

# Employee Assistance Programme (EAP)

Built for today. Ready for tomorrow.

**Unlock the value of a flourishing workplace**

# We're here for all life's challenges

No two people are the same, and neither are the challenges they face. From the day-to-day struggles of the modern world to significant life events that affect us all, everyone needs somewhere to turn for reassurance when things get too much.

Meeting the complex needs of a diverse workforce needs a fresh, personal approach - an Employee Assistance Programme (EAP) that supports whole health, empowers people to make positive changes and complements their lives today.



# The right support now, and in the future

Combining a digital-first approach with access to qualified clinical experts, PHC's EAP supports your people wherever they are and whenever they need it. Accessible online, you can be there for your employees in each of the three wellbeing pillars – Mind, Body and Life.

Providing employees with the right support, both in and out of work, can make a world of difference. It can help you tackle inequalities and build a healthier, more inclusive workforce where every employee feels seen, valued and able to flourish.

## Mind

From cutting-edge online guidance to quality one-to-one clinical care, our EAP makes your people's mental wellbeing a priority.

## Body

From nutrition and fitness to rehabilitation and recovery, we understand the relationship between mind and body, and how important it is when it comes to supporting positive change and healthy habits.

## Life

Our EAP also focusses on prevention and self-care. From helping people form healthy habits to offering them guidance with their finances or legal issues, we're here with support for all life's stresses.

# The right support now, and in the future

**60%**

of those surveyed have never visited a healthcare professional for mental health concerns.<sup>1</sup>

**26%**

of those surveyed are potentially affected by depression, anxiety or stress, at severe or more extreme levels.<sup>1</sup>

**84%**

of employees surveyed would participate in mental health and wellbeing support programmes if they were offered at work.<sup>1</sup>

**56%**

of the working population report experiencing moderate to severe stress in their professional lives, with a score of 6-10, over the past 12 months.<sup>1</sup>

<sup>1</sup> AXA Health 2026 mind health workplace report - AXA Mind Health Study was conducted between 12 January and 16 February 2026 in 18 countries among representative samples of the population aged 18–75 in each country.

# Help to navigate all life’s twists and turns

Through their EAP, your people can get confidential, impartial support supplied by experts. From mental health struggles to life management and consumer rights, they’ll gain the right guidance and support, whenever it’s needed.

## Support without limits

We’re here to help your people find a listening ear and a helping hand on their own terms. We don’t have time-based targets or limits for the number of different challenges your people can contact our service about.

*PHC’s EAP is powered by Spectrum.Life*



**Personal, accessible  
round-the-clock  
support**

**24/7 EAP helpline**

**Mental health  
assessment and  
support**

**In-the-moment  
support**

**Short-term  
counselling**

**24/7 health support  
line**

**Manager support**

**LifeManagement™**

## Personal, accessible round-the-clock support

Online, your people have fast access to the right expert-led help, alongside a wealth of other wellbeing support available to encourage and enable year-round engagement.

- An extensive library of expert curated content, including bitesize videos, articles and learning modules.
- Workouts for mind and body.
- Digital Health Score assessment, helping build health understanding.
- Dedicated manager-focused resources.
- Personalised recommendations and dashboards.
- Online access to expert support via WhatsApp, call back, live chat and SMS.
- Online booking and best-fit clinician matching, based on member preferencing and clinical need.

The online wellbeing support is available to all employees of PHC clients with a private medical plan.

<sup>2</sup> Customer satisfaction data, 294 respondees, Spectrum.Life, January 2025

## Trusted content

From nutrition and exercise to mental health and better sleep, we've checked and approved every piece of expert-curated content to ensure it offers guidance that your people can trust.

### Health Score assessments

Offering employees a fast way to get the answers they need, our Health Score assessment evaluates their levels of physical and mental health, and combines with personalised recommendations and next-step guidance. This could include a relevant e-learning course, suggestions for simple lifestyle changes, or signposting to more dedicated support.

### Accessible, digital mental health support

When booking online, your employees will have the option to outline their preferences and needs, so they can be offered a more personal experience with best-match guided support.

**Members loved the experience from booking through to receiving support (NPS +88). 93% would recommend the service.<sup>2</sup>**

## 24/7 EAP helpline

### Here to listen

Some problems are easier to work through than others. And when it comes to mental health concerns like low mood, anxiety, stress or burnout, it can make all the difference to have someone to talk to.

Your people can speak to a fully qualified counsellor or mental health practitioner by phone, live chat, SMS or WhatsApp - 24 hours a day, 365 days a year. They'll identify challenges and get employees to the right onward support as soon as possible.

- Direct, confidential and unlimited access online or via a freephone telephone number.
- Access to onward support when it's needed. This includes one-off support calls, a mental health assessment and if appropriate, short-term counselling led by a mental health practitioner.

