use the equipment comfortably.</p> <p>Move any obstructions from under the desk.</p>	
	✓			
	✗			
	✗			
Is the small of the back supported by the chair's backrest?	<input type="checkbox"/>	<input type="checkbox"/>	The user should have a straight back, supported by the chair, with relaxed shoulders.	
Are forearms horizontal and eyes at roughly the same height as the top of the VDU?	<input type="checkbox"/>	<input type="checkbox"/>	Adjust the chair height to get the user's arms in the right position, then adjust the VDU height, if necessary.	
Are feet flat on the floor, without too much pressure from the seat on the backs of the legs?	<input type="checkbox"/>	<input type="checkbox"/>	If not, a foot rest may be needed.	

Problems to look for when making an assessment	Tick answer YES NO		Ways of reducing the risk	Action to take
6 Environment				
Is there enough room to change position?	<input type="checkbox"/>	<input type="checkbox"/>	Space is needed to move, stretch and fidget. Consider reorganising the office layout and check for obstructions. Cables should be tidy and not a trip or snag hazard.	
Is the lighting suitable, eg. not too bright or too dim to work comfortably? 	<input type="checkbox"/>	<input type="checkbox"/>	Users should be able to control light levels, eg by adjusting window blinds or light switches. Consider shading or repositioning light sources or providing local lighting, eg desk lamps (but make sure lights don't cause glare by reflecting off walls or other surfaces).	
Does the air feel comfortable?	<input type="checkbox"/>	<input type="checkbox"/>	VDUs and other equipment may dry the air. Circulate fresh air if possible. Plants may help. Consider a humidifier if discomfort is severe.	
Are levels of heat comfortable?	<input type="checkbox"/>	<input type="checkbox"/>	Can heating be better controlled? More ventilation or air-conditioning may be required if there is a lot of electronic equipment in the room. Or, can users be moved away from the heat source?	
Are levels of noise comfortable?	<input type="checkbox"/>	<input type="checkbox"/>	Consider moving sources of noise, eg printers, away from the user. If not, consider soundproofing.	

7. Final questions to users....

<p>■ Does the checklist address all concerns you have with your VDU or workstation?</p> <p>Yes / No <input type="checkbox"/> <input type="checkbox"/></p>	<p>Want to know more? For more information about back pain and other musculoskeletal disorders, visit: www.hse.gov.uk/msd</p> <p>For information about the Better Backs campaign, visit: www.hse.gov.uk/msd/campaigns</p> <p>Or call HSE's infoline on 0845 345 0055 for further information</p> <p><i>Working with VDUs</i> Leaflet INDG30(rev3) HSE Books 2006 (single copy free or priced packs of 10 ISBN 978 0 7176 222 7) www.hse.gov.uk/pubns/indg30.pdf</p> <p><i>The law on VDUs: An easy guide: making sure your office complies with the Health and Safety (Display Screen Equipment) Regulations 1992 (as amended in 2002)</i> HSG90 (Second edition) HSE Books 2003 ISBN 978 0 7176 2602 1</p> <p><i>Work with display screen equipment: Health and Safety (Display Screen Equipment) Regulations 1992 as amended by the Health and Safety (Miscellaneous Amendments) Regulation 2002. Guidance on Regulations L28 (Second edition)</i> HSE Books 2003 ISBN 978 0 7176 2582 6</p>
<p>■ Do you have any problems that you feel is attributed to the VDU or workstation?</p> <p>Yes / No <input type="checkbox"/> <input type="checkbox"/></p>	
<p>■ When did you last have your free DSE eye and eyesight test?</p>	
<p>■ Do you undertake regular breaks away from the VDU or workstation?</p> <p>Yes / No <input type="checkbox"/> <input type="checkbox"/></p>	
<p>Write the details of any problems here:</p> 	
<p>Have you read the following documents?</p>	
<p>■ Principles of Using a Workstation Safely</p> <p>Yes / No <input type="checkbox"/> <input type="checkbox"/></p>	
<p>■ Problems Associated with DSE Work & How to Avoid Health Issues</p> <p>Yes / No <input type="checkbox"/> <input type="checkbox"/></p>	

General guidance which can help to prevent problems occurring is detailed below. For further advice discuss the issues with your manager and/or contact the Occupational Health and Wellbeing Department.



