



Spark

Your digital home
for health and wellbeing

Alternative formats

If you would like this translated or have a copy in an alternative format such as large print, braille or audio please email us or call us on 0345 026 0094. Lines are open from 9am to 5pm, Monday to Friday. We may record and monitor calls. Call charges will vary.



Looking after your health and wellbeing shouldn't be complicated.

That's why there's Spark.

Spark brings a wide range of health and wellbeing services together online or in one easy-to-use app. Whether you need advice, support or simply want to take positive steps towards a healthier lifestyle, Spark can help.

You can access Spark anytime, anywhere, using your phone, tablet or computer. It also supports your immediate family, so the people closest to you can get help when they need it too. See the section "Support for your family" on page 7 to see which family members can use most of the services provided through Spark.

What's included?

Speak to a GP, day or night

Need medical advice but can't get a GP appointment? With Spark, you can speak to a GP or Advanced Nurse Practitioner 24 hours a day, seven days a week by phone or video call. Appointments are often available the same or next day.



Helping you:

- Get advice quickly
- Save time waiting for appointments
- Feel reassured when health concerns arise

24/7 Employee Assistance Programme (EAP)

Someone to talk to – day or night

Life has its' ups and downs, but you don't have to face this alone.

The EAP gives you and your immediate family confidential support from experts whenever you need it.

From everyday pressures to more personal challenges, you can speak to a qualified counsellor 24 hours a day, seven days a week, by phone, video or live chat. You can also book an appointment online. So help is always easy to access in a way that suits you.



Helping you:

- Feel supported during difficult times
- Build resilience and confidence
- Improve your overall wellbeing



Online physiotherapy

Don't let aches and pains slow you down!

Get a video or phone appointment with a physiotherapist quickly and easily. And you won't need to see your GP first.

Appointments are usually available within two working days.

You'll receive expert advice, exercises and, if you need it, a referral to an expert. So you can recover and get back to feeling your best with minimal disruption to your day.

Your immediate family (aged 16 and over) can also use this service. Available from Monday to Friday, 8am to 8pm.



Helping you:

- Get expert help fast
- Recover with confidence
- Fit treatment around your life

Child Mental Health Support

This service gives you and your child quick access to experienced specialists. They can offer practical support to help children understand and cope with their feelings and behaviour.

Booking is easy. You'll first have a session with the specialist. Your child will then have a longer session with them.

Available for children aged six to 16.



Helping you to:

- Better understand what your child is going through
- Feel more confident supporting your child
- Get practical advice to help you meet your child's needs

Support for long-term health conditions, women's health and general wellbeing

A simple digital tool to help you and your immediate family manage a range of conditions. There are helpful resources such as symptom checkers, medication reminders and general advice to help you feel supported and more informed about your condition. There are also lots of resources to help you and your family manage your day-to-day health.



Helping you:

- Understand your condition
- Manage symptoms day to day
- Build healthy habits

Second Medical Opinion

Being diagnosed with an illness or condition can be stressful – but you don't have to face it alone.

This service connects you to a UK specialist. They will review your condition and treatment plan and offer clear advice.

A nurse will be on hand to support you all the way and you'll get a written report to help you be better informed.



Helping you:

- Gain a better understanding of your condition and treatment
- Take control of your health
- Have more confidence in choosing the next steps

Cancer Awareness and Nurse Support

If you're worried about cancer, either for yourself or someone you care about, you don't have to cope alone.

You and your immediate family can get expert and confidential support from specialist nurses. You can also get a personalised risk assessment and screening advice.



Helping you:

- Make informed choices about your health
- Access expert guidance
- Feel supported throughout your journey

Adult and Elder Care

Looking after a loved one who needs care can be stressful. It may be difficult to know who to turn to for help. But don't worry, the Adult and Elder Care support service can help you.

Our expert team will provide one-to-one support and help with everything from arranging care to understanding funding and benefits.



Helping you:

- Make informed decisions
- Ensure your loved ones get the right support
- Gain peace of mind

Medical Helpline

If you have questions or concerns about your health, expert support is just a phone call away.

You and your immediate family can speak to experienced nurses. They can provide support and reassurance on a wide range of medical issues.



Helping you get:

- Advice on symptoms, diagnosis or ongoing health issues
- Trusted support in the comfort of your own home
- Peace of mind

Wellbeing Services

Looking after your health and wellbeing has never been easier.

You and your immediate family can find a range of simple tools and resources to help your body and mind feel their best.

Whether you're looking for healthy recipe ideas, helpful webinars, mindfulness sessions or trusted advice – it's all in one place.



Helping you:

- Improve your fitness
- Boost energy levels
- Support your mental wellbeing

Available Monday to Friday,
9am to 5pm.



Financial and legal information

Money worries and legal questions can sometimes feel stressful.

Get expert information from a trained professional. They'll be able to give you clear and practical information on a wide range of everyday issues.



Helping you:

- Feel more informed
- Reduce stress
- Plan ahead with confidence

**Available Monday to Friday, 9am to 5pm.
Please note this service is not available to
your immediate family.**

Support for your family

Most services unless confirmed otherwise, are available to your immediate family too. By immediate family we mean spouse, partner, registered civil partner and children aged 16 to 24 in full-time education and who are living in the same household.

For Second Medical Opinion and the Medical Helpline it's the same as above but for children from birth to 21 years in full-time education who are living in the same household.

For Cancer Awareness and Nurse support, it's the same as above but for children aged 18+ who are living in the same household.

From wellbeing support to health services and care guidance, we're here to help you and your family stay healthy, happy and supported.

Exclusive Discounts

With access to over 300,000 brands and local retailers, you can save money on a wide range of products and services. Enjoy discounts across:

- Food and drink
- Hotels, travel and holidays
- Motoring and commuting
- Tech and electronics
- Beauty, wellbeing and fragrance

Plus much more...



How to access and register for Spark

It's quick and easy to register:

1. Download the Spectrum.life app or go online at landg.spectrum.life or scan the QR code below
2. Enter your name, email address and your employer's organisation code
3. Create a password

That's it! You're now ready to explore all that Spark offers.

