

bundle

Employee Wellbeing Package



Bundle Wellbeing Service Overview

Here is some information to help you to understand what is and isn't included in your Bundle Wellbeing Service.



My Helpline: Telephone Support

We understand that from time to time you might need a little extra support with your everyday concerns. When you need somewhere to turn for confidential, impartial support, we're here for you. The Paycare Counselling and Helpline can support you with a wide range of life events or circumstances.

What's included?

Counselling and Support Helpline

A safe place for you to explore your personal and work-related concerns, confidentially. Ad hoc telephone support with a counsellor is included.

Debt Support

Assistance is given in tackling financial difficulties, including budgeting, court action, dealing with multiple creditors and Individual Voluntary Arrangements (IVA).

Legal, Tax and Money

Information and signposting on personal or work-related legal issues, as well as financial help and budgeting.

Health and Wellbeing

Our team will answer your questions and provide information on health and wellbeing issues, medical concerns or vaccination requirements.

Manager Line

Specialist support and guidance for managers and team leaders who might need extra help in handling challenging and sensitive issues in their team.

Elder and Younger Care

Support and signposting relevant to those caring for an elderly friend or relative and parents with children.

What's not included?

Whilst ad hoc telephone support with a counsellor is included, structured/face to face counselling, psychological services and critical incident management are not included in this service. This element of the Bundle Service is provided by a third party, The Validium Group Ltd: www.validium.com



My Pocket GP: Digital Doctor

An online and telephone consultation service for Bundle Members. Ever-increasing waiting times combined with our own busy lives means that accessing local GP services is harder than ever. Until now!

The My Pocket GP app brings together everything you love from a traditional GP service with the added benefit of having it all at your fingertips – wherever you are!

All our GPs are experienced, practicing NHS GPs with the same qualifications as your local NHS GP.

Whether you want to speak to a doctor during your coffee break or need medical support in the middle of the night, our dedicated online app makes it easy to book appointments, attend a consultation via telephone or video link and where appropriate receive private prescription medication delivered to your door, access health and fitness information, (plus much more) all at the push of a button...

What's included?

Speak to a GP

Phone to book your telephone consultation appointment.

Online Services

Have a face to face video consultation, message a doctor, and request an appointment.

Health Monitor

Your consultations, allergies, medicines, health metrics, contact details, local services, and notes.

Specialist Referral

If the doctor feels it is necessary, they can issue an open private referral.

Health Wise

Browse hundreds of medically validated topics on healthcare, conditions, treatments, lifestyle, and travel

Fitness

Review your fitness goals and achievements, motivational programmes and nutrition advice and planning

Health Conditions

Check your health with links to NHS Health A-Z for information on health conditions and treatments.

Worldwide Coverage

You can contact the GPs whilst travelling worldwide, although prescriptions can only be posted out to a temporary address within the EU.

What's not included?

Please note that the GPs are able to provide private prescriptions, should they feel that this is appropriate. Prescription and delivery costs will be additionally chargeable. This element of the Bundle Service is provided by a third party, Medical Solutions: www.medicalsolutions.co.uk



Paycare Perks: Perks Platform

Reward yourself with discounts on everyday purchases.

At Paycare we believe that your wellbeing doesn't stop with your physical and mental health, so our Paycare Perks service is designed to help you to look after your financial health too! Paycare Perks is a fantastic discount scheme offering savings on hundreds of retail, leisure, and health and fitness products and services.

What else is included?



Savings Calculator

Whether it's the treat of a takeaway, your weekly grocery shop, or renewing your car insurance, Paycare Perks has a deal that could save you money.

Using our online Savings Calculator simply fill in how much you spend monthly or annually on the everyday categories, we'll instantly generate your annual personal savings total.

This element of the Bundle Service is provided by a third party, Parliament Hill: www.parliament-hill.co.uk

Need help?

If you have any queries, or if you need anything further, we're here to help.

Simply email us at enquiries@paycare.org or visit our website at www.paycare.org

If you are unhappy with any aspect of our service or would like to make a complaint, please contact us on the details above.

Your feedback is so important to us in our aim of delivering on-going improvements in our service to you. Complaints about this service will be investigated by Paycare and cannot be referred to the Financial Ombudsman Service.

We hope you love using the Bundle services. Enjoy!