

# Spark - Frequently Asked Questions



# General Questions



## What is Spark?

Spark is the name of the full range of health and wellbeing services provided alongside L&G's Group protection products.

## How do I access Spark?

Spark is available through Spectrum.life. You access Spark in two ways: Either download the Spectrum.life app from the App Store or Google Play for the best experience on your mobile device. Alternatively, you can log on to the portal – <https://landg.spectrum.life> – using your laptop or tablet. If you have previously used the Employee Assistance Programme (EAP) services through the Spectrum.Life app, you'll need to download the new version from the Apple App store or Google Play to access all the services provided by Spark.

## How do I register for Spark?

If you are a new user please download the Spectrum.life app from App Store/Google Play.  
or  
Visit <https://landg.spectrum.life> to access Spark online. When prompted, select "Email" (not access code) as your login method.

Enter your details and provide the following:

- First and last name.
- Organisation Code (ask your HR department for this information).
- Create a Password.
- Repeat the new password.

Click 'Sign up' to gain access and start using the services available to you.

## What if I have registered before?

If you've registered before on the Spectrum.Life app or online portal, then you'll need to download the updated app and sign in again using your existing email address and password.

If you're not sure whether you've registered before, or if you previously used a general access code like "Be Well", you'll need to register again. You can register again by downloading the updated Spectrum.Life app or go online to <https://landg.spectrum.life>.

- Select "Email" as your login method.
- Enter your first and last name.
- Enter your Organisation Code (ask your employer if you don't have it).
- Create and confirm a password.

Then you can access the full range of Spark services available to your organisation.

Here is a link to a user registration guide:

[Spark registration and log-in.](#)

## Do I need to use my work email address to create a profile and access Spark?

You can register using any email address i.e. your personal or work – as long as you enter the correct organisation code provided by your employer.

## Where do I find my organisation code?

Check your intranet/benefit wording where you should be able to find it or ask your employer (e.g. employee benefit manager, HR or internal communications).

## What are the password requirements for Spark?

The password should contain:

- At least 10 characters.
- At least 1 uppercase letter.
- At least 1 lowercase letter.
- At least 1 number.
- At least 1 special character.



## How do I navigate the Spark Platform?

Once logged in, you'll see a landing page – with six options to help direct you to the most appropriate service

The options are:

- I'd like to talk to someone about my mental wellbeing now
- I'd like to book an appointment to talk to someone about my mental health
- I'd like to book a virtual GP or Physio appointment.
- I'd like to understand my cancer risk or speak to a cancer nurse about my symptoms or diagnosis.
- I want to explore the fitness and wellbeing area.
- I am just browsing.

You can also choose to browse using menus and tiles to select any of the other services available to you: for example, Second Medical Opinion, Child Mental Health Adult & Elder Care and Long Term Condition and Wellbeing support.

## How do my family members access the service?

Immediate family members are eligible to use Spark services. However, some services may have age restrictions. For example, child mental health consultations are only available for children aged 6 to 16.

Immediate family members aged 16 and above (or up to age 21 if in full time education and living in the same household) will need to create an account using their own email address. They can do this by:

- Downloading the Spectrum.Life app or by visiting <https://landg.Spectrum.Life>
- Entering their email address
- Entering the organisation code provided by your employer

## In which geographical locations are the services available?

All the services you are eligible for, are accessible from the UK through the options available.

For the services provided by Spectrum.Life, their services are available in Ireland in the same way as in the UK (with the exception of Child Mental Health Support which is UK based only). If you are travelling outside the UK and Ireland, all the Spectrum.Life services are accessible virtually and on an advisory basis only, (except in USA and Canada, due to the laws that apply there). Private prescriptions and private referrals can not be made outside the UK.

**Second Medical Opinion:** This service is available in the UK and Ireland.

**Cancer Awareness and Nurse Support:** This service is available globally, but with jurisdictional limits only in England and Wales (meaning any possible medico-legal claim can only be brought through courts in England and Wales).

**Long term condition & wellbeing support:** Long term condition and wellbeing support will continue to be available in the same way although some of the content may only relate to UK NHS processes and support services.

