

Covid highlights employees expectations for better mental health support

A recent survey of over 2,000 UK employees, has highlighted those employees would welcome more targeted health and wellbeing initiatives from their employer. More than 50% of those surveyed expressed higher expectations for mental health support.

Approximately 25% stated they would like their employer to be more mindful of their work/life balance. In addition, 33% also expressed their struggle to cope at work, with 34% admitting to not coping in everyday life.

Several factors contribute to mental health related issues within the workplace, with over 34% of workers attributing it to being worried about money and the rising cost of living, while 28% are stressed at work, and 17% are worried about the physical health of their family and loved ones.

Employees also revealed that having to put on a brave face impacted their ability to do their job effectively, with 33% admitting that they have been unable to concentrate at work or had an unproductive day.

David Currie, Partnership Director of 1Stop4AGP commented: "After the last two years of the pandemic, the level of stress and anxiety among employees has increased. It's therefore vital that companies offer each one of their employees as much support as possible." He noted that with a backdrop of economic uncertainty and staff shortages it will be vital to help drive down absenteeism and protect businesses' bottom lines.

Furthermore, David stated that the first step is to create space to have an open conversation with employees on this sensitive subject. Employers will reap the rewards if they take time to consider and support the wellbeing of each member of their team, that's the key to building a stronger and more successful business," he concluded.

If you would like to find out more about what 1Stop4aGP can offer to you and your employees, please contact us:

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UK Businesses assess the benefits of Health and Wellbeing support for their employees

Recent research from Group Risk Development (GRiD) found that almost nine in 10 employers have benefited from supporting the health and wellbeing of their staff. The results of the survey from over 500 leading UK businesses, found that nearly 90% of respondents said they have recorded manifested improvements as a result of a renewed focus on staff health and wellbeing.

A number of other key items were identified during the survey:

- 50% of the respondents said that supporting the health and wellbeing of their staff created loyalty and an enhanced level of engagement from staff as a result of this support.
- Nearly 40% of employers said that supporting health and wellbeing is now integral to their company ethos and is helping to fulfil their business objectives.
- With the cost of absenteeism usually underestimated, the main finding from the survey was that businesses confirmed that successfully managing health and wellbeing has led to a significant reduction in absenteeism.

A number of general outcomes emerged from the survey:

- In the key area of recruitment and retention, many respondents said that supporting the health and wellbeing of staff acts as a differentiator making it easier to recruit and retain good quality staff.
- Nearly 50% of employers noted increased difficulties in retaining staff over the last 12 months. Recruitment is becoming increasingly problematic with many stating the need to pay higher salaries or sign-on bonuses as a method of enticing new talent into their business.
- Another major finding was that potential customers are now beginning to view staff wellbeing policies as a key factor in considering making major purchasing or investment decisions.

Whilst it is true that cultural shifts in business tend to need more than a feel-good factor to make a significant impact, it is now clear that a healthier workforce is both a happier and more productive one. In today's workplace employees put more importance on what an employer stands for including their purpose and brand. This demands of businesses much more thought as to how they structure their Employee Value Proposition and how they ensure that it reflects the health and wellbeing support now expected by employees.

The cost of providing effective health and wellbeing support to employees need not be expensive and 1Stop4aGP provides cost effective solutions and successful outcomes for all sizes of business.

Our 1Stop4aGP Core service gives employees and their family unlimited access to:

- 24/7 remote GP consultation service and prescription delivery service

Our 1Stop4aGP: 360° service gives employees and their family unlimited access to:

Our core GP and prescription service plus:

- 24/7 counselling and advice line offering health and wellbeing advice and support
- Face to face counselling service with over 700 accredited and fully vetted counsellors available throughout the UK
- Psychiatric assessment and Mental Health support
- Access to online Portal and MyMindPal App
- 24/7 telephone access to personal legal, financial and debt information and support

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The Great Resignation

New industry research shows that employee benefits focussed on wellbeing have become crucial factors. More than 25% of UK employees would consider moving jobs to secure better health and wellbeing support.

This has become known as the 'Great Resignation' or 'Big Quit' and the current trend has seen nearly two million UK adults leave their jobs since the onset of the Covid-19 pandemic. There are now record levels of open job vacancies in the UK.

The research demonstrates that SMEs are particularly at risk of losing talent, with only 37% of firms having reviewed their employee benefits packages since the start of the pandemic. This is despite the fact that 87% of SME HR decision-makers have highlighted that health and wellbeing benefits are the key to recruiting and retaining talent. At the present time 32% of SMEs have no plans to address these findings leaving them vulnerable to disengaged employees.