1. **Posture & Keying height** – firstly, the ‘user’ is required to position the height of the chair to a suitable keying height. This is usually obtained by raising the chair to a height where the keyboard can be placed on the work surface just in front of the ‘user’. The forearms should be horizontal onto the keyboard with no tilt at the wrists. The upper arms should be vertical giving a 90° angle at the elbow. Generally speaking, if the shoulder, ear, elbow and hips should be in alignment (see these easily on the diagram above). There should be a 90° angle at the hips, and most importantly at the knee. The feet should be flat on the floor or on a footrest.
2. **Chair** – The chair should have a five star base with castors and should swivel. Most manufacturers provide appropriate castors if the chair will be used on a vinyl-type floor. The chair should be able to be adjusted in the seat height, back rest position and back height so that it gives good lumbar support. The stature of a ‘user’ should be considered when a chair is ordered to ensure it is comfortable and gives adequate support where required.
3. **Chair Arms** – Where possible, chairs should be ordered without arm rests or if insisted upon, it is recommended that they are as discrete as possible. Chair arms can restrict movement, prevent the ‘user’ getting close into the desk and also encourage the ‘user’ to lean or slouch onto the arm rests which results in poor posture.
4. **Monitor Screen** - This should be in front of the ‘user’ at approximately arm’s length. The ‘user’s’ eyes should be roughly at the same height as the top of the monitor, with the screen angled up so he/she looks down at the screen at about 15°. If the user wears bifocal or varifocal lenses the screen height will need to accommodate this. The characters on the screen should be easy to read, without flicker and of sufficient font size. The brightness and contrast should be adjustable and allow text and background colour to work well together. The screen should be free of reflective glare from lights or surfaces. Use of a screen cover should be a last resort as they often cause eye strain and reflections onto them can affect visual integrity.
5. **Document Holder** – The ‘user’ should not work by reading items placed on the work surface or desk as this can lead to upper back and neck ache. If the ‘user’ is a touch typist they may position the work by the side of the screen. If they are not, consider a document holder that

goes at an angle between the screen and the keyboard or an over keyboard document holder such as a 'micro-desk'.

6. **Keyboard** - The keyboard should be separate from the screen so as to allow the 'user' to find a comfortable working position to avoid fatigue in the arms and hands. There should be sufficient space in front of the keyboard (5cm) to provide support for the wrists of the 'user' when not keying.
7. **Wrist Rests** in front of the keyboard are not routinely recommended as this can lead to the development of musculo-skeletal problems as they tend to alter posture. Getting the keying height right (by raising the chair) is the solution. If wrist rests are recommended for use, they should not be used to rest the wrists whilst typing.
8. **Mice** – The mouse should be positioned close to the keyboard on whichever side suits the 'user' (e.g. left hand side for left-handers) and should not be gripped 'vice- like'. The aim is to avoid the arm being stretched out from the shoulder as if reaching. The 'user's' upper arm close to the side of their body with the elbow bent at 90° to approximately a right angle. The arm should feel reasonably relaxed.

There are many different designs and size of mice available; some include scrolling devices which are often helpful. The mouse roller ball should be kept clean so that it works well.



Where the mouse is used regularly, keyboard short-cuts should be used to reduce the amount of time spent using the mouse. Information regarding shortcuts can be found at on the 'Word' toolbar menu ~ click on 'Help'.

9. **Mouse-mats** – These are often helpful. They should have a smooth surface and be large enough to be suitable for the task. They should not have sharp edges that could put pressure on the soft tissue of the forearm or wrist. Some mouse mats now come with a wrist support but these do not suit everyone, and should be used with caution to ensure that they do not increase rather than decrease the risks.
10. **Desk or Work Surface** – The desk or work surface must be sufficiently large with a non reflective surface. It should allow flexible arrangement of the screen, keyboard, documents and related equipment. There should be no obstacles under the desk to restrict leg movement.
11. **Telephone** – The telephone handset should be held by hand and not between the shoulder and head when keying. Sustained positioning of the neck to one side can cause strain on the neck and result in pain. If frequent phone use is required then the option of a headset is preferable leaving the hands free and the neck in a comfortable position. Consider typing one handed, using a hands-free phone, putting the phone down to get information off the screen or wearing a headset if using the phone frequently.
12. **Workstation Environment (See Appendix H)** Lighting should be comfortable and sufficient without glare from surfaces. Noise emitted by workstation equipment should not be at or above a level that may distract attention or disturb speech. Equipment such as belonging to the workstation should not produce excess heat that could cause discomfort and an adequate humidity level should be established and maintained.

