

# Holistic Health Frequently Asked Questions

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## What is Holistic Health?

### How does Aches & Pains work?

Aches & Pains has been developed to provide you with proactive, preventative advice and self-help to fortify your physical health and reduce the risk of minor problems becoming more serious. We schedule a phone assessment at a convenient time with one of our qualified Advisers who will provide professional advice and guidance for the effective management of aches and pains. During the 30-minute assessment, the Adviser will try to understand the specific nature of the problem and offer appropriate advice and, where beneficial, signposting to useful resources and information, such as links to home-exercise videos which can help you take better care of your body and prevent issues developing or worsening.

### How does Emotional Wellbeing work?

This service is designed to help you cope effectively and proactively with life's challenges. Through early intervention and preventative measures, we teach you how to better manage and maintain a healthy emotional balance. We do this by arranging a phone assessment with an experienced Adviser at a convenient time for you. During the assessment, the adviser will listen to your concerns and provide helpful advice, coping strategies and signposting resources to support you in maintaining better emotional stability.

## Booking an assessment

### Can I call in emergencies?

No, Holistic Health is not designed for more serious physical or mental conditions. This service provides education, self-help and signposting to other beneficial information and resources. It does not provide access to ongoing treatment or interventions, such as Counselling, Cognitive Behavioural Therapy, Physiotherapy, Chiropractic or Osteopathy.

### How long will I wait for an assessment?

You will be offered an assessment within 1 working day of your call to book. The service is not available at weekends.

### Who can use the service?

You must be a resident and/or national of the United Kingdom, its Crown Dependencies or the Republic of Ireland to be eligible to use our services. By accessing and using our services, you are confirming that you are eligible.

### Can I choose to speak to a male or female Adviser?

Yes, you can request a male or female Adviser, however, depending on availability of Advisers, this may delay your appointment.

### Can I have an assessment for my family members too?

No. This service is not available for dependants and is only suitable for use by over 18s.

### When is the service available?

The appointment booking process, and appointments, are available 9am – 5pm, Monday to Friday.

# How to book an holistic health assessment

## Step 1 Call Virtual GP

0345 222 3716

## Step 2 When prompted

press 1 for GP services



press 2 for help with Emotional Wellbeing

press 3 for help with Aches & Pains

### Step 3

Our customer service team will answer your call and take a few details

### Step 4

You'll receive a text confirming the day and time of your appointment



At the time of your appointment,  
**Your Adviser will call you**  
on your preferred number

Holistic health appointment booking, and appointments, are available:

**9am – 5pm, Mon - Fri**

## Is there a limit on the number of consultations I can have?

Holistic Health is not designed for more serious physical or mental conditions and does not provide access to ongoing treatment or interventions. Therefore, the service can only be used once for each type of condition. If the Adviser identifies that you may benefit from ongoing treatment or further help, we will recommend you visit your GP.



# The assessment

## What will be covered in the assessment?

Our Advisers will carry out a holistic assessment, to gain a comprehensive understanding of your world and the factors that may be impacting on your symptoms. With many years' experience, our Advisers understand the links between factors in our personal and work life and how these can affect both your physical and psychological wellbeing. Therefore, depending on the nature of the condition, Advisers may ask about:

- + The clinical symptoms you have; their onset, triggers and how these are affecting you, such as sleep, concentration, appetite, general discomfort, back pain, neck pain
- + Any factors in your personal and work life such as relationships, finances, family illness, bereavement, job type, work/life balance, job satisfaction
- + Your general health, wellbeing and lifestyle, which could include diet, exercise/physical activity levels, alcohol consumption, smoking and sleep habits



## Who will I speak to?

When you call to book an appointment, a member of our dedicated Customer Services Team will answer your call and take a few details, such as name, preferred contact number and some information about the nature of the concern, so we can supply the most suitable Adviser. At the time of your appointment, you will receive a call from one of our highly experienced Advisers who will deliver the assessment and provide appropriate advice and support.

