

# Who are talkhealth?



talkhealth are one of the leading online **FREE** patient health communities in the UK, providing information & support for those with ***chronic health conditions***, whilst collaborating with the NHS, charities & medical professionals to develop sustainable health programmes & solutions. talkhealth and its community is an influencer, shaping the future of the health & wellbeing landscape through its wellbeing support programmes, with a focus on self-care and management advice from leading healthcare professionals.

talk**health** has launched a series of health support programmes (written with **NHS** experts) based on market research insights from the talk**health** community of members and healthcare professionals\* around the lack of structured self-care health information and support available within a number of industry sectors, including education.

This is an issue that has been identified and highlighted as being of particular relevance to the teaching profession with the number of teachers leaving at an all time high, with 50% of NQTs leaving the profession within 5 years, and many more seasoned professionals looking elsewhere, the primary reasons having been identified as stress, anxiety, work life balance and related health issues.

The UK's only charity focused on mental health and wellbeing within education, **The Education Support Partnership** has produced a manifesto with 6 key recommendations they are encouraging schools and colleges to adopt to help stem the tide of not just staff absenteeism and departures, but to actively bolster their wellbeing giving them access to support where and when they need it most.



\* 5,412 participants & 76 healthcare professionals questioned in a talk**health** survey, 2017

Key recommendations from **The Education Support Partnership**, that the talkhealth wellbeing programmes directly support:

- ✓ *Mandatory provision of **personal mental health and wellbeing guidance** within Initial Teacher Training*
- ✓ *Regulators to prioritise staff wellbeing in their assessments and measure this against an evidence-based framework*
- ✓ *Annual **staff surveys** to become statutory in all schools and colleges; with senior leaders acting on the issues identified in an open and transparent way*
- ✓ *Increased awareness, knowledge and **signposting to external support services***
- ✓ *Access to an externally provided Employee Assistance Programme for all staff in schools and colleges*
- ✓ *Access to facilitated peer support programmes for all leaders in schools and colleges*

What has been recognised is that a happier, healthier work force has benefits not just for the educational environment but could directly and positively impact student outcomes\*.

*\* **Briner & Dewberry (2007) found a statistically significant positive relationship between staff wellbeing and student SAT outcomes.***

The support programmes offered are a mix of general health and wellbeing, as well as those based around a specific health condition. Many act as an additional resource to compliment what a healthcare professional is able to provide given appointment time constraints, a problem that is amplified by the difficulty of getting time out from the school day to get an appointment.

The programme captures a large amount of information and repackages it in an easily understandable, digestible format that has proven effectiveness in the promotion of self-care, as well as offering additional support and advice as recommended by your own organisation or that of a local facility.

The programmes are able to support 000s, with the ability to join at any time, and take the programme at a time that is most convenient. Once registered, participants are sent a weekly PDF by email to print/download or a video to watch.

All content is written by healthcare professionals and charities, along with contributions from those with conditions and their caregivers; and written to [NHS England Information Standard](#).



The **mywellbeing** support programme provides informative health education designed to promote better awareness on how to improve all aspects of health generally and to self manage. It contains 30 health topics, delivered over 20 weeks. Each module also acts as a sign post to further in depth support resources.

- Sleep
- Weight management
- Exercise & fitness
- Women's health - younger
- Women's health – older
- Mental wellbeing
- Emotional wellbeing / mood
- Gut health
- Pain management
- Compassion Fatigue
- Foot health
- Hair loss
- First Aid
- Seasonal illnesses
- Eye health
- Men's health – younger
- Men's health – older
- Addiction
- Technology detox
- Musculoskeletal

*“talkhealth is providing a really helpful & useful support programme series. These are available online & I'd strongly encourage my patients to access a programme.”*

***Dr Tony Bewley - Consultant***

- Nutrition
- Sexual health
- Cholesterol & heart
- Sugar
- Salt
- Oral health
- Hearing
- Incontinence & bladder control
- Skin
- Allergies



Each week's content of *mywellbeing* can be customised with your logos to include additional information that is directly relevant to your own organisation and the specific needs or information required by your staff. Organisations can use the *mywellbeing* programme as an 'umbrella' support mechanism to promote all the health initiatives of your organisation or your local amenities.

- ❑ Your own support network or local services
- ❑ talkhealth relevant information page, a talkhealth online clinic or to a talkhealth specialised support programme
- ❑ The NHS health care websites, a charity or equivalent



*Example of a customised support box within a topic*

At the beginning and at the end of the *mywellbeing* programme participants are asked to complete a short survey, which is developed with you to allow for the collection of general health data, to understand for example what type of health information your employees are most interested in and in what formats they might like to receive it.

If your organisation is running individual health and wellbeing initiatives, the survey can also retrieve direct feedback on these, what they thought of them and also whether highlighting them in the support programme has made a difference to attendance.

