

Virtual GP and Prescription Service



1Stop4aGP

Access to a GP made easy.

Client Conversation Starters

Before talking about virtual GP services, it's important that clients first recognise some of the basic issues the difficulty of access to a GP raises for their business and their workforce.

To help you get the conversation started, we've put together a handful of questions you can ask, along with key talking points / statistics for each.



Are you aware that there is a crisis in the UK regarding access to GPs?

Following on from the Pandemic and the huge pressure on the NHS in both Primary and Secondary Care, getting a GP Appointment (even remotely) now takes an average of 19 days. The GP shortage in the UK has now reached 10,000. This comes at a time when the daily demand for appointments has nearly tripled. This crisis will not be resolved quickly.

This means that stress levels amongst staff and employees have risen significantly, a fact which has been consistently highlighted in employee surveys. The impact of this on employee productivity and business efficiency is only now beginning to be understood.

1Stop4aGP can give your clients, their employees and their immediate families same day access to GP appointments by telephone or video link 24/7 with no limit on the number of calls or the length of each call.



Are you aware of the impact of staff wellbeing on business productivity?

Absence because of illness costs UK businesses in excess of £29bn in any one year with the average UK worker taking 6.6 days per year off sick and the average cost per employee per year is approximately £522.

Managing absence will be one of the top priorities for UK businesses as we move forward. A healthy workforce is becoming so critical for businesses that employee health and wellbeing should now be on the company risk register.

1Stop4aGP can confirm that more than 60% of the calls made to its service fall out with normal GP working hours and more than 80% of the calls made are resolved on first contact. Businesses using the service have seen their absence rates fall by approximately 50%.



The pandemic has led to a significant shift in staff expectations. What is your response?

Recent research carried out across the whole of the UK has confirmed that employers must now take action to accommodate staff wellbeing or face losing them. The research found that more than half (59%) of employees stated that they will now start looking for a new job if their work values aren't accommodated and a similar proportion of staff (53%) are considering leaving their current role during the coming 18 months.

Health and wellbeing benefits are now the top priority for staff, shifting away from the provision of gift vouchers or shopping discounts which were popular perks pre-pandemic.

Here at 1Stop4aGP we can provide our core GP service and access to a range of mental health and wellbeing solutions.



How high a priority for your business is the employee experience?

New research from a leading consulting firm has found that as working models and staff expectations evolve as a result of the Covid-19 pandemic, UK employers are moving the 'employee experience' to the top of their list of priorities. To highlight this shift, the survey conducted among 60 UK employers representing 420,000 staff, found that:

98% of employers surveyed stated that enhancing the employee experience will be an important priority at their organisation over the next three years.

1Stop4aGP provide cost-effective outcomes with focussed solutions which can make an immediate impact on an employee's experience.



With the employment market now shifting decisively in favour of employees, how does your business attract and retain staff in key roles?

The latest figures from the Office for National Statistics shows the number of job vacancies at a record high of 1,102,000 - an increase of 318,000 from its pre-pandemic January to March 2020 level. Recruitment agencies are reporting a huge demand for candidates and those seeking work can be more selective and can negotiate better reward packages.

UK employers cited a positive employee experience is a key driver of attracting and retaining talent (88%), employee wellbeing (86%), engagement (84%) and productivity (82%).

The availability of suitable and effective Employee Benefits with a strong focus on health and wellbeing is becoming essential for the recruitment and retention of the best talent.

Here at 1Stop4aGP we can provide our core GP service and access to a range of mental health and wellbeing solutions.



Client Conversation Starters

Mental Health is now recognised as one of the top business risks by employers along with attraction and retention of staff. At the same time, employee expectations have changed with wellbeing now considered as an essential component in reward packages.

To help you get the conversation started, we've put together a handful of questions you can ask, along with key talking points / statistics for each.



Are you aware of the impact of staff wellbeing on business productivity?

Absence because of illness costs UK businesses in excess of £29bn in any one year with the average UK worker taking 6.6 days per year off sick and the average cost per employee per year is approximately £522.

Managing absence will be one of the top priorities for UK businesses as we move forward. A healthy workforce is becoming so critical for businesses that employee health and wellbeing should now be on the company risk register.

1Stop4aGP 360° is the real-world ready alternative to the EAP, offering personalised, on-demand advice and support from our team of mental health, financial and legal experts – a package of support unequalled within the employee welfare industry. Referrals to the service can be made by the employee or by their line manager on their behalf. Management reports giving data on usage are available on request. (No personal details are disclosed in these reports)



The pandemic has led to a significant shift in staff expectations. What is your response?

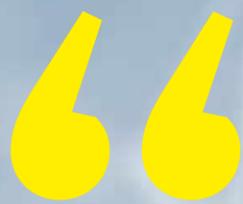
Recent research carried out across the whole of the UK has confirmed that employers must now take action to accommodate staff wellbeing or face losing them. The research found that more than half (59%) of employees stated that they will now start looking for a new job if their work values aren't accommodated and a similar proportion of staff (53%) are considering leaving their current role during the coming 18 months.

