

Wellbeing support for dentists and dental staff through the COVID-19 pandemic

At Denplan, we want to support our practice members during the COVID-19 pandemic and are now offering dental practices free access to a Simplyhealth wellbeing package. This package of support measures is designed to help member dentists and their staff deal with financial, health and personal issues during the coronavirus crisis.

During these unprecedented and uncertain times, access to health and wellbeing services are of utmost importance. That's why Denplan, part of Simplyhealth, is offering member dentists and their practice staff free access to the Simplyhealth cash plan's 24/7 GP service and Employee Assistance Programme.

We have been listening to our dental practices and feel this will be a useful resource, providing health and wellbeing expertise for dentists and dental staff in a time of uncertainty and change.

What services are available?

In short, practices will receive up to three months of access to Simplyhealth's virtual GP service, virtual physiotherapy triage and Employee Assistance Programme with the aim of keeping you and your team physically and mentally healthy.

The virtual GP service is accessible 24/7, to provide advice, reassurance, diagnosis, medication and referrals, when anyone needs it.

Employee Assistance Programmes (EAPs) are intended to help employees deal with personal problems that might adversely impact their work performance, health and wellbeing. Support is available in areas such as financial concerns and dealing with stress. Where clinically appropriate, this service can also include short-term structured counselling.

The services are easy to access and availability is around the clock as we recognise that people might need support at any hour of the day.

Who is this temporary service for?

The Simplyhealth support services are available to all practice staff employed by practices with Denplan products, free of charge. The offer is also available to furloughed staff as they still remain in contract with their employers. Initially these services are available until 31 July.

More about the GP service and physiotherapy triage

If you or a member of your team need to speak to a GP for advice, to discuss medication or seek a diagnosis, easy access is a couple of taps away via a mobile app. This allows you to search for and book online video appointments with a GP 24/7. There is also the option to access consultation history.

Following the appointment, a copy of the notes will be available on the app, giving you the chance to review any advice given during the consultation and enabling you to download these notes as necessary to share with healthcare practitioners. There is even the option to choose to see the same GP again (subject to availability).

An online video physiotherapy triage service can advise on the best course of action, should you have any other aches and pains that may



not necessitate a GP call. Back and neck pain, joint and muscle aches and pains can quickly be assessed.

More about the Employee Assistance Programme (EAP)

Our EAP confidential helpline offers compassionate support from qualified counsellors or professionals on whatever challenges you or your team face.

EAP offers a 24/7 advice and counselling helpline to provide support with a wide variety of issues. This 'in the moment' support can be used for a variety of issues, including (but not limited to):

- Health & lifestyles issues including smoking and weight loss
- Renting or conveyancing (house buying/selling) questions
- Legal concerns
- Child and elder care advice
- Emotional support
- Stress assessment and management
- Marital changes.

To offer this service, Simplyhealth has partnered with Health Assured which is the leading Employee Assistance Programme (EAP) provider in the UK dealing with many of the UK's leading organisations across private, public and non-profit sectors. Health Assured has vast experience and a proven track record in delivering advice and counselling support.

Counsellors who work for Health Assured hold a membership and accreditation with the British Association for Counselling & Psychotherapy.

Due to this being a temporary product, counselling will not be available via the app. To access this service, a phone number will be provided in your welcome email. You'll speak to a counsellor straight away, and they may be able to help you instantly, depending on the nature of your call.

For further information and to find out how to access these services for you and your team, email us today on DenplanGP@Simplyhealth.co.uk.