**Adult and Elder Care:** This service is a UK based only service.

## What happens to my data held in the app?

Your personal data is managed by Spectrum.Life, the provider of the Spark platform. They act as the data controller. Your data is used solely for the purpose of delivering the health and wellbeing services you access through Spark. This includes booking appointments, managing clinical records, and providing personalised support such as mental health counselling, physiotherapy, GP consultations and Second Medical Opinion. To access Spectrum Life's full Privacy Policies please use this link: [Spectrum Life Privacy Policy](#) [Virtual GP Privacy Policy](#) [Second Medical Opinion Privacy Policy](#)

Since the Adult and Elder Care service is provided by L&G Care, the Cancer Awareness and Nurse Support service is provided by Perci Health and the Long Term Condition Support is provided by HCl Digital, please use the links below to access their Privacy policies:

[Adult & Elder Care Privacy Policy](#)

[Perci Health Privacy Policy](#)

[HCl Privacy Policy](#)

## For any of the Spark services, what information is shared with my employer about my health care?

Your information will be treated in the strictest confidence and will not be shared with your employer.

## Who do I contact if I need technical support or help with my account?

If you experience any technical issues, please contact [support@spectrum.life](mailto:support@spectrum.life) for support.

## Are the clinicians officially registered to provide treatment within the UK?

For the Virtual GP Service, all GPs and Advance Nurse Practitioners are NHS-trained, are registered with the General Medical Council and the Nursing Midwifery Council. For the Mental Health services, all Psychologists have doctoral level training and are registered with the Health & Care Professions Council (HCPC). For the online Physiotherapy service, all Physiotherapists are also registered and regulated by the HCPC.

## Is Spectrum Life registered by the Care Quality Commission?

Yes, Spectrum Life – operating under the legal entity Spectrum Wellness UK Ltd – is registered with the Care Quality Commission (CQC). Their digital primary care service is fully compliant with CQC regulations and is registered under the CQC's digital health services framework.

### How do I access terms and conditions and privacy statement for each of the services?

Terms and conditions and privacy policies for all the service can be viewed as part of the booking journey.

### How can I provide feedback?

Fill out this [eForm](#) or email [Landgaccountmanagement@spectrum.life](mailto:Landgaccountmanagement@spectrum.life)

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## Employee Assistance Programme (EAP)

### What services are available through the EAP?

The EAP, provided by Spectrum.Life, provides you and your immediate family with on demand wellbeing support. This is a telephone counselling service, available 24 hours a day, 365 days a year. You can receive in-the-moment support, empathy and advice from a trained counsellor as many times as needed.

You also have access to a medical helpline as well as a legal and financial helpline.

### Who can access the EAP?

The wellbeing support and medical helpline is available to you and your Immediate family. By immediate family we mean spouse, partner, registered civil partner and children aged 16 to 24 in full-time education who are living in the same household. The legal and financial helpline however is only available to you.

### How do I access the 24/7 wellbeing support helpline?

Simply call 0800 316 9337 in the UK or 1 800 558 899 in the Republic of Ireland.

Alternatively you can plan ahead and book a mental health support appointment through the app or platform. You can do this by selecting the second option on the landing page ("I'd like to book an appointment to talk to someone about my mental health"). Or you can go to the "Book an Appointment Online" tile on the home page. Appointments are available 8am to 8pm and can be booked 24 hours in advance. When you book an appointment, you'll be asked to fill in a short questionnaire so that the clinician can understand your needs before the appointment, ensuring that the session is totally focussed on you.

### What sort of support is provided by the wellbeing helpline?

You'll get access to fully accredited counsellors and psychotherapists in the format you feel most comfortable with - either telephone or video. They can help with a wide range of issues. For example:

- Stress
- Anxiety
- Low mood
- Financial worries
- Substance abuse issues
- Worries about physical health
- Confidence issues

### How does the Legal & Financial helpline work?

If you have a question on a legal or financial issue you can call the Legal and Financial Helpline. Calls are answered by the in-house team and then passed to the relevant legal or financial adviser. A trained professional will call you back within two working days. You can get information and support on issues such as family law, buying or selling a property, criminal law, debt management, saving and investing plus much more.

