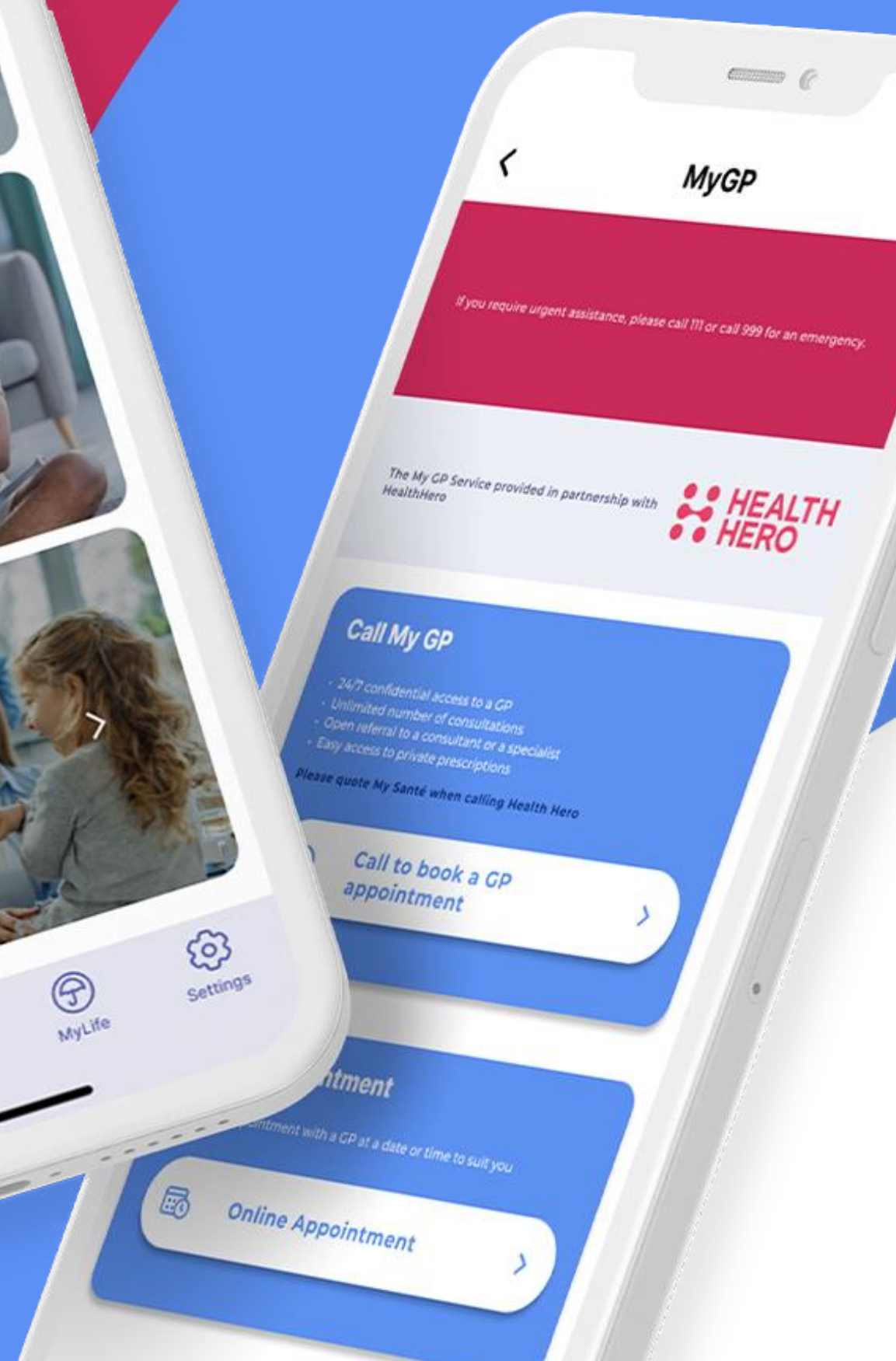
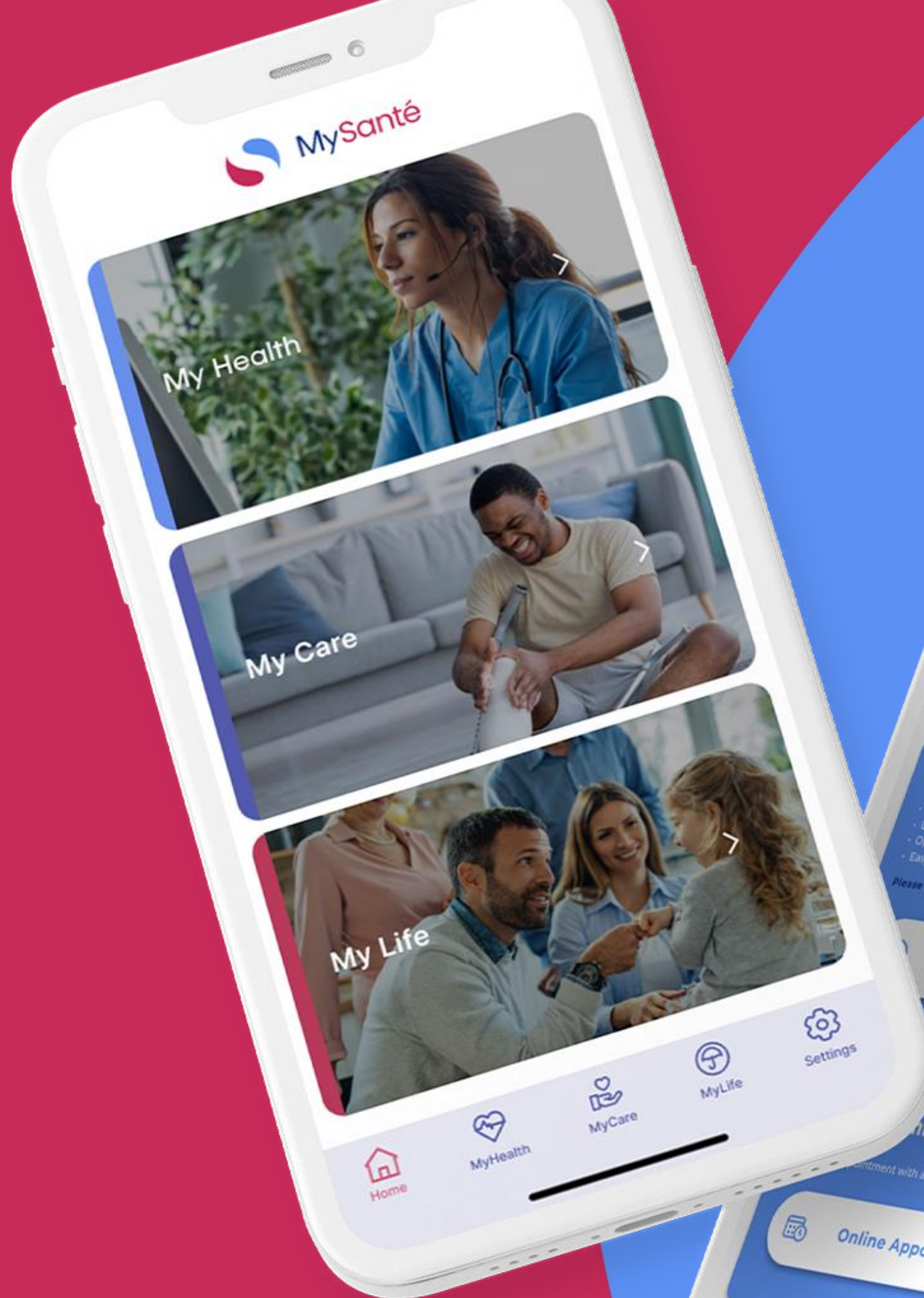




