



# Better health & wellbeing for your workforce

2021 EMPLOYER GUIDE

[www.bluecrestwellness.com](http://www.bluecrestwellness.com)



**Bluecrest**



Value your most valuable assets

## A healthy workforce equals a healthy bottom line

Employees are at the heart of every business; that's why successful corporate leaders cite their workforce as their most valuable asset. And we all know that a healthy, happy, and engaged workforce is key to helping any company thrive. So show your employees you care by offering great health benefits from Bluecrest Wellness.

### Our health and wellbeing services help businesses:

- ✓ Improve employee motivation and productivity
- ✓ Reduce costs associated with employee absence
- ✓ Attract and retain top talent
- ✓ Create a company culture of positive health and wellbeing
- ✓ Improve and help guide health and wellbeing strategies

### Our health and wellbeing services help employees:


- ✓ Understand their current health status with a personal results report
- ✓ Identify early warning signs of health concerns
- ✓ Take a proactive approach to their health and wellbeing
- ✓ Gain helpful advice and coping strategies for their mental health
- ✓ Gain peace of mind with 24-hour GP support

## Why choose Bluecrest Wellness?

Bluecrest Wellness offers high-quality health and wellbeing services, delivered on-site at your workplace, through our network of over 2,000 clinics nationwide, or even at the employee's home. Our health checks, health awareness days and home test kits enable your employees to take a proactive approach to managing both their physical and mental health.


Our services are affordable, convenient, easy to implement, and we'll even help promote the benefit to your staff to encourage take-up and create a real buzz in your workplace.

### Our services include:




#### Health Checks

Choose from a range of non-invasive health check packages tailored to suit your needs and budget. Delivered at your workplace or at a choice of convenient clinics nationwide.



#### Home Test Kits

Our convenient home test kits can easily help employees identify warning signs of hereditary and asymptomatic illnesses, with the added support from our fully-trained health coaches.



#### Health Awareness Days

Two of our Health Assessment Specialists will visit your premises to deliver on-site mini health checks. An affordable but effective way to show how much you care about your people.



ON-SITE HEALTH CHECKS



2,000 CLINICS ACROSS THE UK AND ROI



DEDICATED ACCOUNT MANAGEMENT



MANAGEMENT INFORMATION REPORT



CO-BRANDED MARKETING COLLATERAL



AWARD-WINNING SERVICE

NEW FOR 2021

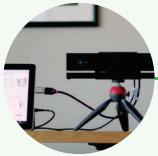
## Musculoskeletal health

### New for April 2021 - improve employee performance with advanced MSK technology

Musculoskeletal (MSK) conditions are a leading cause of workplace sickness and are generally associated with a poor working environment. Incorrect handling of goods and bad posture caused by inadequate adjustment of work equipment can cause serious MSK conditions affecting the bones, joints, muscles, and spine. These conditions can lead to severe long-term pain and even physical disability. The good news is that these conditions can largely be prevented with the correct monitoring – and the sooner an MSK problem is identified and managed, the less likely it is to become a long-term problem requiring absence from work.

### The Bluecrest solution

Our musculoskeletal motor function health scan uses the latest camera technology to track your employees' performance on a variety of movements including posture, strength, balance, flexibility, and range of motion. Your employees will receive an easy-to-understand visual report, clearly highlighting any limitations with their motor function. The report will also include comprehensive advice to help them improve their MSK health and minimise their risk of long-term problems. In addition to this, your employees can also arrange a private 30-minute telephone consultation with an experienced MSK Practitioner, who is able to provide professional advice and guidance for the effective management of aches and pains.



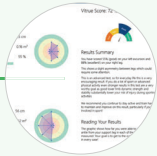
#### Step 1

Our advanced camera technology automatically tracks and analyses your employee's movements.



#### Step 2

Our Health Assessment Specialist will guide your employees through a series of simple physical tests.