### How can I access the legal and financial helpline?

Simply call 0800 316 9337 and select option 2. The helpline is open Monday to Friday, 9am to 5pm (excluding bank holidays). Please note that this helpline is only available to you – not your immediate family. And calls are restricted to one call per issue within a 12-month period.

### What support does the medical helpline provide?

You and your immediate family can call the medical helpline for support on a range of medical and health issues. Your call will be answered by highly experienced nurses. All nurses are registered by the Nursing and Midwifery Council, ensuring that their nursing skills are always up to date.

### How can I access the medical helpline?

Call 0800 316 9337 and select option 2. The medical helpline is open Monday to Friday, 9am to 5pm (excluding bank holidays)

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## Structured Counselling through the Employee Assistance Programme

### Who can access structured counselling?

Structured counselling can be accessed by employees – whether insured or not – of an employer who has an L&G Group income protection policy where it is deemed clinically appropriate.

### How can structured counselling help me?

This service offers a short framework of intervention which is appropriate for issues of low severity and complexity and can help with the interpretation and treatment of behaviours, thoughts and feelings, such as:

- Individuals seeking to address the emotional impact of life events and change.
- Individuals wishing to acquire coping skills to manage emotions, in particular, low mood, anxiety and anger.
- Individuals seeking to address self-relation and self-esteem.

### What conditions does the Structured Counselling service NOT treat?

This is not an emergency service, therefore it does not provide any form of crisis support or continued support for the following example conditions:

- Moderate to severe to self or others harm (such as individual with history of violence).
- Moderate to high risk from others (such as domestic violence or other form of abuse).
- Chronic mental health conditions (such as Bipolar disorder, Psychotic disorder).
- Neurocognitive disorder and conditions impairing normal cognitive function (such as Alzheimer's disorder, Parkinson's disorder).
- Dealing with any form of acute addictions. Past childhood trauma.

### How can Spectrum.Life support me if I'm not deemed clinically appropriate for short-term counselling?

If a short-term counselling intervention is deemed not suitable for you, you can still receive in-the-moment support, empathy and advice from a trained counsellor through Spectrum.Life's 24/7 support line. Simply call: 0800 316 9337 in the UK or 1 800 558 899 in the Republic of Ireland. In-the-moment support is a therapeutic intervention as you can speak with an accredited counsellor as many times as required. Where clinically required, follow-up calls may be arranged between you and the clinician to ensure you are best supported. The advice line team at Spectrum.Life can signpost you to other resources such as local authority support, your GP or other services available through Spark if short term counselling is not appropriate.

### How often can I access Structured Counselling?

You can have up to eight sessions per presenting issue within a 12-month period, provided it is deemed clinically appropriate by the counsellor.

## Virtual GP and Advanced Nurse Practitioner (ANP) Service

### Who can access this service?

All employees and their immediate family which includes spouse, partner, registered civil partner and children aged 0 to 21 in full-time education and who are living in the same household, can access this service. Children aged 0 to 16 will only be able to access the service through their parent's Spark account where they have their consent and are eligible. Children 16 to 21 will not require parental consent to access this service. Dependants over 16 and will need to create their own account using the access details same organisation code used by the employee.

### How do I request a GP appointment?

Log in to your account using Spark and navigate to the title labelled Virtual GP, Nurse Practitioner and Physio. By choosing from a list, you'll be asked to confirm the reason for your request to book an appointment, a brief description of your symptoms as well as your consent to continue. You will then be presented with the suggested clinician. You can go ahead and book the appointment and select whether you'd like to have the appointment over the phone or video. If you are offered an appointment with the Advanced Nurse Practitioner or Physiotherapist but prefer to see a GP, you can always make this change.

### What is an Advanced Nurse Practitioner and why would I have an ANP appointment instead of a GP appointment?

ANPs are registered nurses who have completed advanced education and training, typically at a master's degree level and can provide a higher level of expert clinical care. They can prescribe medication, provide referrals and sick notes. The Spark intelligent booking system will assess your symptoms and suggest the relevant clinician (a GP or ANP) for your needs. If you are recommended an ANP but would prefer to see a GP, you will always have the option to do so.