# Health & Wellbeing App

PROPOSAL



# Summary of Main Benefits



## The main benefits of the App are as follows:-

- Virtual GP 24/7/365, provided by Health Hero
- My Personal Support / Employee Assistance Programme 24/7/365, provided by Health Hero (including legal & debt helpline)
- Digital Physiotherapy Triage - online triage tool to help with physio assessments and self-help, provided by Phio - *coming soon*
- Eye Screening - access to online eye screening and a range of products and services tailored to support ocular health, provided by Ocushield - *coming soon*
- Cancer Support - qualified cancer healthcare experts and content designed to support people living with cancer, worried about cancer or caring for someone with cancer, provided by Perci Health - *coming soon*
- Dementia Support - professionally curated and clinically endorsed digital games designed for dementia decline support, provided by Memory Lane Games - *coming soon*
- Lifestyle discounts and savings – access to a huge range of savings across the UK's major retailers, supermarkets, dining out, travel, leisure activities and much more, provided by Vivup
- My Fitness & Wellbeing – a digital workout buddy which includes health & wellbeing resources, 1000's of workouts, healthy recipes as well as mindfulness, provided by TRUCONNECT
- My Gym Discounts – Access to over 3,800 discounted rates at gyms, fitness centres and health clubs across the UK. Also includes discounts to well-known fitness brands such as Peloton, FiiT, Echelon and Fitbit