<sup>3</sup> Customer Satisfaction Data, Spectrum.Life, May 2024.

Typical problems that we help with include:

- ✓ Bereavement
- ✓ Debt
- ✓ Alcohol and drug abuse
- ✓ Violence
- ✓ Stress
- ✓ Illness
- ✓ Relationships
- ✓ Work-related issues

## 98%

of those engaging with the EAP service would rate their experience as 'good' or 'very good'.<sup>3</sup>



# Mental health assessments and support

## The right support at the right time

Our EAP makes mental health support more accessible for your employees, 16 and over. No matter their entry-point, every employee's care is informed by a number of measures, including the CORE-10 system, where appropriate.

Your employees will be directed to the right expert support according to their needs.

Qualified, experienced mental health practitioners and counsellors are available online and over the phone. They'll work with employees to:

- gain an understanding of their mental health challenges or difficulties
- conduct a mental health state and risk assessment
- outline any available treatments, where applicable and clinically appropriate
- help them make an informed choice regarding their treatment.

### Case consultant review

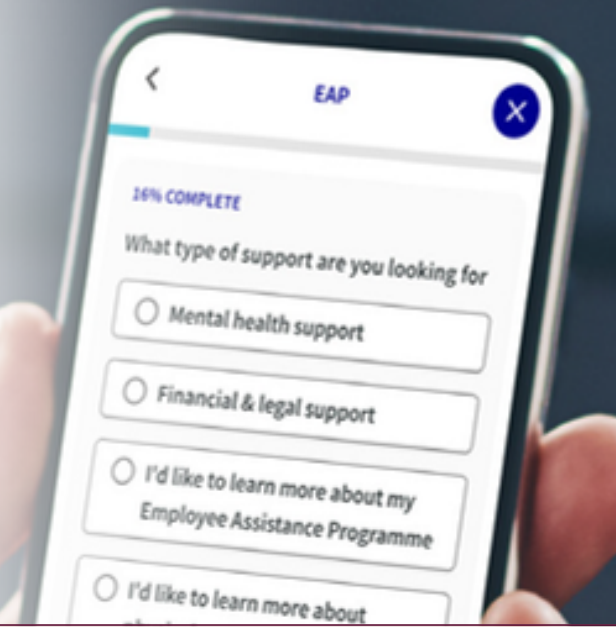
A team of clinical consultants closely manages cases all the way through to discharge, ensuring employees with high risks are cared for and that they receive clinically appropriate treatment.

Difficult cases can be escalated to senior clinicians and psychologists, who will support those who need extra support. The treating mental health practitioner or counsellor can consult at any time to discuss any aspect of the case, such as a change in clinical status.

### An innovative, digital-first approach

An employee can book online and be guided to the right support using best-fit clinician matching, based on an employee's preferences and clinical needs.

This advanced connector powers a more personal experience and helps individuals to see the right clinician, at the right time. This can lead to better outcomes and an overall better experience for your people.





## In-the-moment support

### Unlimited support, there and then

Some common mental health challenges are better dealt with there and then. Our service offers 24/7 in-the-moment clinical support, where appropriate, for those who need to discuss a concern or an issue right away. Delivered by fully accredited, registered and qualified mental health practitioners or counsellors, this service offers employees immediate, thorough support.

It's available 24/7 – both directly and by arranging a call back - and can include follow-up sessions and onward referrals where necessary.

**99%**

would recommend the EAP service to family and friends.<sup>4</sup>

<sup>4</sup> Clinical Outcomes Data, Spectrum.Life, May 2024.

# Short-term counselling

## The guidance they need, when they need it

When scheduled counselling is what's needed, our short-term counselling service makes it easy for people to access the right support. Based on an assessment of their requirements, your employee will be steered towards the right level of help at the right time.

Employees can speak in confidence to experienced counsellors and mental health practitioners for friendly, non-judgemental support and information. Short-term counselling can be delivered in-person, by video or over the phone.

And because, from time to time, employees may experience more than one challenge, we never limit the support they receive to one individual concern.

### **Qualified mental health practitioners and counsellors**

Your people will have access to a team of more than 100 clinicians, counsellors, mental health practitioners, therapists, psychotherapists, psychologists and neurodiversity specialists.

- An extended affiliate network of more than 2,500, with face-to-face treatment available within 30 miles.<sup>5</sup>
- All are fully accredited, registered and qualified.
- Each has been qualified for a minimum of three years.
- Each has 400+ hours of clinical experience.<sup>5</sup>

<sup>5</sup> Accurate as of April 2025.

## 24/7 health support line

### Help when it comes to their health

Wider health concerns can arise at any time – day or night. Whether an employee wants to discuss the side-effects of their medication or they can't sleep because of a worry, support is available 24/7.<sup>6</sup>

Whatever the concern, pharmacists, midwives and nurses are ready to answer their questions and provide clarity and support. Available all year-round, there's no limit to the number of times someone can call.