1. Musculoskeletal and Postural Problems:

These are classically found in the hands, arms, shoulders and upper and lower back. Symptoms may include aches, a 'burning' sensation, pins and needles, pain and numbness and are mainly caused by static muscles. They normally do not occur overnight and if treated promptly, are temporary. However, a small minority of those who suffer musculo-skeletal disorders as can experience serious pain or disability. These problems can arise over a considerable period of time from a poorly organised workstation combined with excessive periods of continuous intensive work using DSE.

Simple adjustments can be made to the workstation such as repositioning equipment, adjusting the work chair, having a document holder and monitor at the correct height, using correct hand positions for the keyboard and mouse, holding a telephone handset correctly and having regular breaks. Also, for many staff having a footrest so that their knees are at a 90° angle, gives the most benefit.

When muscles are static especially when held in tense or awkward positions (such as gripping a mouse tightly or sitting awkwardly) this can result in discomfort and pain within the muscles. The body is not designed to be still for prolonged periods of time so to remain in a healthy and comfortable state, muscles and joints need to move on a regular basis. Regular movement (every 20 minutes or so) either by 'fidgeting' or from varying tasks and duties can prevent the muscles of the body (including the eye muscles) from becoming static.

If your job involves sitting for long periods the simple process of standing and perhaps walking (for example to a printer) is sufficient.

Performing gentle exercises will ensure the muscles move as they are supposed to;

For your back you may stand and lean forward, arch the back slightly; twist gently from side to side.

If remaining in a sitting position you may also periodically:

Neck – turn the head from side to side, bend your head forward and back. Tuck your chin in (producing a double chin!) but it wont last.

Shoulders – hunch the shoulders upwards towards the ears and roll them forwards and backwards

Hands – stretch each hand fully and then tighten into a fist and roll the wrists clockwise and anticlockwise

These only need to be performed half a dozen times.

Visual Problems and Headaches:

DSE work does not cause eye damage but, like other visually demanding tasks, can highlight problems in 'users'. Poor lighting, badly positioned monitor screens, glare from windows and shiny painted surfaces can lead to headaches and tired, sore eyes. The muscles of the eyes, if fixed at a set point (the screen) for a period of time, may ache.

Avoid glare and reflection off the screen, address lighting problems (**See Appendix H**); ensure the font on the screen is large enough, and that the screen is at a comfortable distance from the user. Exercising eye muscles by means of the 20 -20 rule can help. Every 20 minutes, focus on a point near to you and then to a distance of appropriately 20 feet. Repeat several times over the hour.

2. Stress and Fatigue:

These can result from poorly designed tasks, poor working environment, lack of software training, social isolation, and lack of control over work or high-speed repetitive work.

3. General Health:

The comfort and safety of working with DSE can be affected by your general state of health. Studies have shown that a variety of health conditions may increase the risk of discomfort, muscle and joint disorders, or injuries which include:

- Generally poor physical condition and dietary habits
- Hereditary factors
- Arthritis and other connective tissue disorders
- Diabetes and other endocrine disorders
- Thyroid conditions
- Vascular disorders
- Prior injuries, traumas, and musculoskeletal disorders
- Excessive weight
- Stress
- Smoking
- Advancing age
- Pregnancy, menopause, and other conditions affecting hormone levels and water retention

4. Daily Work Routines:

So far as is reasonably practicable, that the work routine of 'users' will be arranged to allow for periodic breaks or changes in activity from DSE work.