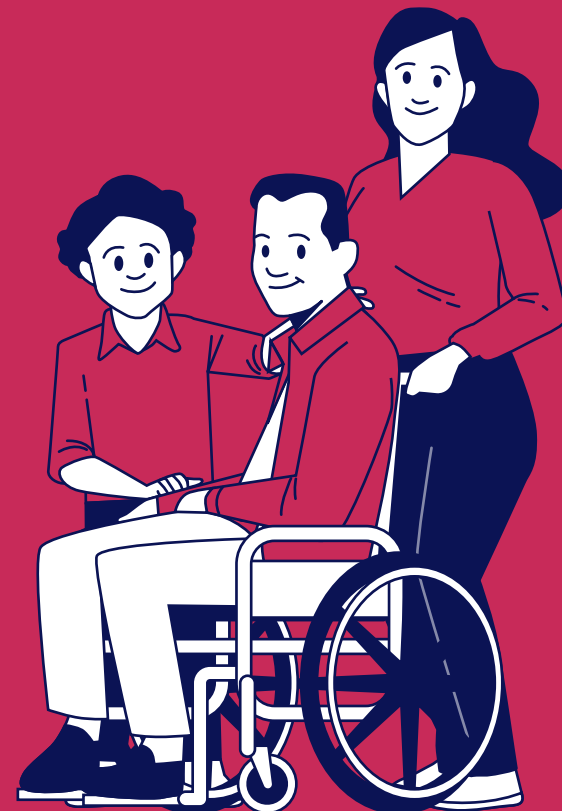


## My Health

My GP

My Personal Support

Physiotherapy



## My Care

Eye Screening

Cancer

Dementia

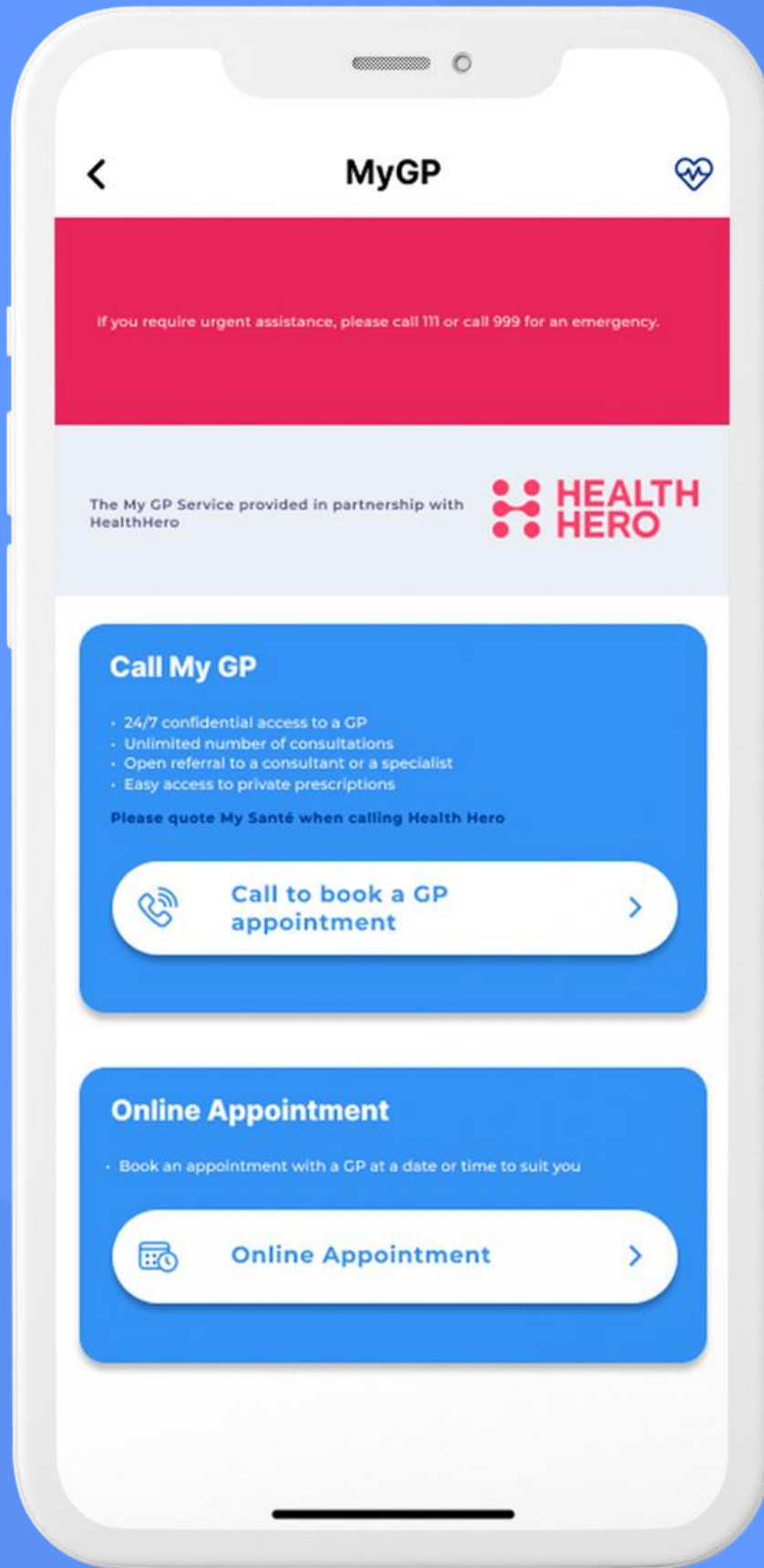


## My Life

My Protection

My Discounts

My Fitness & Wellbeing



# My GP POWERED BY HEALTH HERO

The virtual GP service provides 24/7 unlimited access to GPs by video, phone, and message consultation, combining digital convenience with access to experienced healthcare experts, delivering high quality consultations by NHS practising GPs in the UK and IMC registered GPs in the Republic of Ireland.

GPs provide advice, reassurance, diagnosis, private prescriptions, second opinions and advice on chronic disease management. They can also refer patients for further private treatment where clinically appropriate, and provide general advice relating to medication, travel and lifestyle.

- Access to +100 GMC or IMC registered GPs
- 24/7 365 days a year accessible from wherever you are
- Unlimited number and length of Consultations
- Unlimited number of presented Conditions
- No charge to issue prescriptions, referrals, fit notes
- Prescriptions fulfilled at leading pharmacy chains
- GPs with special interests including diabetes, women's health, sports medicine
- Same day prescription delivery in London, Birmingham and Manchester





**Mr ST | 41 years old** Fearing a pinched nerve, Mr ST contacted the GP24 service for advice regarding neck and shoulder pain. Having to wait just 42 minutes for a call back, Mr ST was talking a GP through his symptoms and how his pain worsened when turning his head to the left. As the patient hadn't suffered from any arm or leg weakness, the GP concluded that the patient had an acute neck muscle spasm and therefore advised on the best over the counter analgesics available. Should the pain worsen, or should the patient experience any weakness in his legs or arms, he was instructed to contact his local out of hours or walk in centre for examination.



**Miss AI | 6 days old** A concerned parent called seeking advice about their 6-day-old baby girl who was vomiting after each feed. The doctor discussed the birth and the baby's feeding patterns and established that the baby had no temperature or other symptoms. They mentioned that the baby was feeding very fast and the doctor suggested that they try a different type of teat and if there was no improvement to take her to see her own doctor. The caller commented that the GP Advice Line is a great service, especially the fact that it is available 24 hours and that they would definitely use the service again.



**Mr GS | 25 years old** A patient contacted the GP24 helpline as he was struggling to get an NHS GP appointment. Mr GS was on Antidepressants but was finding that his symptoms were getting worse. During a 29-minute consultation, the GP took a full medical history before inquiring as to why the patient was feeling more depressed. Work stress and financial woes combined with relationship uncertainty had snowballed when his NHS counselling had run its course. The GP and the patient discussed a plan on how best to proceed. This included the local rugby club's mental health support club, CBT techniques, review of medication dosage and trying again to see a GP for a face to face consultation. The GP fed back the course of action to the patient's NHS GP so that the patient wouldn't have to explain himself again.



**Mrs RD | 30 years old** Mrs RD contacted the GP24 service worried as her heart had been pounding for a week. The patient was consulting with a GP 23 minutes later where she explained that she had recently been diagnosed with bronchiectasis and had a build-up of sputum in her throat. She had bought some herbal tea, turmeric and a digoxin substitute to help clear her throat but her heart had started pounding as a result. She had no chest pain or sweatiness, but the GP explained how digoxin toxicity can affect the heart and given it was being taken in tea, could potentially be at toxic levels. The GP recommended the patient head to A&E for a review and an ECG.



**Ms AH | 51 years old** Having recently been prescribed a second medication for an existing condition, Ms AH left her GP's office unsure of how best to take her multiple medications. With access to GP24, Ms AH contacted the service and was discussing her medication less than an hour later. The GP was able to take the time to clearly explain how best to take her medication so that they worked safely and efficiently together. Ms AH was happy with the information given and pleased that the GP service was on hand if she didn't wish to trouble her NHS GP.



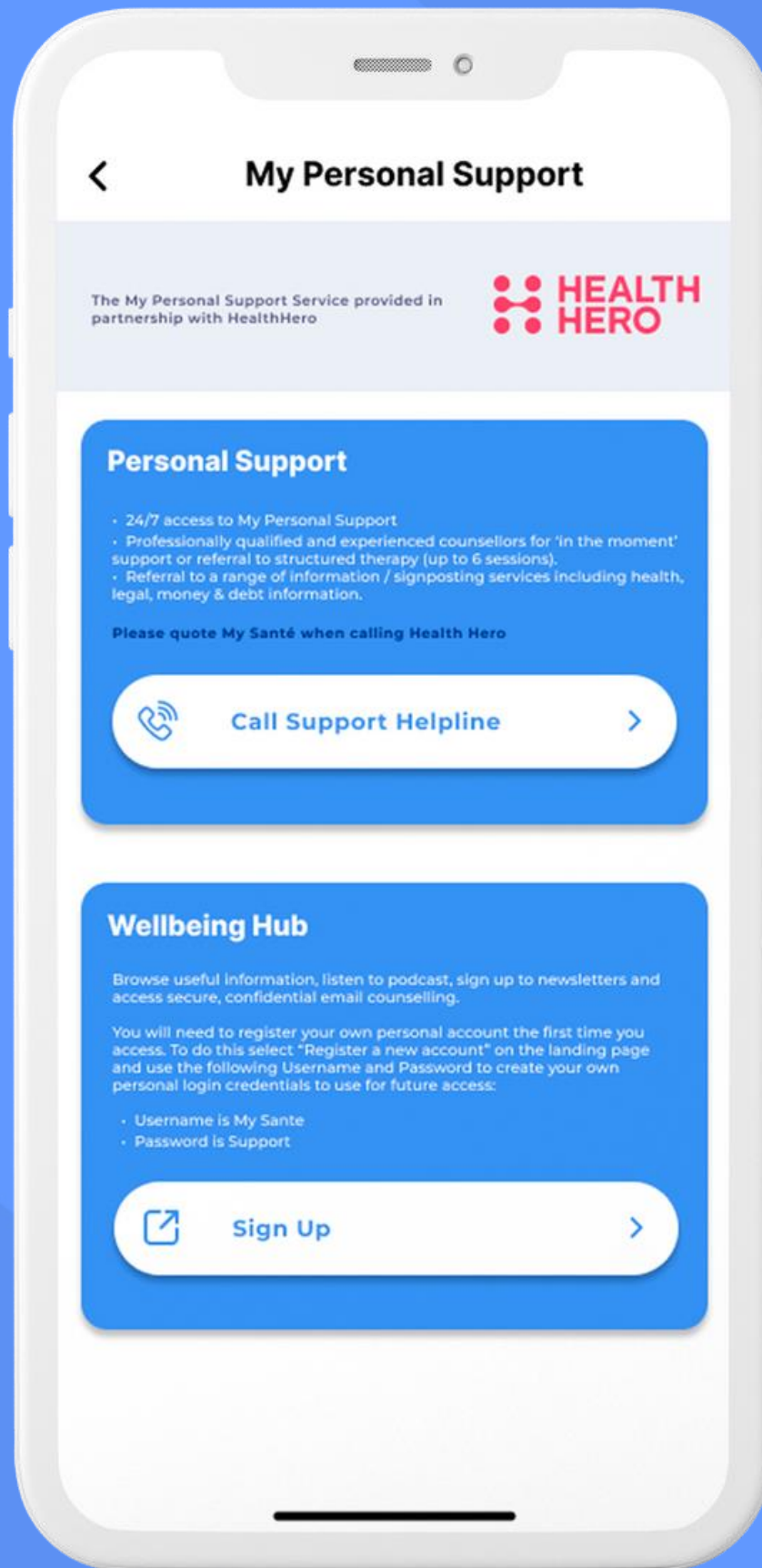
**Mrs RH | 25 years old** Mrs RH was experiencing throat and chest pains for a few days which led to an A&E visit. A couple of days later, still not feeling better, she contacted GP24 and spoke with a GP for over 20 minutes. During the consultation, the GP diagnosed her with a digestion related problem and prescribed an antacid for immediate relief from the symptoms.