### What information do I need to provide at the point of booking?

When booking an appointment for the first time, you'll be asked to provide the following information:

- Informed consent – you'll be asked for consent to share information with your GP so that your medical records are kept up to date. You don't need to agree, but if you don't it could restrict the prescription and referral services.
- Who the appointment is for – yourself or a child/young person (under 16).
- Personal details – including your name, address, and contact information.
- You'll also be asked to complete a short health questionnaire which includes:
  - \* whether you're registered with a GP
  - \* Your GP's name and address
  - \* Details of any past or ongoing medical conditions
  - \* whether any immediate family members have had significant conditions (eg diabetes, heart disease, cancer)
  - \* any current medication
  - \* any allergies

### Will I need to provide ID ?

You will also need to complete identity verification the first time you book an appointment by uploading an official photo identification document, such as a passport, UK or EU driving licence, national ID card, birth certificate, or residence permit.

## How quickly can I get an appointment for Virtual GP, ANP or Physiotherapy?

You can book an appointment with Virtual GP or ANP within 24 hours. The GP and ANP service is available 24 hours a day, seven days a week.

## What should I do if my situation is an emergency?

The Virtual GP service is there for when you need fast answers and peace of mind for a medical problem that isn't an emergency, or when it's not convenient to arrange an appointment with your registered GP. In an emergency, you should call 111, 999 or go straight to your nearest Accident and Emergency or urgent care centre.

## What types of conditions cannot be treated remotely by the GP?

The Virtual GP and ANP services through Spark are designed to handle a wide range of non-emergency health concerns. There are certain conditions and scenarios where remote treatment is not appropriate.

You should always visit or contact the emergency services where the condition requires urgent or life-saving intervention such as, chest pain, severe bleeding, stroke symptoms, shortness of breath, severe abdominal pain and seizures, loss of consciousness/blackouts.

If a diagnosis depends on a physical examination that cannot be conducted via video or phone, the clinician may advise you to see your NHS GP or attend an in-person clinic.

If the clinician determines that your condition cannot be safely or effectively managed remotely, you will be signposted to appropriate next steps, such as visiting your NHS GP or a local specialist.

## How does the GP video service work?

A reminder email will be sent 60 minutes prior to your appointment. To speak to the GP or ANP, you start your appointment by logging into the app. Navigate to the calendar icon on the top right of the homepage where you will be able to select 'Join' at the scheduled time.

## Can the GP and ANP write me a prescription?

Yes, a private prescription can be issued for a maximum of 28 days if the ANP or GP considers it is appropriate to do so.

## Is there a charge for the prescription?

There is no charge for issuing your private prescription, but you will have to pay for the medication at your chosen pharmacy, even if you are entitled to free NHS prescriptions. The cost of the medication could be more or less than the cost of an NHS prescription. Only an NHS GP and other recognised independent prescribers can issue NHS prescriptions.

## How do I obtain my medication?

Prescriptions will be sent to your email address. You'll receive a code to collect your medication from your chosen pharmacy. Alternatively you can opt for home delivery.

## How does the delivery prescription service work?

This service is provided by Signature RX Pharmacy. They can take orders 8am to 8pm, 7 days a week. Your GP will offer this option if you need a prescription. If you live in London, you'll usually be able to receive your medication on the same day if it's ordered by 3pm. Outside of London, Signature RX Pharmacy will usually aim to deliver your medication the next day if it's ordered by 1pm. The cost of the medication can be paid through the Signature RX pharmacy website.

## Can the GP write me a repeat prescription?\*

In some situations, if you can prove medication is on repeat, a repeat prescription will be issued. You will be encouraged to visit your own GP for long term monitoring in these situations.