In many tasks, natural breaks or pauses occur as a consequence of the inherent organisation of the work. Whenever possible, jobs using DSE should be designed to consist of a mix of screen-based and non-screen based work to prevent fatigue and to vary visual and mental demands. Where the job unavoidably contains spells of intensive DSE work (whether using the keyboard or input device, reading the screen, or a mixture of the two), these should be broken up by periods of non-intensive, non-DSE work. Where work cannot be so organised, for example, in jobs requiring only data or text entry or screen monitoring requiring sustained attention and concentration, deliberate breaks or pauses must be introduced.

'Users' should be allowed some discretion over when to take breaks rather than dictating precise criteria on the timing and duration of the breaks. Wherever practicable, allowing individuals control over the nature and pace of work enables optimal distribution of effort throughout the working day. However the following general guidance is included in Health and Safety training at induction and should be followed:

Breaks should be taken before the onset of fatigue and when performance is at a maximum, before reduced productivity occurs. The timing of the break is more important than the duration.

Breaks or changes in activity should reduce the workload at the screen. They should be included in the working time and should not effect an increased pace or intensity of work due to their introduction.

Short, frequent breaks, such as 5-10 minutes after 50-60 minutes continuous screen and/or keyboard work, are more beneficial than less frequent longer breaks.

If possible, breaks should be taken away from the screen. Informal breaks where time may be spent on other tasks are likely to be more effective in relieving visual fatigue than formal rest breaks.

Staff should be encouraged to perform regular stretching exercises and changes in posture in the screen breaks. Exercise routines (for example body stretches, blinking the eyes and focusing on distant objects) can be helpful and is also covered in training programmes. Such stretching movements or exercises can help to combat negative effects (such as reduced blood flow) arising from the sedentary nature of most DSE work.

Purchase of a Laptop

Before purchasing a laptop, consider the following if you need a laptop. If any of the following apply to you, it is possible that a laptop is required:

Your work involves using DSE away from normal workstations such as;

- Working in several areas.
- Working at home.
- Need portable device for recording data.

You may require a separate carry case, laptop case on wheels or you may find a specially designed rucksack is most suitable for your needs.

Health effects of working with laptops

It is advisable to follow guidelines to ensure that the injuries and conditions above do not affect people using portable laptop computers.

The design of laptops is for primarily for ease of movement and mobility, which means screens are fixed to the machine. Keyboards are smaller and the screen definition may not be as good. This can create difficulties to achieve a comfortable and healthy working posture.

If you will use a laptop for more than an hour at a time consider purchasing a laptop stand, separate mouse and keyboard.

The environment in which laptops are used, such as working at home, in a car, on an aeroplane, hotels etc, are unlike modern offices. It can therefore be difficult to adopt good working practices, which ensure correct posture and a comfortable working position. Practical guidelines will help you work more comfortably and protect your health and safety.

Correct sitting posture

- Always try to find a good sitting posture.
- Sit in your chair and initially, slouch completely, then increase the distance between your stomach and belly button then relax 10%.
- Do not let your back flatten completely.
- Sit right back in your chair to feel the benefit from your chair's back support.
- Allow the curve of the chair to fit into your lower back.

Do not slouch

- Getting the keyboard in a comfortable position and viewing from the correct distance can be a compromise.
- Do not sit forward and crouch over the laptop.
- Do not place the laptop at the edge of the desk as looking down too much will create stressful posture of your head and neck.
- Push the laptop to the middle of the desk, which will allow your arms to rest on the desktop in order to keep your wrists relaxed.

Do not lean to one side

- Do not lean or bend to one side to read your screen.
- Sit directly in front of your display screen and remove anything in the way.
- When reading from a hard copy, keep it as close to the laptop as is possible.
- If possible, use a copyholder.

Arms and shoulders**Do not bend wrists**

- Do not sit too high or too low in order to avoid straining your wrists.
- Work on height adjustable chairs.

- Make sure your forearms are horizontal when your hands are on the keyboard in order to allow your wrists to be straight when typing.
- Take regular breaks to avoid the risk of injury.

Correct mouse usage

- Do not clench your fingers or raise them in the air.
- Keep your hands flat and fingers relaxed to use the glide/pad trackball.
- If using for prolonged periods (more than 20 minutes), use a separate mouse.