**MySanté**

# My Personal Support

POWERED BY



My Personal Support provides a complete mental health and wellbeing service, integrating several clinically proven counselling approaches to support your people – from everyday mental wellbeing needs to individual critical incident support where necessary.

The service is designed to help customers provide support to their workforce, both inside and outside the workplace, to build happier, healthier and more focused teams. The service will help identify and resolve a wide range of personal and work-related concerns including:

- Alcohol/drug/gambling
- Anxiety
- Bereavement
- Change
- Childcare
- COVID-19
- Debt/money matters
- Depression/sadness
- Domestic violence
- Eldercare
- Emotional
- Family concerns
- Health & wellbeing
- Mental health
- Relationship difficulties
- Stress
- Suicide
- Work worries



# My Personal Support Features

Employee Assistance Programme 24/7/365 helpline with access to professionally qualified and experienced counsellors for “in the moment” support and/or referral to structured brief therapy (up to 6 sessions).



## ACCESS

- Unlimited 24/7 access to EAP Helpline
- Self-referral to structured counselling (telephone / video or face-to-face), up to 6 sessions per client/year
- Self-referral, following telephone assessment, to online CBT resource
- “Living Life to the Full”
- Online chat / e-Counselling
- Access to information and signposting services; legal, nurse led health & wellbeing, money & debt
- Access to training, specialist psychological services on an ad hoc / as needed basis

## SUPPORT

- In the moment support or referral to structured therapy
- Bullying and harassment support
- Management support line
- Case management
- Quarterly usage reports / reviews

## RESOURCES

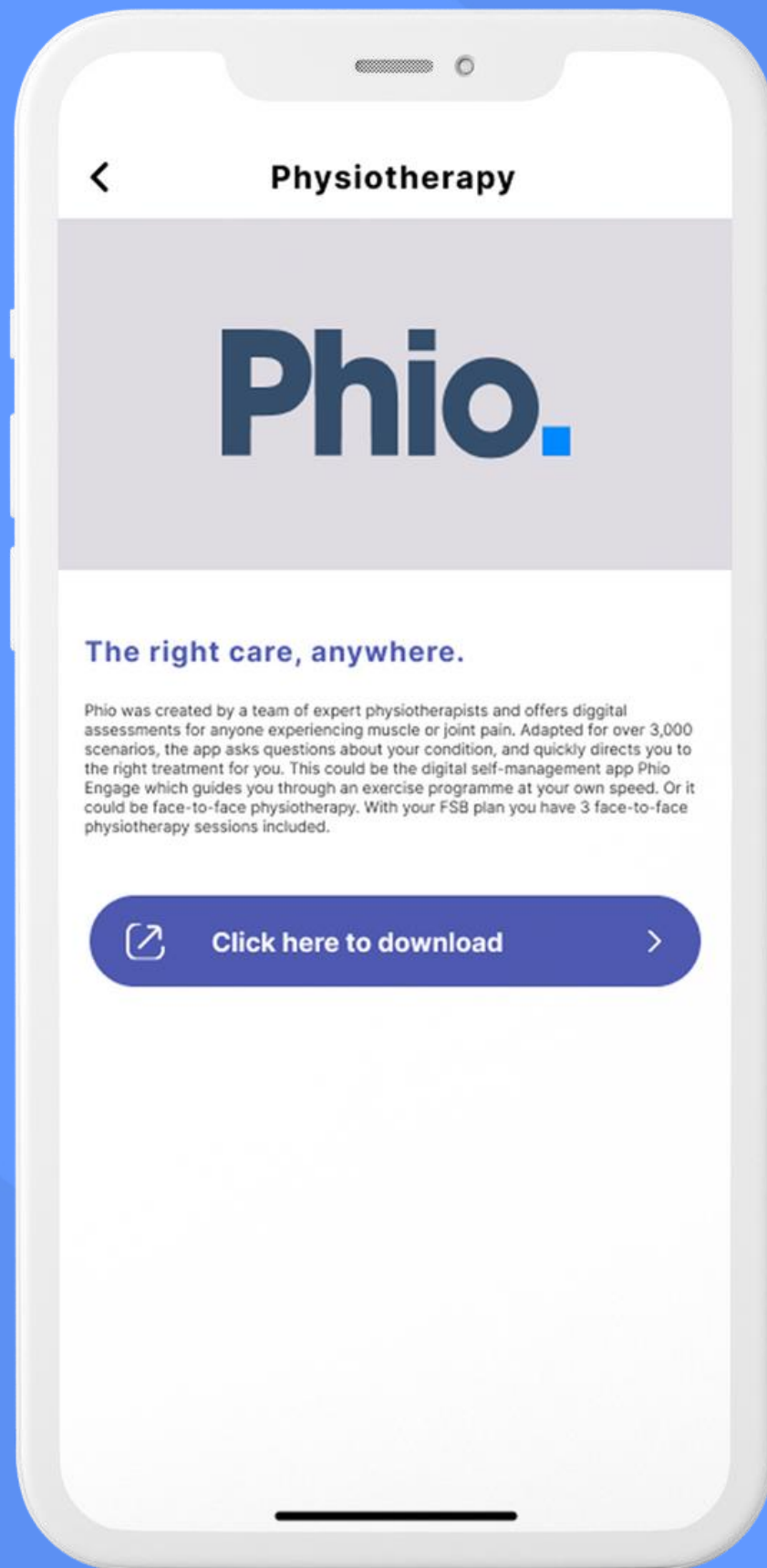
- Wellbeing hub – online resources portal
- Softcopy launch materials
- Regular softcopy communication materials, such as wellbeing-themed newsletters

