

August 2020

Update

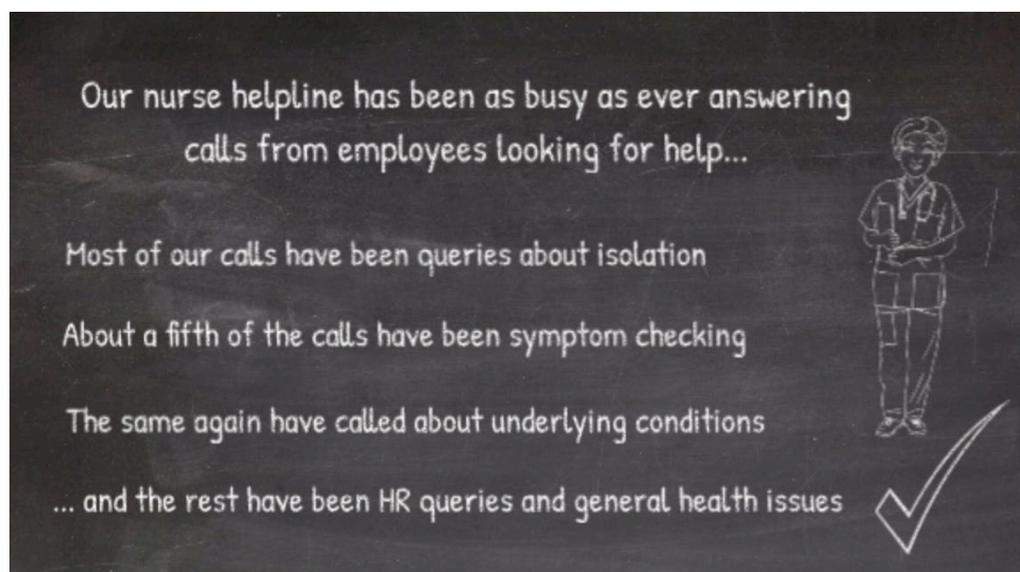
The Holiday edition

It's August - traditional holiday month - but can we afford another week or more in quarantine after our fortnight in the sun? Can employers afford to cover this additional time off? Can the country afford yet more benefits?

Here's hoping you can get a break, wherever you go and whatever you do.

Helpline numbers

The split of calls remains broadly similar - with isolation queries still heading the list. Help comes in many forms.



The helpline gives employees access to real help; personal guidance to allow people to make informed choices about their health and start to take control and return to their best health.

The ugly pandemic

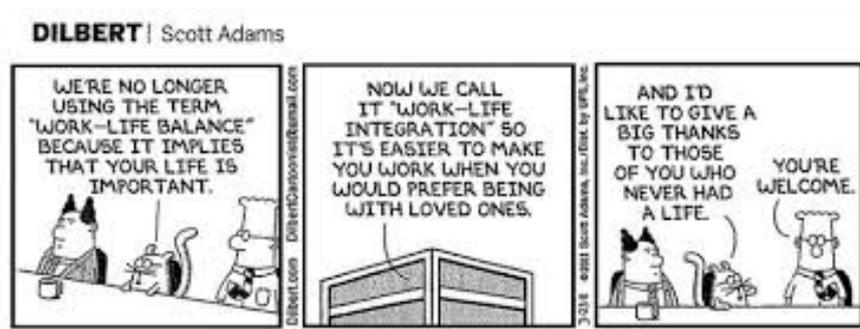
What happens next?

The ugly pandemic that we are enduring and likely to endure for many months yet, has generated an array of negative commentary, most of which is well founded.

To counter, it is worth giving some thought to the positives that have emerged. Our own business has been based on working from home from its launch. As a result, lockdown was easy and it has to be said that our team has stepped up to the plate in terms of delivery of services to our corporate clients, their employees and our patients. A sterling effort, all round. Especially so, when one considers that our interaction with employees and patients has been against a backdrop of the need to deliver help and support very much focused on Covid-19. That focus is rapidly changing toward wider support to people and their more general health concerns.

The positives that have emerged can probably best be summarised as:

- Whilst working from home has posed many challenges for a lot of people, it has shown that many are far more productive and engaged. That is probably not unrelated to not commuting with all its attendant stress and cost!
- People seem to have lost the enthusiasm of being office-based and, at the very least, are looking to a blended approach in the future.
- It has also been noticeable that people can join far more “meetings” when they are remote; they are easy to arrange, easy to get to and tend to be shorter!
- As a business, we are interacting with all of our team, if not daily, certainly every week and that has proved invaluable to the business.
- Networking through social media has grown like topsy and largely to very good effect keeping everyone connected.
- People have intuitively responded to lockdown by staying in touch with family, friends and their business connections and, arguably, to a much greater extent than before. Younger people have built new “virtual” friendships among colleagues which might have not been possible in normal times.
- Many have taken to exercise when they might not have otherwise done so.
- People seem to have become far more creative both in terms of how they interact, how they view their role and the commitment that they show to clients and business partners with many new bright ideas emerging.
- Although occasionally challenging, for obvious reasons, there is more available family time. People have acquired a measure of work life balance that they have not seen for a long time.