Using the screen

Avoid glare

- Glare and reflected light can affect screen clarity when using laptops.
- Keep screen at right angles to your line of sight.
- If glare occurs, adjust your screen away from the light to reduce reflections.
- Do not sit with your back facing a window.
- Regularly clean your screen.
- Adjust brightness to suit surrounding light levels.

Working away from the office

Working with a laptop at home/at a hotel

- Use a comfortable chair with suitable work surface.
- Do not use laptop whilst sitting on a sofa or easy chair.
- Correct posture is important therefore the chair must support your back.
- Do not put laptop on your lap.
- Many hotels provide suitable conference rooms or bedrooms with appropriate desking.
- Do not use your laptop when lying on the bed. This caused strain to the neck and back.
- Use a laptop stand wherever possible.

Working with a laptop in cars

- Do not use whilst sitting in the drivers seat with it on your lap or sited on the passenger's seat.
- Never use your laptop when driving.
- Sit in the passenger seat when using your laptop.
- Adjust the seat to provide plenty of legroom.
- If you have a briefcase, put it under the laptop to raise it slightly.
- This will improve posture for your neck and wrists.

Working with a laptop on aeroplanes and trains

- Avoid using a laptop on an aeroplane.
- Reclining seats limit space.
- If you do need to use your laptop on an aeroplane, request a bulkhead seat which will provide a little more room to achieve a comfortable working position.
- When on a train, avoid working in seats with tables attached to rear of seats in front of you.
- Try to use the more spacious communal tables.
- Place laptop away from the edge of the table in order to achieve a more comfortable position.

Standard guidelines when using your laptop

- Reduce the amount of carrying weight in your laptop case.
- Always check your batteries and follow the recharging instructions to avoid carrying extra batteries.
- Use the mains power point to extend the life of your batteries.
- Minimise taking hard copy documents that are already on your laptop.
- Use luggage with wheels when appropriate.
- Store laptop in a suitable carry case.
- Always make sure that you have sufficient cable length when using the telephone sockets (approx. 20 feet)
- Utilise dual telephone socket jack for transition from telephoning to tele-computing.

Occupational Health & Wellbeing Department
 Physiotherapy treatment self referral form



Please complete all sections with current & relevant details and return electronically to: plh-OccupationalHealthWellbeingBookings@nhs.net. Incomplete forms will be returned.

1. Employee Details			
Title:		Surname:	
First Name(s):		Previous name(s):	
Date of Birth:		Home Tel. No:	
Home Address:		Mobile Tel. No:	
Postcode:		Work Tel No:	
E-mail address:			
GP:		Surgery:	
Position/Job:		Hours:	
Are you absent from work through sickness?		Y <input type="checkbox"/> N <input type="checkbox"/>	
Description of Role/Duties:			
Brief description of the problem:			
Current Treatment:			
Do you have a physiotherapy appointment booked elsewhere?		Y <input type="checkbox"/> N <input type="checkbox"/>	
If no, have you been referred for physiotherapy?		Y <input type="checkbox"/> N <input type="checkbox"/>	



Leading with excellence, caring with compassion





DSE User - Eye & Eyesight Test Referral Form

Who is classed as a DSE User?

Employees who habitually use Display Screen Equipment (DSE) for the purpose of an employer's undertaking as a significant part of their normal work; any person who uses DSE continuously or near continuous spells of a hour or more at a time and;

- a) Use DSE in this way more or less daily; and
- b) Have to transfer quickly into and from the DSE; and
- c) Also need to apply high levels of attention and concentration or are highly dependent on DSE or;
- d) Need special training or skills to use the DSE.

More information is available in the Trusts [Display Screen Equipment \(DSE\) Standard Operating Procedure](#) available on StaffNet.