# Physiotherapy POWERED BY Phio.

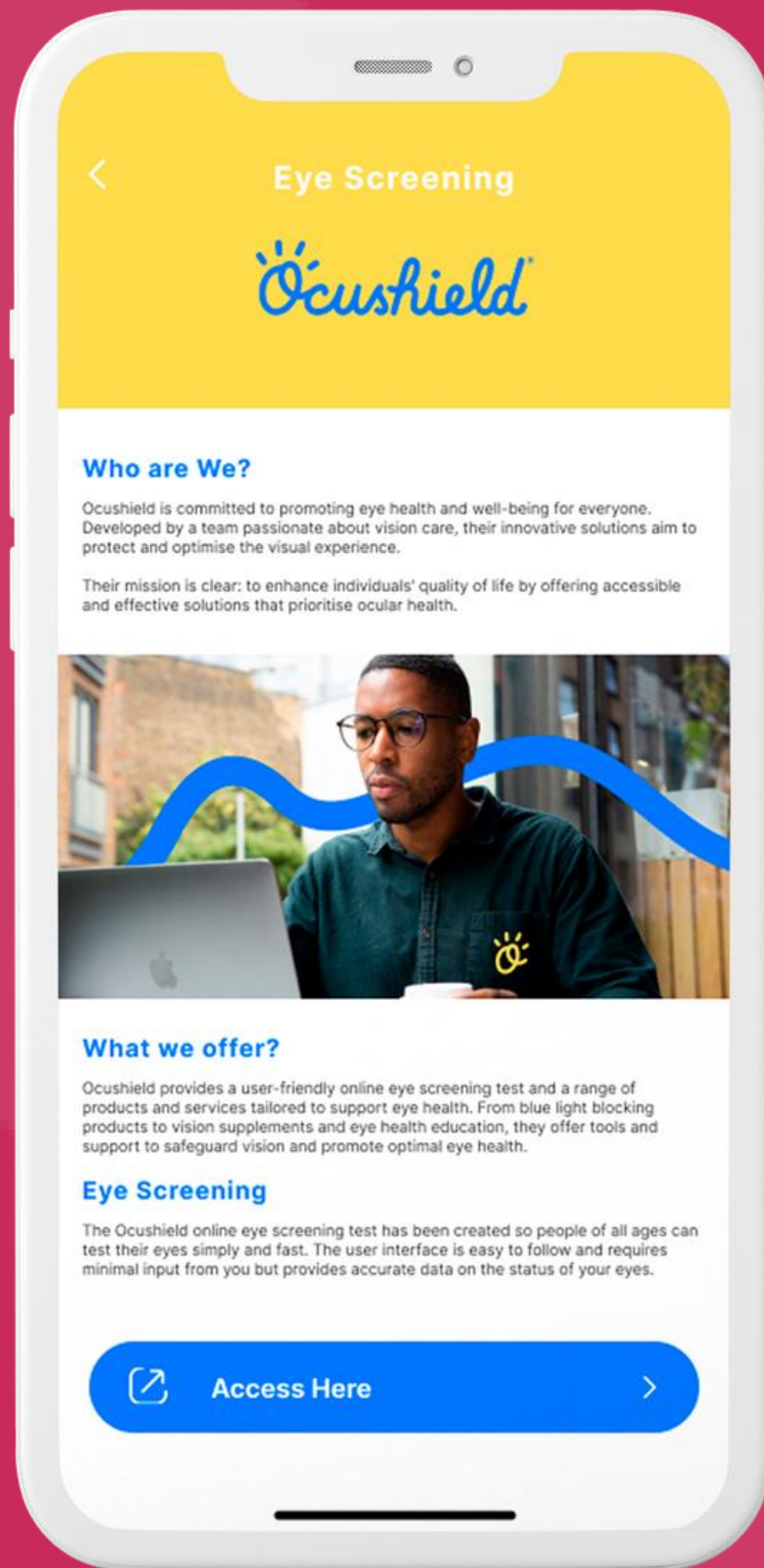


Support your musculoskeletal health. Clinically led physiotherapy triage support tool enabling agile and remote access to the right care, faster.

Unlimited access to an online tool to help with physio assessments and self-help. Provided in partnership with Phio.