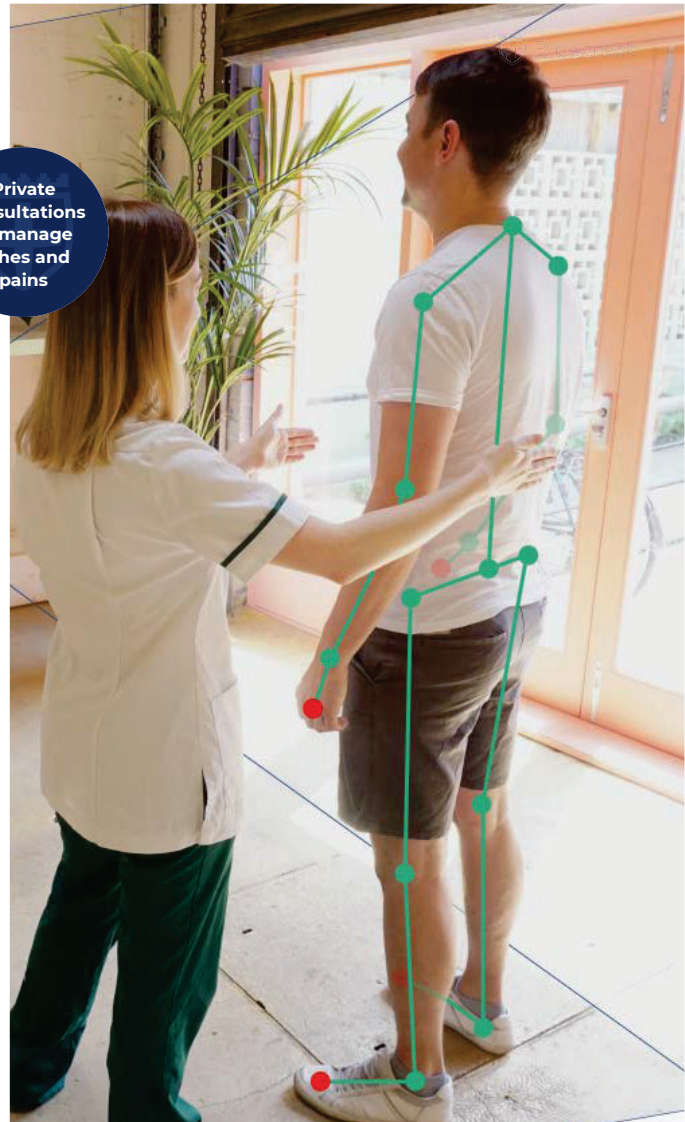
#### Step 3

Your employees will receive a detailed results report, with exercises tailored to improve their MSK health.

### Virtual MSK desk assessment

With the shift to remote working, it's your responsibility as an employer to create a company culture which puts your employees' health and wellbeing first. A great way to do this is by ensuring your workforce has a suitable desk setup to help prevent MSK issues. All Bluecrest home test kits include a convenient virtual desk assessment which uses advanced AI technology to assess your employees' posture and desk setup, to help you comply with your legal obligations. Your employees will receive instant feedback on how they can improve their workspace and posture, helping to reduce their risk of MSK problems developing.

Private consultations to manage aches and pains



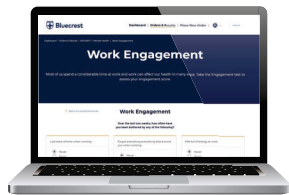
NEW FOR 2021

## Mental health support

### New for April 2021 - embed a culture of positive mental health throughout your workforce

Emotional ups and downs are a fact of life. The pandemic has forced us to adapt our personal and working lives, and for many people this has had a negative impact on both their mental and physical health. Due to the increased exposure to many additional stress factors such as isolation from working remotely and the loss of social interaction with friends and family, it has been a difficult and stressful time for almost everyone.

Without intervention, it's easy to let this additional stress, anxiety and low morale lead to poor mental health and depression - and poor mental health has a detrimental effect on all aspects of life, from personal relationships, to physical health, right through to the ability to perform well at work.



### How Bluecrest can help

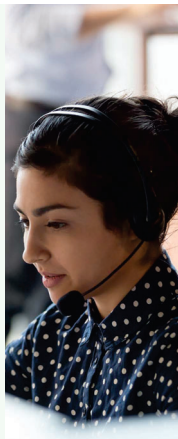
Our series of clinical questionnaires assess the levels of anxiety (GAD7), depression (PHQ8), resilience (RAQ8), and engagement in your workforce. Your employees complete each questionnaire securely online, at their own pace, on their personal Bluecrest My Wellness account. Once completed, your employees will receive tailored advice and practical guidance to help them better manage their mental health. Additionally, My Wellness contains a wealth of information provided by experts in their field, ensuring your employees have the tools and information they need to support their mental health and wellbeing 24/7.