## Can the GP or ANP provide me with a Sick Note?

Yes, if it is clinically appropriate to do so. A sick note will be issued to confirm that you're unable to work. Your employer should accept the certification issued to help them record

the condition you are suffering from. After your consultation, you'll be able to download the sick note from the notification centre within Spark. You can access this by clicking on the bell icon in the top right hand corner of the home page. There is no charge for this service. There is a limit of one sick note, for a maximum of two weeks, for any illness. If a further certification is required, you'll need to arrange an appointment with your registered GP, as they'll be able to carry out a more thorough assessment to help ensure if further treatment is necessary.

## Can the GP and ANP provide me with a Fit to Fly Note?

GPs and ANPs are able to issue Fit to Fly Notes in circumstances where face to face assessments are not required.

## Can the GP and ANP provide me with a Fit Note?

GPs and ANPs are able to issue Fit Notes in circumstances where face to face assessments are not required.

## How do specialist referrals work?\*

You can request a specialist referral during your consultation. The clinician will find out more about your condition and issue a referral if it's clinically appropriate. The referral letter will be available when your consultation notes have been completed – typically within two hours of your consultation. You can download the letter from the notification centre within Spark. You can access this by clicking the bell icon in the top right hand corner of the home page. Only private, open referrals will be made. You will not be issued with a referral to the NHS. If you do not have Private Medical Insurance (PMI) you will be charged by the specialist for the appointment and any recommended investigations. If you have PMI, then you should contact the provider of the service to discuss which specialists are available to you. You will not be charged for the specialist referral.

\* Prescriptions and referrals can only be provided to individuals in the UK.

## Can I have more than one specialist referral?

Yes, there are no limits on the number of referrals that can be issued, so long as they are clinically appropriate.

## Can I receive a private referral to a Healthcare Trust set up by my employer?

Yes, the private referrals can be presented to any provider that agree to provide the treatment being recommended that meets your needs and arrangements.

## Can the GP make contact with the Healthcare Trust on my behalf, or will I need to contact them myself?

Where clinically appropriate, the ANP or GP can provide you with a referral letter. It is then up to the healthcare trust whether they accept this referral. The referral letter can be emailed to you when your consultation notes have been completed by the GP.

## If I do not have Private Medical Insurance can the private referral be for private treatment on a self-pay basis?

Yes, but you will be responsible for the full cost of the private consultation and any treatments.

## What is the procedure if someone misses a Virtual GP appointment?

If you miss an appointment, you'll need to book a new one. The clinician will not usually contact you unless the information provided indicates a perceived risk.

## What if I have any issues with my appointment?

If you have any issues, simply email [support@spectrum.life](mailto:support@spectrum.life)

# Online Physiotherapy

## How is physio delivered?

The physiotherapy service is delivered digitally via video or audio through Spark.

## Do I need to see a GP first?

No, you can access a physiotherapy appointment without referral from a GP.

## I don't know if physiotherapy will help with my problem?

If you feel the condition requires a face-to-face examination or if treatment cannot be confirmed, the physiotherapist will attempt to help, if it is clinically appropriate to do so, They can arrange an onward referral to the required medical professional to assist with your condition. This can include a Private Medical Insurance referral letter if you and the clinician feel this is a suitable option.

## Are there any age restrictions to use the service?

The minimum age for treatment is 16 years old. The upper age limit is dependent on your physical and cognitive function and whether this remote service can treat you safely. If you feel that having a virtual service may not help, you may benefit from arranging an alternative service.

## How do I book an appointment?

Log in to your account through Spark and: either click on I'd like to book a GP or Physio appointment or navigate to the GP, Nurse and Physio service tile. You'll be asked to provide your personal details, medical history and GP details and will be asked to provide consent as well as a reason for booking from a list and a brief description of your symptoms. For a physiotherapy appointment, you will need to select the **'Muscles, bones or joints option'**. You will also need to complete identity verification the first time you book an appointment by uploading an official photo identification document, such as a passport, UK or EU driving licence, national ID card, birth certificate, or residence permit You'll then be presented with a suggested clinician. You can go

ahead and book the appointment and select the preferred method of delivery (video or audio) or you can choose a GP appointment if necessary.