# Eye Screening

POWERED BY

Ocushield

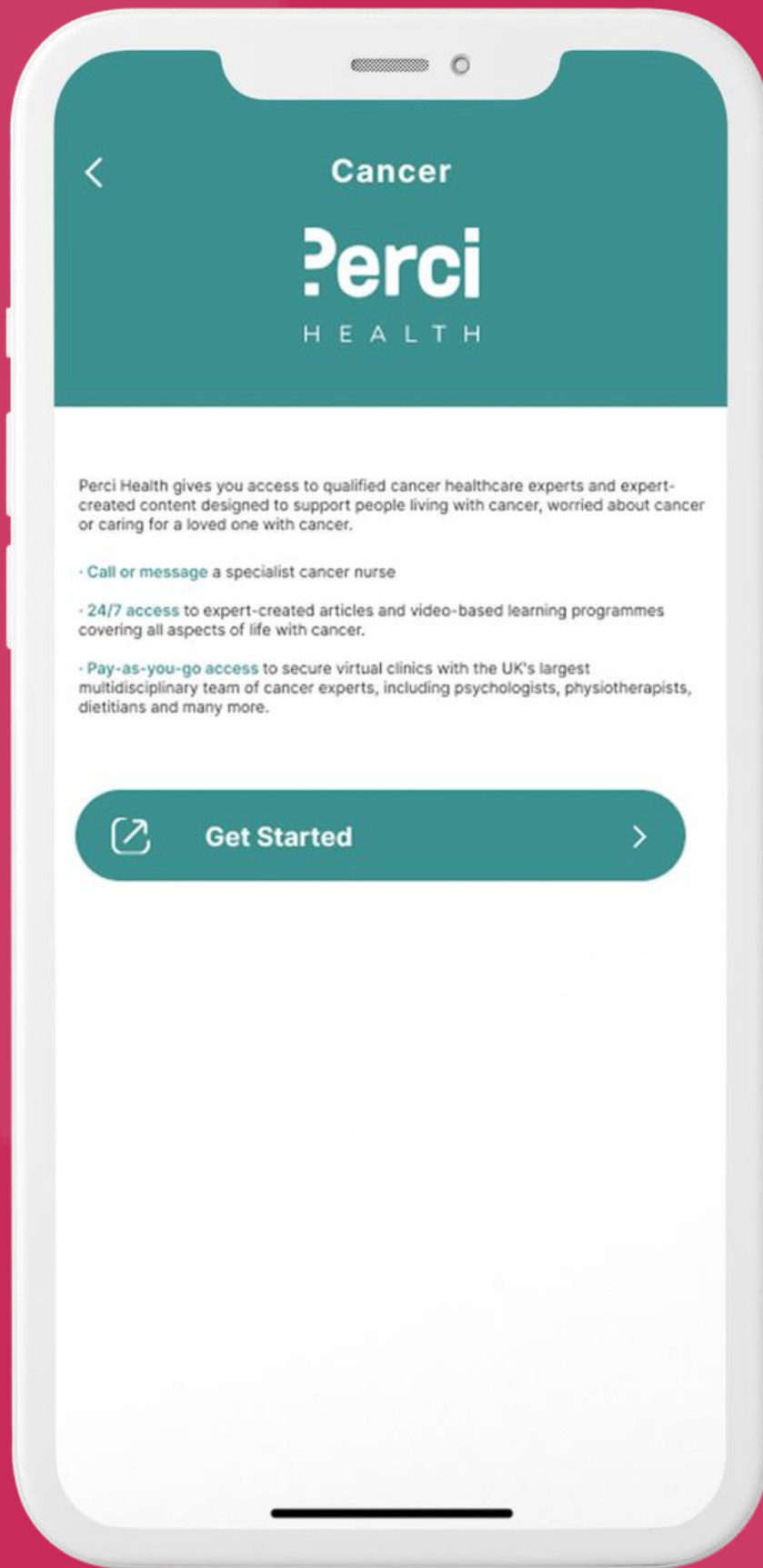


Test your eyes online in under 7 minutes. Get a full report on your eye health, including visual acuity, contrast sensitivity, colour vision, astigmatism, visual field and depth perception.

Additionally - get access to a range of visual support technology such as blue light filter lenses.

- Test your eyes from your mobile, laptop or PC in under 7 minutes
- Check for vision or potential prescription changes
- Digital eye screening test accessible via a web URL
- Test for astigmatism, visual field and contrast sensitivity
- Test your colour vision & depth perception
- Developed by optometrists for remote workers





# Cancer Support

PROVIDED BY

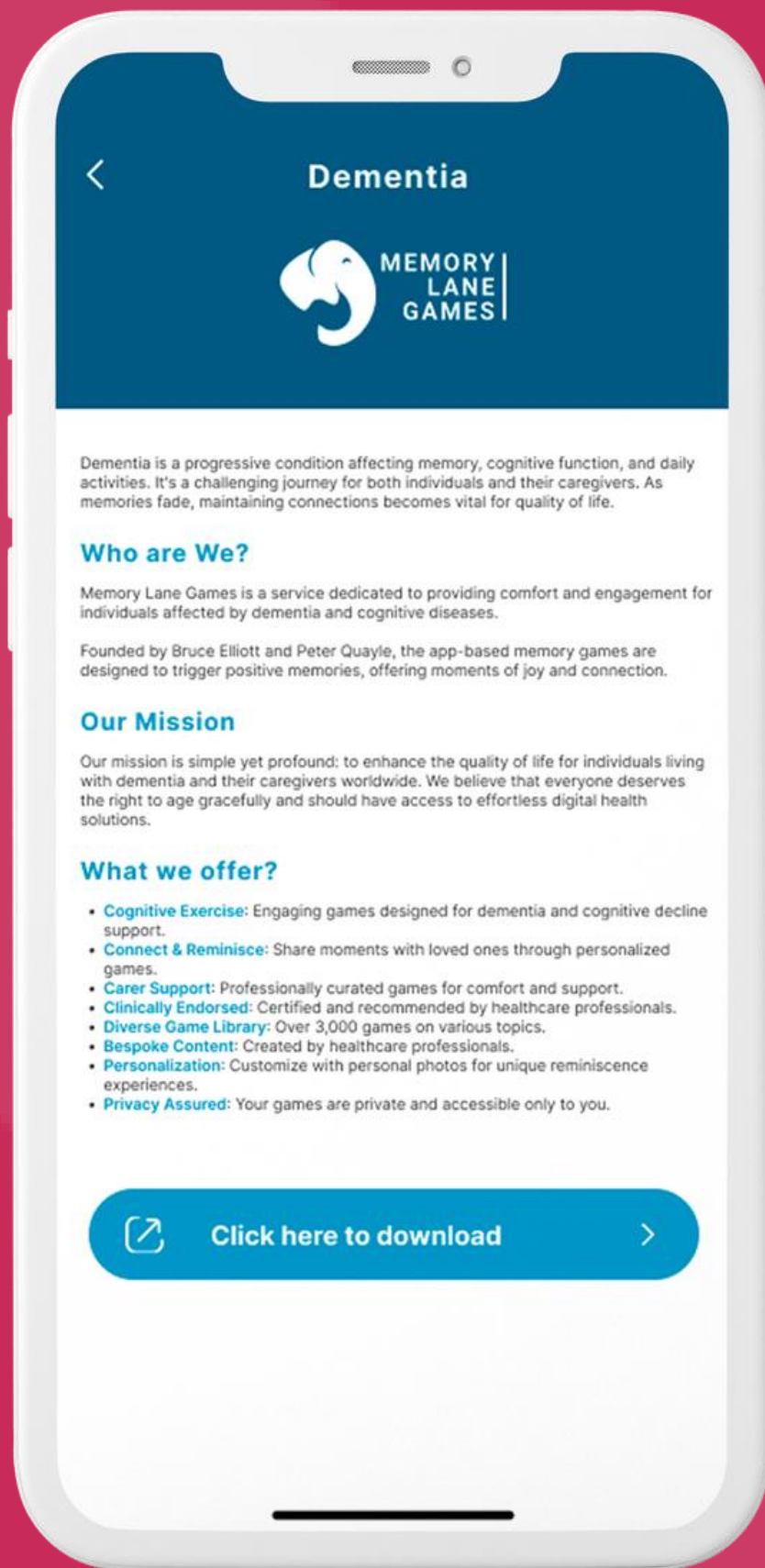
**Perci**  
HEALTH



Giving access to a specialist cancer nurse support line and expert created content, designed to support people living with cancer, worried about cancer or caring for a loved one with cancer.

Further oncology support is provided, ranging from dietitians and exercise coaches to specialist cancer consultants. Provided in partnership with Perci Health.