If the employee meets the criteria above, please complete this form and send electronically to the Optometrist Administrator at The Centre for Eyecare Excellence (CEE): cee@plymouth.ac.uk

Please arrange a DSE Eye & Eyesight Test to be carried out for my member of staff named below, via the **DERRIFORD DSE Clinic**

Employee's name:		
Date of Birth:		
Employee's e-mail:		
Employee's contact No:		
Home address:		
GP name:		
GP address:		
Date of last DSE eye test:		
Reason for Referral:	<input type="checkbox"/> New user / 2 yearly review	<input type="checkbox"/> Experiencing problems
Manager's name:		
Manager's e-mail address:		
Manager's contact No:		
Budget Number:		
Manager's electronic signature		

Booking an appointment

After this referral form has been emailed to the address above, please ask your employee to book an appointment by telephone, calling Plymouth **(01752) 583100**, **QUOTING 'DERRIFORD DSE Clinic'**. Appointments are available Monday – Friday, 9am – 5pm. The employee will receive a reminder telephone call the day before their appointment.

Prescription glasses

If the Optometrist specifies that glasses are needed for DSE use, a pair of single vision lenses can be chosen by the user from a specific range. These will be dispensed to correct vision defects at the viewing distance or distances used specifically for the display screen work concerned, at no cost to the employee. If a higher specification of glasses or contact lenses is preferred, the employee will be required to fund the additional cost.

This table should list all the staff groups that require this training as shown below. Consideration must be given to how this training can be accessed by all staff groups including, temporary staff, bank staff, part-timers, full-timers and volunteers.

Staff group	Core knowledge required The learner will:	Core skills required The learner will have the ability to:	Mode of delivery	How can this training be accessed by part-timers; temporary; bank/agency staff; volunteers
All new staff and staff identified as DSE “users”	Gain an awareness of the Display Screen Equipment (DSE) SOP	Set up their workstation correctly,	Attendance at mandatory DSE training on induction and at yearly intervals thereafter. Familiarise with the SOP.	By e-learning
All DSE “users”	Gain an understanding of: <ul style="list-style-type: none"> • the responsibilities of the employer and employees under The Health & Safety (Display Screen Equipment) Regulations 1992 • whether they are a DSE “user”. • To enable them to access the DSE Assessment documentation and set up your workstation correctly. • How to prevent musculoskeletal or visual problems and where to get advice if you experience them. • How to access an eye and eyesight test. 	Identify DSE related issues and seek help and advice from line manager or OH&WB where appropriate Be proactive in reporting any DSE related issues to their line manager	E-learning. Referral to the SOP and relevant legislation/ Trust policies/procedures	On-going training

1. Lighting

Lighting should be suitable and sufficient for all tasks performed at the workstation. General lighting can be provided by artificial or natural light (or a combination) and should illuminate the entire room to an adequate standard. The contrast between the screen and the background should be considered, together with the individual visual requirements of the user. When users work in a shared office, supplementary individual lighting for a particular task or individual should not negatively affect visual conditions at nearby workstations.

It is important that lighting does not cause glare, reflection or flicker.

a) Glare

Glare occurs when one part of the visual field is much brighter than the average brightness to which the visual system is adapted. Where vision is not directly impaired but there is discomfort, annoyance, irritability or distraction the condition is called discomfort glare, which is related to symptoms of visual fatigue.

b) Reflections

Reflections can occur on the screen itself or on other areas of the workstation which can cause visual fatigue and stress.

c) Flicker

Flicker is an inconstant or wavering light. The eye is particularly sensitive to flicker and it can, depending on the individual be a source of discomfort and fatigue.

Measures to minimise glare and reflections include shielding, replacing or repositioning sources of light, re-orientation of the screen and/or the workstation, modifying the colour or the reflectance of the walls, ceilings or furnishings near the workstation or altering the intensity of vertical to horizontal illuminance. Windows are more likely to likely to cause more problems with glare and screen reflections than electric lighting. Therefore, reflections and glare can be avoided if neither the screen nor the user is directly facing windows or bright lights. Curtains or blinds should be adjusted to prevent unwanted light. Anti-glare screen filters should only be considered when all other measures fail to solve the issue.

2. Temperature

Electronic equipment can be a source of dry heat which can modify the thermal environment at a workstation. Ventilation and humidity should be maintained so that discomfort and sore eyes are prevented. Measures to increase thermal comfort in a warm office include providing fans, ensuring windows can be opened, shading employees from direct sunlight with blinds or with a reflective film on the windows, positioning workstations away from direct sunlight or from other heat sources.