<sup>6</sup> Our 24/7 health support line includes nurses available 24/7, 365 days a year. Pharmacists and midwives are available Monday to Friday 8am to 8pm, Saturday 8am to 4pm, and Sunday 8am to 12pm.

<sup>7</sup> AXA Health 2024 UK mind health workplace report - AXA Mind Health Study was conducted between 15 October – 15 November 2023 in 16 countries among representative samples of the population aged 18–75 in each country (1,000 in each).

## Manager support

### Extra support for your managers

An AXA Health 2024 Mind Health Report found that nearly a third of managers (29%) have moderate to extremely severe symptoms of depression,<sup>7</sup> so it's more important than ever to ensure managers are well-equipped and feel supported. Doing so can create a ripple effect of positive outcomes and help your leaders to be confident during challenging times too.

Managers will be supported with their own challenges. They'll be provided with guidance to ensure they're comfortable and assured when dealing with challenging, unfamiliar or complex situations. They can access support via the 24/7 helpline, online.

**2x**

The AXA Health mind health study found that managers are twice as likely to have taken sick leave due to their mental health in the last twelve months.<sup>7</sup>

# LifeManagement™

## Guidance for everyday life

Mental health challenges, such as low mood, stress and anxiety, can be impacted by other aspects of our lives. Knowing where to turn isn't always easy. From financial worries or legal issues to housing concerns and eldercare, LifeManagement™ gives your people somewhere to turn to for guidance and practical support.<sup>8</sup>

## Financial information

Qualified, independent financial experts for guidance and information on topics such as budgeting, debt management, court claims, tax queries, fraud and other everyday money issues.

## Legal information

While we don't offer legal advice, employees can gain confidential and unlimited guidance and signposting for many challenges they may face, including housing concerns, consumer matters, inheritance, marriage, separation and divorce.

## 2 business days

A dedicated team is on hand to offer support and answer questions. Consultations can be arranged within two business days, unless the employee schedules or prefers another time.

<sup>8</sup> Financial consultations are available Monday to Friday between 9am and 5pm. Legal consultations are available Monday to Thursday between 8:30am and 11pm, Fridays between 8:30am and 8pm, and Saturdays between 8:30am and 4pm (BST/GMT).

# How it works

Your employees have 24/7 access to online support for all aspects of their Mind, Body and Life.



Get in touch:

Digital mental health booking 24/7 EAP helpline WhatsApp or SMS Live Chat

- An employee can book online using best-fit clinician matching, based on member preferencing and clinical need.
- Choose time and date
  - Choose counsellor
  - Confirm appointment



Video mental health assessment and triage

They speak to a qualified counsellor or mental health practitioner, day or night. As the first point of contact, they'll conduct an initial assessment and direct employees to the most appropriate help and support.

Telephone mental health assessment and triage

They speak to a qualified counsellor or mental health practitioner, day or night. As the first point of contact, they'll conduct an initial assessment and direct employees to the most appropriate help and support.



In-the-moment support.<sup>9</sup>

**Self-care**, where they can utilise any of our expert-curated content as well as additional wellbeing support you may offer.

**LifeManagement™**  
Practical legal and financial information, support and signposting.

**24/7 health support line**  
Support or a listening ear from a pharmacist, midwife or nurse.<sup>10</sup>

**Short-term counselling**, over the prescribed number of sessions, employees work with their counsellor to get the support and guidance they need.

**Onward signposting** for example, to a GP if the severity of the case calls for greater support or to explore any appropriate services you may have made available on a private healthcare scheme. Your company could also consider additional counselling support.

<sup>9</sup> In the UK, only in-the-moment support is available to dependants. Full-service delivery for employees 16 and over. We can include pricing terms for full access for dependants at quote stage.  
<sup>10</sup> Our 24/7 health support line includes nurses available 24/7, 365 days a year. Pharmacists and midwives are available Monday to Friday, 8am to 8pm, Saturday 8am to 4pm, and Sunday 8am to 12pm.

## Ready to unlock the value of wellbeing

Simply contact your PHC account manager or one of our wellbeing consultants today.

Speak to your account manager for more information. Or, if you're new to PHC, contact us on **01923 770 000** or at **support@thephc.co.uk**

### Powered by Spectrum.Life

To support the delivery of our services and provide impactful experiences for your employees, we're working with Spectrum.Life. Founded in 2018 and supporting over 10 million users, Spectrum.Life shares our commitment to delivering clinical excellence and enabling people to better understand and manage their health.

Working together, we've combined technology and leading clinical services to bring all our wellbeing support into one place and create an effective health and wellbeing solution that engages, empowers and transforms your people. Spectrum.Life is ISO 9001 and ISO 27001 certified, ensuring that the quality of the service/company and the information management systems are kept to a high standard.



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