## How quickly can I book an appointment?

Appointments are available within 48 hours Monday to Friday 8am to 8pm and are up to 15 minutes duration.

## How soon will appointments be available to book?

Initial consultation appointments are typically available within 48 hours. Any follow-up sessions will be discussed during the call with the physiotherapist and are often scheduled within 1 to 3 weeks depending on your condition. You'll need to book the appointments.

## What is the process if the clinician does not think physiotherapy is appropriate?

If your condition is not suitable for virtual physiotherapy treatment, you will be signposted to appropriate treatment.

## How do I access my treatment plan?

You'll be sent an email with a link to access your treatment plan within 24 hours of your consultation. You may also be provided with an ongoing preventative programme.

## How long should I wait between appointments?

This will vary depending on your own personal condition and treatment plan. Your physiotherapist will be able to offer you advice about when you should book in for future appointments. Typically, this will often be between 1 to 3 weeks.

## Will I need a scan?

You don't need to have a scan prior to attending a session with a physiotherapist. If the physiotherapist thinks you need to see a specialist (such as an Orthopaedic surgeon), you will first need to see an NHS GP for a referral. If you have Private Medical Insurance and would like a private referral, this can be done through the Spark Virtual GP service.

### **How many physiotherapy sessions will I be eligible for?**

You are eligible for up to a total of six sessions (including your initial consultation) per condition presented. The number of sessions you'll receive is dependent on your clinical need and will be explained by your clinician. If you require more than six sessions, generally it would be clinically prudent for you to have an in-person assessment with your GP who can then look at referring for further treatment.

### **Are these physiotherapy sessions provided at no cost?**

This service is provided at no additional charge.

### **Who can access this service?**

This service is available to all employees and their immediate family which includes spouse, partner, registered civil partner and children aged 16 to 21 in full-time education that are living in the same household as them. This service is not available to dependants under 16.

### **How many appointments can I make each year?**

There is no fixed annual limit on the number of physiotherapy appointments you can make. As long as it is clinically appropriate, you may continue to book appointments as needed.

### **What if I have any issues with my appointment?**

If you're having any issues simply email [support@spectrum.life](mailto:support@spectrum.life)

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## **Child Mental Health Support**

### **Who can access this service?**

You and your immediate family can access this service. Immediate family includes spouse, partner, registered civil partner and your children aged 6 to 16.

### **What is included in this service?**

This service aims to provide support to both the parent and child by:

- Offering practical strategies to help manage behaviours and emotions.
- Equipping parents with guidance on responding to their child's needs within the family dynamic.
- Support to gain a better psychological understanding of child's experience.
- Guidance to parents on managing the child's needs within the family structure.
- Exploring ways to navigate available support systems for the parent, child, and family unit.
- Referral to in-person mental health specialists where required.
- Signposting to NHS services or additional L&G well-being resources.

### **How does this service work?**

There will be an initial 30 minute appointment for the parent/carer and a clinician to gain an understanding of the issues involved. If the clinician feels it would be appropriate, then there will be a 60 minute session with the clinician and the child. After this a report will be prepared and sent to you within 10 working days.

### **What is the booking process for accessing Child Mental Health consultations?**

You or your eligible partner will begin by selecting the Child Mental Health service within Spark. After agreeing to the service terms and providing consent, you'll need to complete a digital form with personal and child-specific information. Once submitted, you'll be able to book the initial 30 minutes session.

### **How are the two sessions (30-minute and 60-minute) for Child Mental Health support scheduled?**

The initial 30-minute session can be booked by you or your partner where eligible, through Spark. Following this, the 60-minute child assessment is scheduled based on clinical recommendation and availability. The clinician or support team will co-ordinate the booking of the second session directly with you or your partner. Confirmation of the appointment will be sent by email and through the notification centre within Spark. You'll find this by clicking the bell icon in the top right hand corner on the landing page.

### **Is the Child Mental Health service available 24/7?**

While the Spark platform is accessible 24/7, the Child Mental Health service operates within standard clinical hours. Availability may vary depending on clinician schedules, but the booking system allows users to view and select from available appointment slots.