So, despite all of the human tragedy, there is something of a silver lining to this dark cloud and we suspect that we will see the benefits of all of this for a long time to come. Yes, there will be economic pain for many, if not all, in the months and years ahead but perhaps there will, on reflection, be an improvement in work life balance that will benefit the majority to a greater or lesser extent.

Our services in practice

What's happening...

The proof is in the pudding, or so they say. Our business is a service business created to help people with health issues in the most efficient and personalised way.

Here's just one example of how a simple phone call can make all the difference.

One of our clients wanted to make sure that everyone knew about the services provided by Patient Advocate, especially those who already on sick leave. As soon as one of their employees saw the message, she picked up the phone and called the PA helpline.

The nurse immediately understood the issues. The caller was self-isolating, lonely and upset. She was badly affected with anxiety and real loneliness, and needed to talk.

The nurse talked through some ways to help with anxiety and loneliness, things the caller could do by herself, helping her to take control of her situation, including signposting local groups offering virtual and face to face support.

The caller also was able to talk through her underlying health conditions and management, and ended the call positively, genuinely happier in her understanding of her situation.



Just one phone call changed the outlook for an employee who had felt abandoned and worried. Now she has a plan for the future, and someone to call if she needs help again.

Our nurses are ready with advice and help on a wide range of health concerns

Get the help you need

- On-call nurses when you need it most
- One step to call the Patient Advocate nurse-led helpline

How can we help you?

- Direct access to qualified nurses for advice and support
- Support available for your staff healthcare needs and the impact on them as a person
- Active signposting to local and national services for long term support
- A current focus on Coronavirus to provide help and advice with symptom checking, underlying conditions and self-isolation questions
- Providing help and advice to get your staff back to their best of health, as quickly as we can

Welcome to our team

*Experience and
professionalism*

We want to welcome Mark Marriott to the team – bringing a wide range of skills, ideas and clients to the world of Patient Advocate.

Those of you who know Mark will know his background and experience – for those of you yet to meet him, here are some highlights:



Over 18 years in the health and wellbeing sector with senior business development and client relationship roles for companies such as Nuffield Health, UK Preventive Medicine and Bluecrest Wellness.

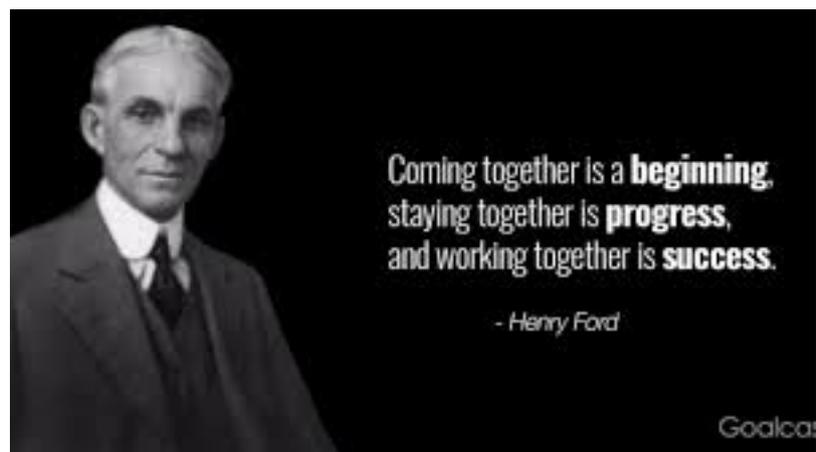
Has enjoyed success in bringing wellbeing solutions to market for all sizes of company. With a firm belief that now more than ever, employee benefits should be easy to understand and relevant to all, with resulting tangible benefits that are clear to see.

If companies could prioritise investment in the engagement, wellbeing and productivity of all their workforce in the same way as they do for the maintenance of their IT and vehicles, that would be a quantum leap forward to maximising their returns!

Pulling together

Ever onwards

We all know times are different now; work, life, health, families – all affected in different ways for different people, but there is a commonality we need to embrace. The health industry needs to work together to get the right services, to the right people, at the right time. That's what Patient Advocate is doing, and will continue to do, working with partners in business and the NHS to provide the services needed across the UK.



Thanks for reading and stay safe.