Health and wellbeing benefits are now the top priority for staff, shifting away from the provision of gift vouchers or shopping discounts which were popular perks pre-pandemic.

1Stop4aGP 360° helps to build a whole business approach to health and wellbeing, improving staff morale. Our service lets you cover the whole staff, not just a few managers and is the real-world ready alternative to the EAP, offering personalised, on-demand advice and support from our team of mental health, financial and legal experts – a package of support unequalled within the employee welfare industry.



Client Conversation Starters



How can I provide effective employee health and wellbeing solutions without incurring excessive cost?

The key is to identify the specific services your employees need and to ensure that they deliver meaningful and effective outcomes. Too often a 'one-size fits all' approach can lead to a tick box exercise which fails to meet expectations of staff and does not represent value for money for your business.

1Stop4aGP 360° is a next level, client-centred service that enables your business to offer employees a truly holistic health and wellness support service at an affordable cost, covering the whole workforce. For each referral, a Case Manager is appointed to support the employee through to resolution. This is not just a phonenumber. Early intervention, oversight and case management by one person as well as the option of face-to-face therapy sessions are key features of the 360° service which ensure effective outcomes for employees and better performance for your business.



With the employment market now shifting decisively in favour of employees, how does your business attract and retain staff in key roles?

The latest figures from the Office for National Statistics shows the number of job vacancies at a record high of 1,102,000 - an increase of 318,000 from its pre-pandemic January to March 2020 level. Recruitment agencies are reporting a huge demand for candidates and those seeking work can be more selective and can negotiate better reward packages.

UK employers cited a positive employee experience is a key driver of attracting and retaining talent (88%), employee wellbeing (86%), engagement (84%) and productivity (82%).

The availability of suitable and effective Employee Benefits with a strong focus on health and wellbeing is becoming essential for the recruitment and retention of the best talent.

Attracting and retaining high calibre candidates when budgets are tight is a real challenge in this working environment. 1Stop4aGP 360° is a holistic health and wellbeing package offering good value for money in comparison to EAP. The service provides personalised, on-demand advice and support from our team of mental health, financial and legal experts - a package of support unequalled within the employee welfare industry.



Client Conversation Starters



Your employees are your most valuable asset. How can you make them feel valued and supported with benefits that make a positive impact on their physical, mental and financial wellbeing?

Your employees are individuals and all their needs are unique. This means that you need to take a holistic and connected approach to provide a tailored service built around their specific needs – in particular, their mental health wellbeing.

1Stop4aGP 360° offers a unique service where each case will be handled on an individual, ongoing basis until a resolution is reached or resolved. The improvement in an individual's wellbeing will not only benefit them. The improvement in their attitude and performance will also positively affect their colleagues.



Are you aware of the impact of poor mental health on workplace performance?

Overwhelming personal issues can impact on an employee's performance at work. If an employee's work declines or colleagues notice changes to their personality or mood, this can often indicate that something's not quite right. They could be stressed from mounting debts, struggling with the loss of a loved one, or experiencing anxiety caused by difficulties at home. All these factors impact on their mental wellbeing, which then affects their workplace performance.

Poor mental health also has a significant impact on sickness absence rates. Our own research shows that the average UK employee takes eight sick days each year for a mental health issue. It also revealed that 42% of employees calling in sick stating the cause is a physical illness, when in reality, it's due to a mental health issue.

1Stop4aGP 360° can provide the solution you need at an affordable cost for the whole workforce. By supporting your employees through to resolution of issues, our service will make a positive impact on business performance.



Sometimes personal factors can affect an employee's performance at work, as well as their health and wellbeing. How can you best help them?

We help your employees access specialists, getting them the help they need, at the earliest point. We can connect your employees to GPs, experienced counsellors and legal professionals for practical guidance on personal issues. By intervening early, we try to get to the bottom of the issue before it gets too serious.

1Stop4aGP 360° can provide effective, outcome focussed solutions for businesses of all shapes and sizes.



1Stop4aGP 360° Service



1Stop4aGP
Access to a GP made easy

Client Conversation Starters



Everyone experiences stress at some point in their lives but the causes can be difficult to identify. What can I do as an employer to support people with personal problems?

A large number of EAPs offer a one size fits all approach. Your employees are individuals and all their needs are unique. The key point here is that there is a solution providing personalised support on an individual basis at an affordable cost.

1Stop4aGP 360° enables your business to provide personalised, on-demand advice and support from our team of mental health, financial and legal experts – a package of support unequalled within the employee welfare industry.



As an employer, I don't want to get involved in staff personal issues and how could my business afford it?

Mental health issues can have a significant impact on business performance in terms of absence, lower productivity, and impact on teams. Your business cannot afford to ignore these issues.

Our promise is a simple one. To put care above all. Care for you. Care for your employees. Care for all who need us. And we're here every step of the way to help do just that. We work with specialist partners who are solely focussed on the health and wellbeing of your employees. With 1Stop4aGP 360°, you have access to a trusted team offering comprehensive, connected specialist support with friendly expertise and helpful advice. That makes a real difference. 24 hours a day. 365 days a year. Because with the best support everyone can be helped to reach their potential.