The survey also allows for the measurement of the effectiveness of the programme as to how participants felt the programme enhanced their health. Results are presented to you in an anonymised report, picking out highlighted feedback, which can help an HR department tailor future activities.

The benefit of the anonymised information is that it encourages a greater level of engagement and honesty. Many people will be unwilling to speak up about health matters, particularly emotional or mental wellbeing either through embarrassment, fear of being stigmatised or professional concerns.

# Feedback & the impact of being on a talkhealth Support Programme ...

- **87%** would recommend a programme to someone else
- **68%** reported a good or big improvement in their condition / health
- **57%** said they now visit their GP **less**
- **89%** said the support programme provided them with information their GP did not
- **96%** said it would be helpful to receive an appropriate support programme such as this

*"It was great to learn there are lots of things that can be done to help my skin condition."*

*"The programme gave me support and reassurance I'm not alone."*

*"I learnt more from being on the programme than I ever did from my GP as the appointments are so short to discuss anything in detail."*

*"I had advice I normally wouldn't have access to."*

Your organisation will have a dedicated page on talkhealth to act as a landing page for employees to register and sign up to the programme. This page can be tailored to include an organisation's relevant contact details as required.

The programme is branded with your organisation's logo, and each module has the opportunity to promote your organisation's specific recommendations where appropriate. Staff can be rolled onto the programme at any time and can join any other talkhealth programmes **FREE** of charge, along with joining in with the Online Clinics allowing them to ask questions directly to panels of medical experts.

## NOTE:

*Some talkhealth programmes or modules are commercially sponsored by an educational grant from a pharmaceutical or healthcare company. These companies have **no** influence or input over the content provided. A module that is sponsored will have the company's logo or brand printed in small typeface at the end of the module with a full disclaimer. Dependent on the sponsor, there may be a small text box clearly marked within the content asking the participant if they would like to receive information about the sponsor, and this may be in the form of a sample. A participant will be asked for their contact details by talkhealth and **only** talkhealth will fulfil the requirement. **No** personal details are passed on to any third party. talkhealth are fully GDPR compliant.*



The screenshot shows a webpage for the 'mywellbeing' support programme. At the top left is the 'talkhealth PARTNERSHIP' logo. To its right is a circular icon with a globe and various symbols. Further right is a purple speech bubble containing the word 'topic1' and the text 'Improving your sleep'. Below this is the 'mywellbeing support programme' logo. The main text reads: 'Welcome to the mywellbeing support programme, and where better to start than with a good night's sleep? If you do suffer with sleep issues then tackling this one issue will certainly make you less tired – but it will also improve your health in general and help with a host of other health concerns you may have, including weight management and mental wellbeing.' Below this is a section titled 'Why it matters' which explains the importance of sleep. Another section titled 'What do we mean by 'a good night's sleep?'' provides general guidance on sleep duration and quality. On the right side, there is a teal box titled 'ADDITIONAL SUPPORT' which contains a 'How to get to sleep' link and a 'talkhealth provides a free sleep support programme called mysleep. You can register your interest here' message. At the bottom, there is a purple box titled 'Do you have a sleep problem?' with a text box containing a disclaimer about sleep deprivation.

Example of organisation logo

## Contact us to see how we can help

If you would like to know more about how we can support your staff with a customizable *mywellbeing* support programme and would like to register your interest or have any questions answered please email us [here](#).

Alternatively, if you would like to speak to someone directly about the *mywellbeing* support programme please contact us on **01256 962250**.



talkhealth is one of the longest established and most trusted sources of wellbeing and health support within the UK, working extensive alongside the NHS to provide evidence based information and practical support to millions of people each year.



## • Awards

- ✓ [2018 - Excellence in Patient Education and Support, PMEA Finalist](#)
- ✓ 2018 - Leading Online Social Healthcare Community of the Year UK (Global 100)
- ✓ 2018 – Best in Health Support, 2017 & 2015 - Best Online Chronic Health Solutions Advisory UK, 2016 - Leading Online Social Healthcare Community of the Year (Global Health & Pharma - Healthcare & Pharma Awards)
- ✓ [2017 - Excellence in Data Collection & Fieldwork, BHIA BOBI Award Winner](#)
- ✓ 2017 & 2016 - Most Outstanding Online Social Healthcare Community (Corporate Livewire)
- ✓ 2016 – Social Media, PM Society Digital Award Finalist



## • [NHS England Information Standard accredited](#)



## • Memberships

- ✓ BHBIA (talkhealth personnel are trained in Legal & Ethical and Adverse Event Reporting)
- ✓ HCA
- ✓ PM Society (talkhealth plays a key role in the Patient Engagement Interest Group)