### **Is the Child Mental Health service delivered digitally, and what platforms are used?**

Yes, the service is delivered entirely through the Spark platform, which includes both app and web access. All interactions, including booking, consent, and consultations, are managed online.

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# Second Medical Opinion

## Who can access this service?

You and your immediate family can access this service. Immediate family includes spouse, partner, registered civil partner and your children aged up to 21 in full-time education and/or who are living in the same household.

## What is the Second Medical Opinion service?

This service gives you access to a UK-based consultant specialist for a second opinion on a medical diagnosis or treatment plan. It's designed to offer reassurance, explore alternative treatments, and help individuals make informed decisions about their care. The service includes emotional and practical support from a nurse before and after the consultation. Please note that this service is not available for mental health related diagnosis.

## Who provides the Second Medical Opinion service?

The service is delivered through Spark by Spectrum Life and RedArc, independent providers with access to a wide panel of UK-based medical specialists.

## How do I access the Second Medical Opinion service?

Call the dedicated helpline on 0808 168 0712. In Ireland call 01244 625 180 or email [referral@redarc.co.uk](mailto:referral@redarc.co.uk) and ask for a callback. You'll speak to the team who will explain how the process works. You can request up to two second medical opinions per year. Emotional and practical support from a nurse is also available before and after the consultation.

## What does the service include?

The service includes initial virtual discussion with a nurse specialist followed by booking a face-to-face or virtual consultation with a specialist, a written medical report shared with you and your GP, and one follow up nurse support post consultation.

## When is the service available?

The Second Medical Opinion service is available Monday to Friday, 9am to 5pm.

## How long is the consultation?

The consultation with the specialist will take around 30 minutes with additional nurse support pre and post consultation.

## Is this service provided at no extra cost?

The consultation with the medical specialist is free of charge. However, costs such as travelling expenses, additional tests or ongoing treatment are not covered.

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# Cancer Awareness and Nurse Support

## Who can access this service?

You and your immediate family can access this service. Immediate family includes spouse, partner, registered civil partner and your children aged 18 and over who are living in the same household.

## What support does this service offer?

Provided by Perci Health, Cancer Awareness and Nurse Support offers a range of services to help you reduce your cancer risk or navigate living with or beyond a cancer diagnosis. Their service includes a clinically validated cancer risk assessment that evaluates lifestyle, family history, and health behaviours to identify areas where additional support or screening may be beneficial. Based on your results, you'll receive a personalised plan with expert guidance on lifestyle choices such as nutrition, exercise, and stress management, designed to support both prevention and recovery. Additionally, you can connect with experienced cancer nurses through an online chat facility or video for compassionate support.

## How are the cancer nurses qualified to offer support?

Perci Health only works with highly qualified healthcare professionals who are experienced in cancer care. Their cancer nurse specialists have extensive experience working with cancer patients in the NHS and private sector. All healthcare professionals go through a thorough credentialing process, constant registration checks, and referencing.

## How do I access the service?

You can access this service through Spark by selecting the Cancer Awareness and Nurse Support tile. There, you can complete a digital cancer risk assessment, message a cancer nurse specialist, or book a virtual appointment. The service is confidential, and available to both you and your eligible immediate family members.

## When can I contact the cancer nurse specialists?

Virtual clinics with cancer nurse specialists take place Monday – Friday. Their customer success team responds to queries Monday – Friday, 9am to 5pm.

## Is there a way to schedule an appointment in advance?

Yes, you can book an appointment with a member of the nursing team at a time and date that suits you best.

## How is the quality of support monitored and ensured?

Perci Health adheres to the Care Quality Commission's (CQC) recommendations and best practice guidelines. Their professionals undergo extensive credential checks that are reviewed annually, and each professional is registered with the relevant professional governing body. They conduct regular evaluations, feedback sessions, and safety training. Regular feedback ensures services are delivered to the highest standard, and they consistently maintain a Trustpilot rating of 4.5 and above. All digital content (articles, videos, and webinars) is written by Perci Health's expert clinical team, following The Information Standard's best practices and is reviewed regularly.