### Emotional wellbeing advisor consultation

On top of the online resources, your employees can also arrange a private 30-minute telephone consultation with a professional counsellor/support co-ordinator to talk through their feelings. During the consultation, the counsellor will share coping strategies and practical advice to help improve the employee's mental wellbeing.

Although the service is not designed to provide 'emergency' care, or support for more significant mental health conditions which may require ongoing treatment, if your employees need further help the counsellor will guide them towards the most suitable course of action. This may include a referral to a GP.

Already have an EAP in place? Our dedicated mental wellbeing service complements the general range of benefits provided in an EAP, further helping you embed a culture of positive health throughout your workforce



**One in six (17%)** employees are dealing with a mental health problem such as anxiety, depression or stress. Preventing them from performing at their best.



More than **one in five (20%)** employees agreed that they had called in sick to avoid work, when asked how workplace stress had affected them.



**30% of employees** disagreed with the statement "I would feel able to talk openly with my line manager if I was feeling stressed".



**56% of employers** said they would like to do more to improve staff wellbeing but don't feel they have the right training or guidance.

Practical and emotional advice from qualified experts



Statistics from [mind.org.uk](https://www.mind.org.uk) (2021)

## Convenient, affordable and detailed health checks for your entire workforce

Over 2,000  
clinics  
nationwide or  
on-site



### On-site health checks for your convenience

Our popular full health checks can take place at your corporate premises at no extra cost. Your visiting Health Assessment Specialist will convert your meeting room into a fully equipped clinic for the day, with no inconvenience to you.

Alternatively, your employees can access our network of over 2,000 clinics across the UK and ROI. Set up in hotel meeting rooms and conference centres, Bluecrest ensure the same quality tests you'd expect from a hospital but in a more comfortable and relaxed setting.

Whether you choose an on or off-site option, you can be assured of quality, convenience, clinical accuracy and affordability – and your staff won't need to take a whole day off work or travel far to take part.

### Results that drive change

#### Comprehensive results report

Your employees will receive a detailed results report in the post within 21 days (28 days for ROI) of their health check. Each test result is given a "flag" of red, amber or green, helping your employees easily identify any results which are outside of the recommended range for their age and sex.

If any results are in the amber or red category, your employees will receive appropriate follow-up advice in their report to help them understand what they should do next. Plus, if any test results require immediate medical attention, our Results team will alert your employee straight away.

#### My Wellness results and support portal

As well as receiving a high-quality hard copy of their report, your employees will also be able to access their results securely online via My Wellness. In addition to viewing results digitally, My Wellness contains useful health tips and advice from our team of GPs, Emotional Wellbeing Advisors, Nutritional Therapists and Musculoskeletal Wellbeing Advisors.



#### Management information report

Once over 60 employees have received their health checks, the anonymised data can be used to provide you with a tailored management information report – and we'll even break the data down by location and division if appropriate. For example, a company may have mental health issues at one location whereas nutritional issues may be more prevalent elsewhere. By knowing where issues exist, we can help you understand the risks to your business and help improve the health of your workforce.

## HEALTH CHECKS

### 5 comprehensive health checks

Choose from a range of packages tailored to suit your needs and budget, with follow-up advice as standard, you'll soon see the health and wellbeing of your employees improve

#### Essential - £99 per employee

Our entry-level health check includes key vital organ tests to give a basic overview of general health. The assessment includes blood tests for liver and kidney function, a full cholesterol panel, protein and iron levels, and more. A perfect starting point to better health.

#### Empower - £139 per employee

Building on the Essential health check, the Empower supports mental wellbeing with clinical risk assessments and an emotional wellbeing advisor consultation. Physical health is also evaluated using the latest camera technology in our MSK motor function health scan.

