



Access to Wellbeing Services 24/7



Providing
benefits since
1873

24/7
Access

Family
membership
included



LIFE CAN BE TOUGH, RIGHT?

ARE YOU FEELING STRESSED?
DO YOU HAVE MONEY WORRIES?
OR HAVE YOU RECENTLY BEEN BEREAVED?

When life is good and you're care free, it's easy to hold your head up and smile.

But occasionally you might experience a time when nothing seems to go your way; be it at work or at home. That's when things can start to feel like they're getting on top of you.

A photograph of two women in a shop. One woman, with dark curly hair and wearing a white lace top and a grey apron, is looking down at a computer monitor. The other woman, with dark hair and wearing a white shirt and a grey apron, is smiling and looking at the same monitor. In the foreground, there is a small chalkboard sign with handwritten text, a pen holder with pens, and a glass jar. The background shows shelves with various items and a window with a wooden hanging lamp.

HELPING YOU AND YOUR FAMILY 24/7

Our 24/7 Counselling line offers confidential support for you and your family is available at any time of the day or night:

- **Telephone helpline** - you and the members of your family* can take advantage of instant access to a confidential telephone counselling service.
- **Legal support** - covering domestic and family legal matters, the service is geared to providing you with easily understood, practical support.
- **Financial support** - limited to the management/restructuring of debt and dealing with creditors and/or financial problems. No advice would be provided in relation to the suitability of specific financial services.

* Family members must normally reside with you.

WE LIKE TO LOOK AFTER YOU- OUR MEMBERS

We know that life can be challenging at times, and we can all be thrown issues to deal with that we aren't well equipped to cope with and weren't expecting to happen.

We understand that different people also have differing abilities to handle stress and pressure. This is exactly why we give our members access to a 24 hour, year round Confidential Support and Counselling line.

It is there to help whenever that may be. You can call about anything that might be worrying you. This service gives you access to specialist help according to your situation.

WHAT CAN I ASK THE COUNSELLORS ABOUT?



The fully trained specialist counsellors are able to assist with a wide range of problems and more:

- Bereavement support
- Family / relationship support
- Depression support
- Illness support
- Legal issues support
- Financial support
- Workplace / redundancy support

24 Hour Confidential Assistance & Counselling Line – help when you really need it most.
Help is just a call away by calling the help number direct.



CHALLENGING TIMES

We all as individuals in today's fast-moving world are faced with increasing pressures. At work many employees and the self-employed tackle long working hours, demanding performance targets, tight deadlines and work / income insecurity. At home there are money worries to deal with and family problems to solve, as well as the task of trying to achieve a work-life balance.

A HELPING HAND

The 24/7 Counselling Line provides an early source of practical and emotional support for you or anyone in your household who may be facing issues in their home or work life, before they begin to impact on their life too much.

The 24/7 Counselling Line provides advice on legal, medical, health and wellbeing issues, as well as offering a Counselling service and information on financial matters, including a debt advice service.

All of the Counsellors are accredited by the British Association for Counselling and Psychotherapy (BACP) and work within the framework of the BACP code of ethics at all times.

The service is delivered nationwide and is available 24/7, 365 days a year.

THE PROVIDER

Our Counselling and wellbeing services are provided via BHSF, a long established and professional Wellbeing services provider since 1873. BHSF Ltd are a Not for Profit provider, supply outstanding Wellbeing benefits and services to individuals & families all across the UK using our unique distribution process and App.



Our Service Provider BHSF is a Not For Profit company who has been helping their members since 1873 and has over 1 million users.



BHSF can trace its history back to a charity which started in 1873, The Birmingham Hospital Saturday Fund, set up to provide health care to workers who couldn't afford medical help

Our relationship with BHSF allows us to bring to you these wellbeing benefits in a unique package at very low cost.

QUALIFIED TO HELP

Available 24/7 to offer support, advice and Counselling on any workplace or personal related issue. No matter how small or big the problem, Our Counsellors are available to you. All Counsellors are professionally qualified and accredited by the British Association for Counselling and Psychotherapy (BACP).



WHO ANSWERS THE PHONE?

Our team of directly employed counsellors answer all calls. All counsellors are:

- Accredited by the British Association for Counselling and Psychotherapy (BACP)
- Have a minimum of three years post qualification counselling experience
- Are qualified to at least Diploma level in counselling
- Abide by the BACP code of ethics

WHAT HAPPENS WHEN I CALL?



1. ASSESSMENT

- Member / family member calls
- A telephone Counsellor identifies the nature of assistance required
- All non-Counselling calls are transferred to the appropriate specialist, counselling calls are transferred to step 2



2. COUNSELLING

- A telephone Counsellor carries out an in-depth assessment
- The impact of the situation on the individual and the need for Counselling is established
- A referral is made within 24 hours to telephone Counselling



3. SUPPORT

- All counselling cases are monitored to ensure quality and satisfaction
- The case manager will continue to assess the member until case resolution



ONGOING TELEPHONE COUNSELLING

Each user is entitled to use the service to receive ongoing telephone based Counselling on the following basis:

- 6 x sessions per stress event
- Stress event = illness, stress, debt, finance, work, relationship etc...(not exhaustive)
- Per person
- Per annum
- All family household included
- If a family of 4 has 3 stress events each year, they would receive 72 Counselling sessions between them, per annum
- If a family of 4 has 5 stress events each year, they would receive 120 Counselling sessions between them, per annum

ABOUT THE SERVICE

The service is available 24hours a day, 365 days of the year, providing direct and immediate access to telephone counselling.

All contact is confidential, you don't even have to give us your name. If you are experiencing difficulties at home, at work, or just need some impartial advice, you can contact us free of charge.

Calls are answered by our directly employed counsellors who will listen, talk through your concerns and help you consider the various types of support open to you.

Discuss anything that is troubling you, whether it is personal difficulties – for example relationships, family matters, stress, loss or bereavement; or work-related issues such as feeling pressure, work-load, changes at work, bullying or harassment. Whatever your situation you can be sure of a supportive and constructive response. You are not alone.



Typical queries can include, but not be limited to:

- Changes at work
- Relationship difficulties
- Bereavement
- Work/life balance
- Stress
- Financial concerns
- Bullying
- Family conflicts
- Confidence

CONFIDENTIALITY

Counselling services are completely independent and your call is treated in the strictest confidence in accordance with the BACP Ethical Framework. We will only ever break confidentiality if we believe this is a risk of harm to a child or dependant adult.

REGULATION & COMPLIANCE (for info only)

BHSF Limited is Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. BHSF Employee Benefits Ltd is authorised and regulated by the Financial Conduct Authority. As we are providing an affinity product delivery and not providing any form of financial advice, the process is considered as non-advised.

GP ON DEMAND LTD STATUS

GP On Demand Ltd Benefits are an authorised affinity agent of BHSF Ltd. GP On Demand Ltd work directly with BHSF Ltd as an affinity partner and distributor of BHSF benefits. BHSF have many years' experience in providing outstanding relationship management service to large businesses such as GP On Demand Ltd. We work with you to give you access to these special benefits, as a member of GP On Demand . It's simple and highly effective.



To find out more about GP on Demand

Visit us at: www.gpondemand.co.uk