Among SMEs that have re-assessed their benefits offering since March 2020, 48% were prompted to do so after listening to the changing needs of their staff, 21% recognised they were struggling to attract new staff with their current benefits package and 20% knew their competition offered better packages.

It is important for SMEs to recognise the changing needs and priorities of staff in the new working environment, and they shouldn't assume money means everything. Bonuses and pay rises are of course welcome in an environment of rising inflation, but both current employees and future recruits clearly place a value on their broader employee benefits packages with particular emphasis on appropriate and meaningful health and wellbeing support and advice. Overlooking this has the real potential to put staffing levels at risk in an increasingly competitive external market.

Meanwhile, separate research conducted among 500 UK business owners found that 63% confirmed that their employees place more value on their work/life balance now than before the pandemic. Many business owners admitted that they don't currently offer their employees a good work/life balance. However, a key requirement is to underpin this balance with effective wellbeing support which addresses the needs of employees spending more time working from home.

Businesses are now at a crossroads with concerns that their talented people may resign soon, but this provides a great opportunity for firms to adapt and position themselves as an employer that listens to and supports employees.

Building and committing to a health and wellbeing strategy that works for all the workforce will help them to attract the best talent and retain the valuable assets that they already have.

A happy, healthy workforce is a productive one so the benefits of flexible working and wellbeing support are not only there for individual employees, but business operations as a whole. Crucially, building a strategy that includes these elements can actually be very affordable, despite the untold benefits it can have both today and in the future.

Here at 1Stop4aGP, we offer unique and ground-breaking solutions to support your employees at an extremely affordable cost – and our services include their immediate family at no additional cost. Contact us today, for peace of mind tomorrow.

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1Stop4aGP

Access to a GP made easy.



Despite the move towards virtual GP Appointments, NHS patients are still left waiting for a consultation

During the last 18 months, there has been an increasing move towards virtual GP appointments with fewer consultations now taking place face to face with an NHS doctor. Recent statistics reveal that over 60% of appointments now take place by telephone or video. This way of working is clearly here to stay; however, many patients report of struggling to get through to their GPs on the phone and face long waits even for remote consultations.

In the recent Daily Mail article from the 6th of September 2021, one elderly patient was quoted, "I phoned today and was told there were no appointments for the next 3 weeks, with emergency appointments only. When I insisted, I was given a phone appointment with a practice nurse in three weeks' time."

Another patient reported, "It is virtually impossible to even have a phone consultation. You are asked to phone after 8am but the lines are always engaged and by the time you get through all the appointments have gone."

Whilst many patients are becoming much more comfortable with remote consultations with their GP, a number of issues have emerged:

- Delays – it can take up to three weeks to get a remote appointment
- Convenience – appointments are only available during surgery opening hours
- Expertise – in many cases an appointment will be offered with the practice nurse and not the GP

Our Solution

Here at 1Stop4aGP we offer same day access to a remote consultation with a practicing GP 24/7 and 365 days in the year.

The service is available to employees and their immediate family and there is no limit on the consultation time or the number of times the service can be used.

Nearly 50% of consultations take place during the night and over 80% of issues are resolved on the first call. Where urgent action is required, you are fast tracked into the appropriate NHS service.

Welcome to 1Stop4aGP - Here for you, anytime, anywhere.

Explore our service offering at:

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or discuss your requirements with us today by contacting us:

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A recent survey of employers and employees in the UK has revealed that nearly 50% of employees describe their feelings about the return to the workplace negatively and nearly 75% say that their employer has not provided any health and wellbeing support during the pandemic. When set alongside this the finding that over 50% of employers acknowledge that they need to review their employee benefits package to reflect health and wellbeing, the problem and the solution come into sharp focus.

The pandemic is likely to represent a watershed moment in employment, but it is also leading to a host of hidden health and wellbeing issues that will impact employees. The fact that social distancing has enabled employees to hide mental and health concerns should be a major cause of concern to employers. The stark reality is that 40% of workplace absence is due to mental health issues, and this is projected to be in the region of 70% by 2023. Research suggests the vast majority of employees now expect their employer to take mental health and wellbeing more seriously, with 70% of workers saying they agree or strongly agree that its importance as an issue has increased in the past year.

The survey also revealed that 50% of all employees are deeply anxious or concerned about returning to a more normal work pattern. The main reasons for this are the daily commute and being in close proximity to large groups of people.