# Dementia Support

POWERED BY

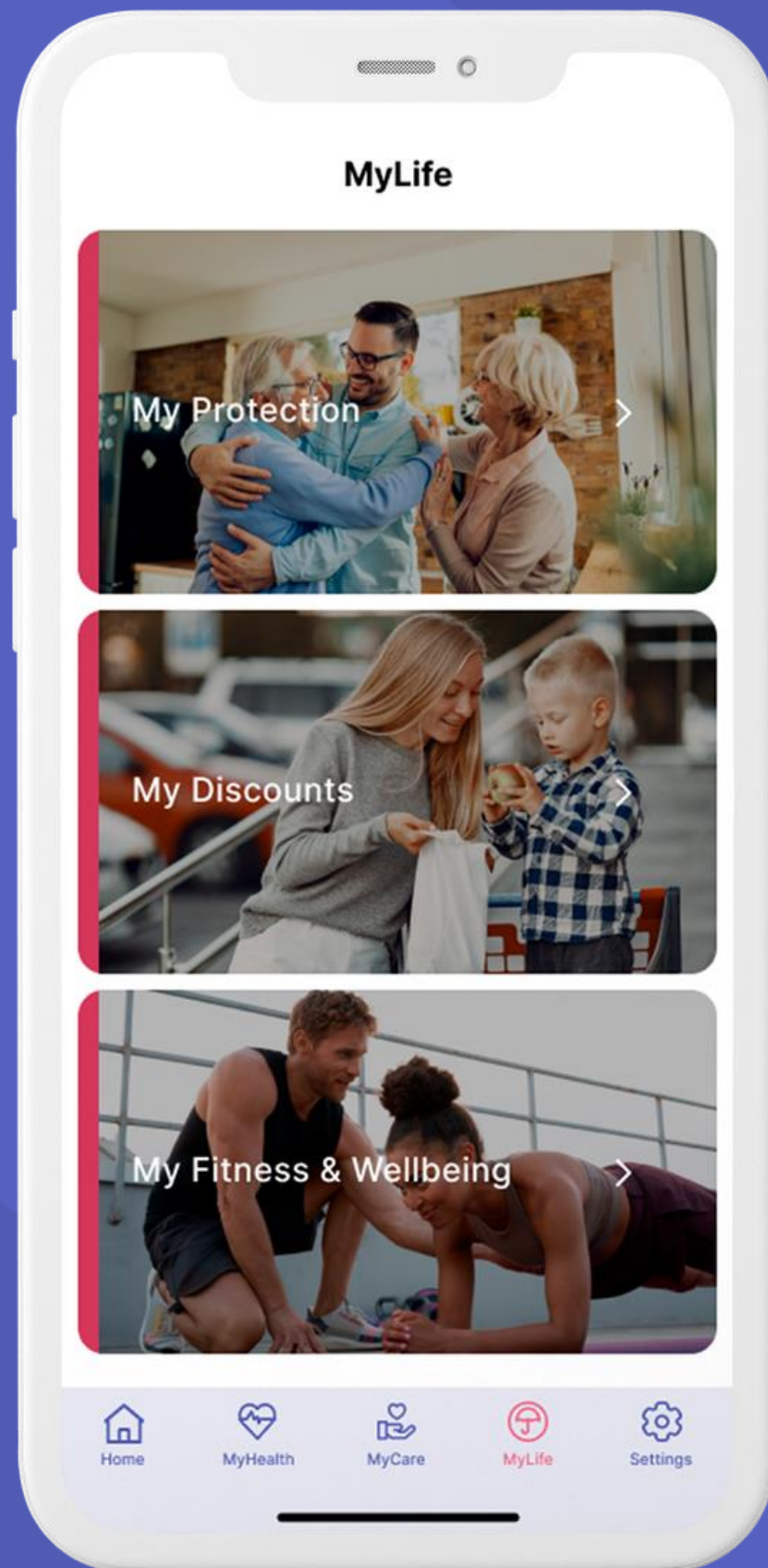


Providing comfort and engagement for individuals affected by dementia and cognitive diseases. Provided in partnership with Memory Lane Games.

- Cognitive exercises
- Connect and reminisce
- Carer support
- Clinically endorsed
- Diverse game library
- Bespoke content
- Personalisation
- Privacy assured



# Lifestyle Discounts & Savings



POWERED BY



The best things in life are free (but everything else adds up pretty quickly...)

With price tags getting heftier and the cost of living continuing to climb, it's no surprise that many employees may currently be feeling the pinch.

Vivup can provide instant access to discounted eGift cards, physical gift cards, discount codes and top-up options from the UK's leading retailers.

From saving on everyday essentials to enjoying money off at the movies, your people can browse frequently updated deals across retail, food shopping, travel, family essentials, dining out, leisure activities and many more popular categories to help them enjoy more of what life has to offer

- Discounts for a huge range of household names - instant e-vouchers, cash back, gift cards, loyalty cards,
- Give your people access to 1000s of savings from the UK's leading retailers, restaurants, food delivery services and attractions to help them manage the cost of living (and living life to the full!)
- Create affordable access to 1000s of must-have home and electronic items fulfilled by John Lewis and Partners and Currys, including the latest tech, gaming essentials, appliances, toys, furniture, DIY tools and more!
- Local offers.
- Frequently-updated discounts from the UK's leading retailers.
- The option to explore by category, brand or retailer via the Vivup portal.
- New offers, brands, retailers and discounts added on a weekly basis.