### **How quickly can I expect a response after reaching out for support?**

You can message your cancer nurse specialist at any time through the Perci Health platform. Please be aware that it might take one working day to receive a response. Perci Health's customer success team is available Monday – Friday, 9am to 5pm.

### **Are there any resources available on the platform for self-help or self-guidance?**

Yes, there are a variety of resources, including articles and videos, to support self-management. Simply answer a simple onboarding questionnaire and you will have immediate access to resources created by the cancer experts at Perci Health. Content is focused on answering your questions and managing your condition.

### **Are the available resources regularly updated?**

Yes, resources are regularly updated to ensure they reflect the latest clinical guidelines and best practices in cancer care. All articles are written by Perci's expert clinical team, following The Information Standard's best practices for trusted content.

### **Are there language translation services available?**

Perci Health does not currently provide interpreters, but some of their professionals are fluent in multiple languages. If you have a preferred language, let your cancer nurse know, and they will do their best to support.

### **Can I provide feedback on my experience?**

Yes, you can provide feedback. Your feedback will help improve the services and reduce the impact of cancer on individuals and their loved ones. You can provide feedback in a number of ways: directly to your nurse, to Perci's Customer Success team, or by emailing Perci Health. Perci Health treats all feedback seriously and will ensure that complaints, concerns, and issues raised are correctly investigated in an objective, timely, transparent, and appropriate manner.

### **What should I do if I experience technical issues?**

If you are having technical issues, please email [hello@percihealth.com](mailto:hello@percihealth.com) and Perci Health's Customer Success team will assist you.

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## **Long Term Condition, Women's Health and Wellbeing Support**

### **Who can use this service?**

You and your immediate family can access this service. Immediate family includes spouse, partner, registered civil partner and your children aged 16 to 24 in full-time education who are living in the same household.

### **How do I access this service**

This service is provided by HCl Digital through their CONNECTPlus app. You'll need to download the app from the Apple or Google Play stores. You can also access the app through Spark.

### **If I already have this app will it continue to work?**

Yes, this support service is app based, and the same app should continue to be used.

### **Can I access this service without downloading an app?**

No, the support service is only app based.

### **Can I access my account on multiple devices?**

Yes, you can access your account from any app supported device.

### **Will the app run on my desktop or laptop?**

No, this is currently designed to work as an app on your mobile device.

### **Do I need a subscription to use CONNECTPlus?**

You don't need a subscription to use the app. You just need to create an account to login and access the support.

### **Can I use the app without an internet connection?**

You will need a secure internet connection to access information and videos in the app.

### **How do I update my personal information?**

You can update your information in the account section of CONNECTPlus, which can be accessed by clicking the icon in the top right when logged in.

### **What do I do if I need technical support with CONNECTPlus?**

You can contact the CONNECTPlus support team at [support@hci.digital](mailto:support@hci.digital).

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# Adult and Elder Care

## What do we mean by Adult and Elder Later Life Care?

The Adult and Elder Care resource is delivered through the Care team at L&G. They provide personalised guidance and information on care and support for adults aged 18 and over, including those in later life. While the team specialises in retirement-age benefits, they can also help identify suitable support for working-age adults. This resource includes:

- A free telephone consultation with a care expert.
- Guidance on planning, funding, and accessing care within the UK.
- A follow-up email summarising the discussion, with tailored care guides and relevant services.
- Ongoing access to a digital care platform for further support.

## Can my family members call?

Yes, this service is available to you and your immediate family. If your family member calls, they will just need to tell the friendly team the name of your employer. The Care team can also arrange conference calls to include multiple family members.

## How can I access this service?

Simply call Freephone 08000 608 823. Lines are open Monday to Friday, 9am to 5pm. Calls may be monitored and recorded. Alternatively, you can start your conversation by email to: [care.service@landg.com](mailto:care.service@landg.com)

## Will I be charged for calling the Concierge team?

No, all calls to the phone line are free of charge and Care Concierge is provided to you, in full, at no cost.

## Will details of my call be shared with anybody?

No, all calls are confidential and will not be shared with your employer or any L&G business or third party, without your consent.