Clearly, now is the time for businesses to take a closer look at existing employee assistance programmes to see whether they are still effective in light of the pandemic. Many products available just don't have the depth of provision now required, especially when it comes to the enhanced levels of mental health care needed, especially for particularly complex cases. When the support is not fit for purpose, then employers and employees tend not to engage with the service adding another layer of complication.

Immediacy is crucial. Fast-track access to comprehensive support is the key success factor when it comes to making a real difference. The solution has to be built around comprehensive secondary mental health support packages that conform to NHS standards of clinical excellence.

There are four steps employers can take now to create an environment inclusive of wellbeing:

- Lead from the top by creating a safe environment for issues and concerns to be discussed
- Be aware of employee concerns and take this opportunity to build trust by offering solutions to support employees and their families
- Adopt enhanced employee benefits packages focused on health and wellbeing
- Establish a strong support mechanism which is holistic and provides genuine care linked with NHS standards

1Stop4aGP: 360° offers an effective solution for businesses which, for an extremely affordable cost, will enable them to fully demonstrate and embed their commitment to staff wellbeing and mental health. When purchased by an employer, the service covers all employees and their immediate families, providing a holistic approach to healthcare. In addition to our core GP and prescription service, 360° offers employees personalised, on-demand advice and support from a breadth of expert mental health, financial and legal providers – a package of support unequalled within the additional healthcare industry.

Employees accessing the service will be allocated a dedicated case manager, putting them in touch with the experts who will work with them to understand their specific issues and help them to create the solutions they need to achieve a better quality of life. No matter the complexity of an individual's case, we will be by their side until a resolution is reached.

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Employers and Employees still in conflict over priorities for Mental Health Support

Many employers in the UK have identified mental health as a priority for improvement, however, their employees continue to feel unsupported when it comes to health and wellbeing within the workplace.

Recent research conducted with 1,300 HR and risk management professionals found that mental health deterioration was ranked as one of the top risk issues for UK employers, the 'Turning people risk into a business opportunity' report found that while cybersecurity was highlighted as the top risk on a global scale, respondents from the UK cited worsening mental health as their top risk.

In the UK, both HR professionals and risk managers scored talent attraction, retention and engagement and deteriorating mental health in their top three risks. The report stated that "risk managers may have in mind the risk of employee claims against employers whilst HR may be thinking of maximising employee potential." However, "communicable health conditions" were not considered a top ten risk in the UK despite the ongoing impact of the Covid-19 pandemic.

Employee expectations have changed significantly with the result that wellbeing needs to be considered a mainstream business issue that is integrated across every business operation. A recent report by leading business UK network recommends two key 'call to actions' for employers to address this problem:

While awareness of employee wellbeing and mental health issues may be increasing, another recent report highlights the depth of concerns that employees have and the perceived level of support from their employers. The 'Keeping up appearances: How 'pleasantism' is eroding resilience' report, recently published by a leading healthcare provider, found that just 16% of UK employees felt their mental health was "very well supported" at work, with 42% stating they expect more from their employer in the way of support and 40% prepared to look for a new job if this condition isn't met. The report found that minimising mental health issues at work was a prevailing theme among employees, as just over half of respondents (51%) felt they were pressured into putting on a brave face among colleagues and 19% stating concerns their stress was visible to others.

Maurice Hammond, managing director of 1Stop4aGP, said: "The past 18 months has had a huge impact on people's lives, including on their mental health and resilience. The long-term repercussions of the pandemic are likely to be felt for years to come, and it's important we act now to be aware of and prioritise both our own mental health and that of those around us."

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Hanging on the phone for a GP Appointment?

1Stop4aGP is here to help.



Need to talk to a GP for a little longer?

1Stop4aGP is here to help.





Trouble getting through to speak to your GP?

1Stop4aGP is here to help.



Worried about things that go bump in the night?

1Stop4aGP is here for you.

Anytime. Anywhere.





We know your family's health is important.

That's why 1Stop4aGP is here for you
- and for them.

All at no additional cost.





1Stop4aGP is here for you.

Anytime. Anywhere.



Nervous about getting back to normal?

1Stop4aGP is here to help.

Giving you confidence to navigate the new normal.

At 1Stop4aGP, we offer 24/7 access to a GP for your employees and their immediate families via phone or video consultations. Prescriptions delivered straight to the door.

Our service is available to all businesses in the UK and we are currently offering 3 free months of our service for your entire workforce (applicable to businesses employing up to 50 employees)

We are here for you anytime, anywhere.

Welcome to 1Stop4aGP.

Get in touch with us today to discuss your requirements.

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