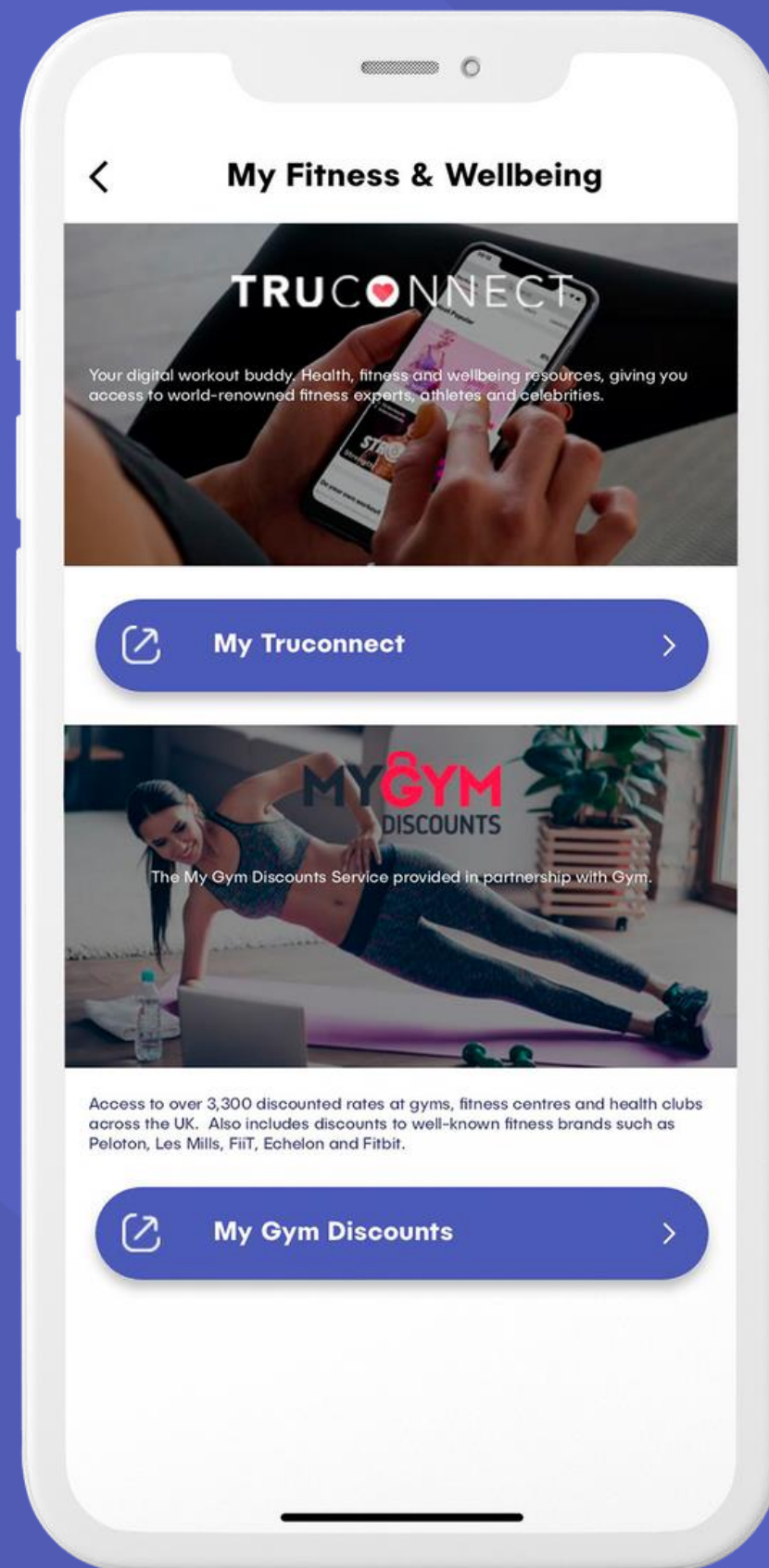


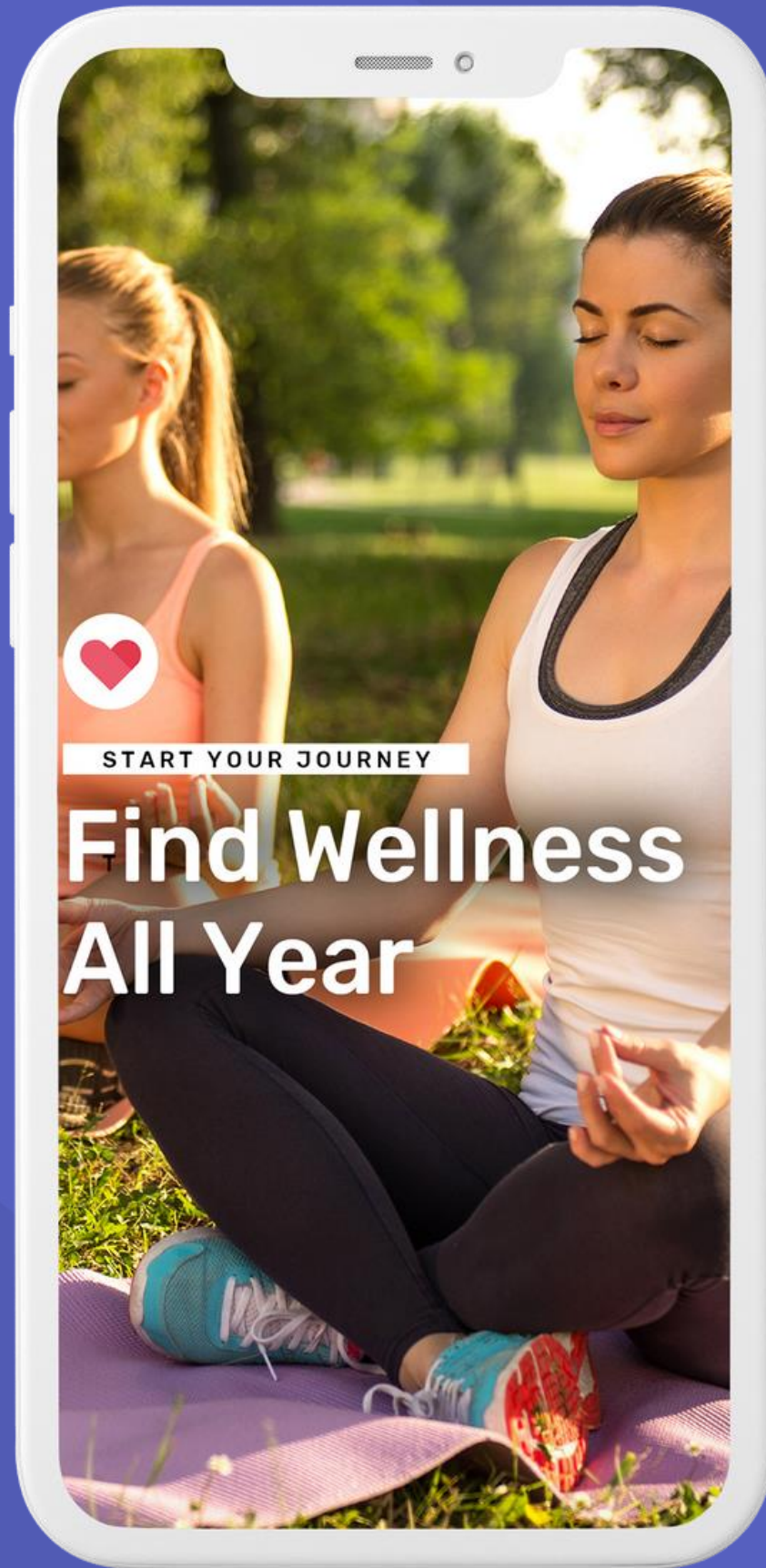
# My Gym Discounts POWERED BY MYGYM DISCOUNTS

Access to over 3,800 discounted rates at gyms, fitness centres and health clubs across the UK.

Also includes discounts to well-known fitness brands such as Peloton, Les Mills, FiiT, Echelon and Fitbit – provided in partnership with My Gym Discounts

- 3,800 Gyms, Studios, Fitness Centres & Sports Clubs
- Save up to 25% on Membership fees
- UK and Ireland Coverage
- MyActive Discounts up to 70% in savings
- Peloton App & Hardware
- Limitless
- FiiT
- Fitbit discounts and online workouts
- YOGAIA
- & More





# TRUCONNECT

Your digital workout buddy. In partnership with Truconnect, providing your people with access to health, fitness and wellbeing resources, 1000's of workouts, healthy recipes as well as mindfulness.

Transform your employee's fitness, health and mindset:

- Access to 100s of workouts
- Unlimited variety
- Heart rate monitoring (TruConnect watch apps)
- Community support
- Ever growing library
- Guided meditations
- Sleep stories
- Soundscapes
- 300+ recipes
- Breakfast, lunch, dinner and snacks
- Mixed, pescatarian, vegetarian and vegan meals
- Seasonal recipe drops

# Health and Wellbeing in your pocket !



# MySanté

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