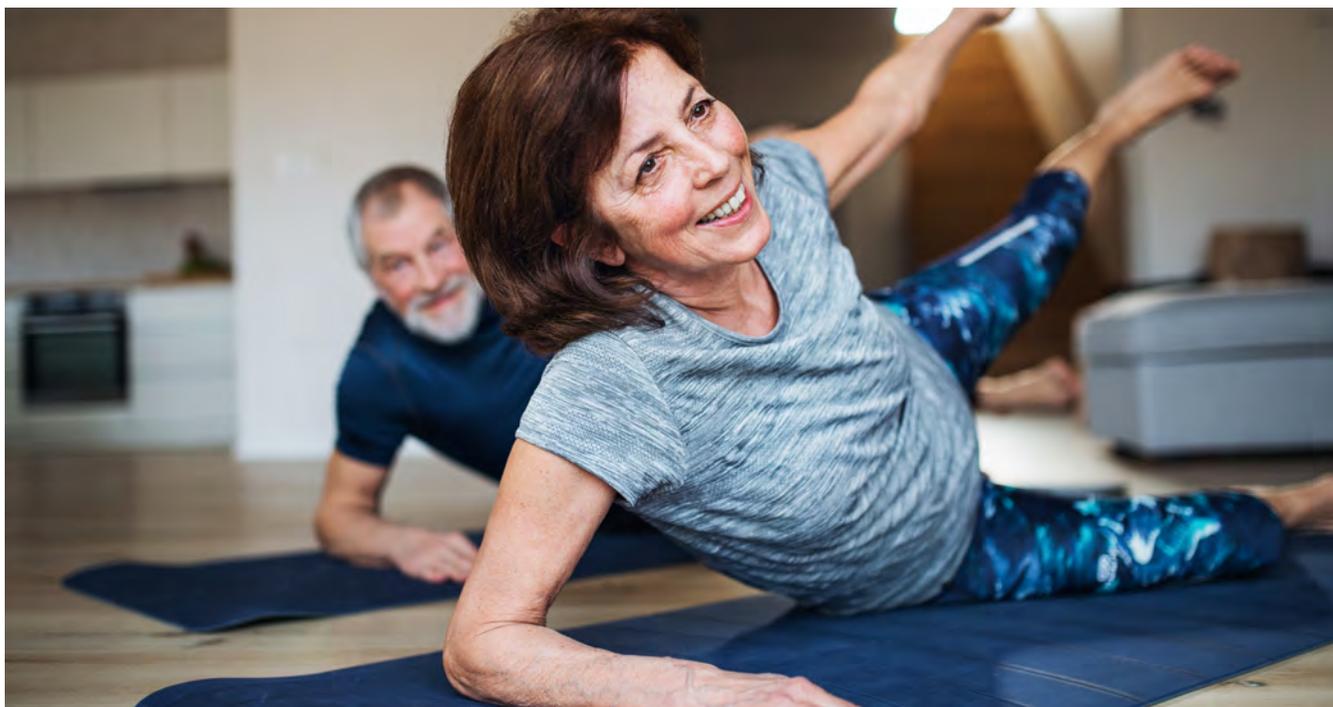
## How will the assessment take place?

Assessments are conducted by telephone. Your Adviser will phone your preferred number at the time of your assessment.

## Who are the Advisers?

Our highly experienced multidisciplinary team includes Registered Mental Health Nurses, Counsellors, Physiotherapists and Sports Therapists, who have a variety of skills, experience, and qualifications. All are registered with the appropriate professional bodies, undertake regular continuing professional development, internal training and have regular clinical supervision sessions. All Advisers have a minimum of two years' experience in performing their specialism remotely.





### Can you provide advice on medication?

No. these services are not designed to offer advice on medication or prescribe you any kind of medicine, however, you can book an appointment with one of our GPs through our GP service who are waiting to help with medication-related queries and advice.

### How long is an assessment?

Emotional Wellbeing and Aches & Pains assessments last 30-minutes in order to ensure the Adviser can fully understand the specific problem and any contributory factors in the patient's broader lifestyle.

### What kind of advice will I be given?

This depends on the nature of your condition. For Emotional Wellbeing assessments our Advisers will help you to address the causes of your current feelings or symptoms through advice on good emotional health practices, positive coping strategies, activities, lifestyle changes and/or exercises you can implement to manage and maintain your emotional balance more effectively.

For Aches & Pains assessments, Advisers will consult on how you can best manage and minimise the problem with targeted exercises to improve strength, flexibility and mobility.

Advisers may also email you self-help information after the assessment, such as problem solving, behavioural change, sleep hygiene, nutrition, or exercise videos. In addition, if beneficial, they will signpost you to useful information and online resources.

If we identify that you may benefit from further intervention, we will recommend that you go back to your GP.

### Data protection and confidentiality

This service is provided by Healthcare RM, please visit the link below to learn more about their privacy policy: <https://www.healthcare-rm.com/privacy-policy/>