#### Enhanced - £189 per employee

Our mid-range option, the Enhanced health check includes everything in the Empower check, plus a full blood count to check blood health and immune system, a liver fibrosis test and specialist prostate or ovarian cancer risk checks.

#### Elite - £289 per employee

The Elite health check is designed to give your employees a comprehensive picture of their current health status. Elite includes a thyroid function check, a urine analysis and a private consultation with a GP allowing your employees to discuss any concerns they may have.

#### Early Cancer Add-on - £89 for male/£99 for female employees

The Enhanced and Elite health checks can be upgraded with additional tests designed to assess cancer risk. The add-on uses a range of advanced blood, stool and swab tests which can highlight the risk of cancer in the stomach, bowel and cervix. The service includes a 15-minute telephone consultation with a GP after all laboratory results have been analysed. Due to the nature of the tests, the add-on is for those aged 40+ only.

#### Tailor Made - £399 per employee

The award-winning Tailor Made health check is bespoke to each employee. Building on a primary suite of tests, extra checks are added based on answers given to a confidential questionnaire. The questionnaire uses age, sex, lifestyle, personal and family medical history to determine the most relevant tests for each employee. Employees will receive at least 15 additional readings, ensuring their health check is truly personalised.



All health checks include FREE 24/7 GP helpline for one year

“

The easy-peasy booking process combined with the ability to hold the health checks in-house was a fantastic start to the process. Once the health check day arrived, our boardroom was miraculously transformed into a clinic by the incredible Bluecrest Health Assessment Specialist, with absolutely no inconvenience to us; everything was set up and dismantled seamlessly.

Emma Comben  
Head of People & Premises, Fuel3D

Results available online within just 8 days

## What's included?

	Essential	Empower	Enhanced	Elite
<b>Peripheral arterial disease (PAD)</b>				
ABPI (Ankle Brachial Pressure Index) test - over 40s only	✓	✓	✓	✓
<b>Heart disease and stroke risk assessment</b>				
Blood pressure - systolic and diastolic	✓	✓	✓	✓
Metabolic syndrome	✓	✓	✓	✓
<b>Biometric analysis</b>				
Body mass index (BMI)	✓	✓	✓	✓
Body fat percentage	✓	✓	✓	✓
Visceral fat rating	✓	✓	✓	✓
Fat free mass	✓	✓	✓	✓
Bone mass	✓	✓	✓	✓
Muscle mass	✓	✓	✓	✓
Basal metabolic rate	✓	✓	✓	✓
Metabolic age	✓	✓	✓	✓
Total body water percentage	✓	✓	✓	✓
<b>Kidney function</b>				
Sodium	✓	✓	✓	✓
Urea	✓	✓	✓	✓
Creatinine	✓	✓	✓	✓
eGFR	✓	✓	✓	✓
<b>Liver function</b>				
ALP (alkaline phosphatase)	✓	✓	✓	✓
AST (aspartate aminotransferase)	✓	✓	✓	✓
ALT (alanine aminotransferase)	✓	✓	✓	✓
Gamma GT	✓	✓	✓	✓
Bilirubin	✓	✓	✓	✓
<b>Essential proteins and iron</b>				
Total protein	✓	✓	✓	✓
Albumin	✓	✓	✓	✓
Globulin	✓	✓	✓	✓
Iron	✓	✓	✓	✓
Total iron binding capacity (TIBC)	✓	✓	✓	✓
<b>Bone health, energy and muscles</b>				
Calcium	✓	✓	✓	✓
Corrected calcium	✓	✓	✓	✓
Phosphate	✓	✓	✓	✓
Gout check (uric acid)	✓	✓	✓	✓
Muscle strength (dynamometer)	✓	✓	✓	✓
<b>Diabetes risk</b>				
Glucose	✓	✓	✓	✓
Advanced diabetes (HbA1c)	-	-	-	✓

	Essential	Empower	Enhanced	Elite
<b>Cholesterol status</b>				
Total cholesterol	✓	✓	✓	✓
HDL cholesterol	✓	✓	✓	✓
Non-HDL cholesterol	✓	✓	✓	✓
Triglycerides	✓	✓	✓	✓
Total / HDL ratio	✓	✓	✓	✓
<b>Mental wellbeing</b>				
Depression (PHQ8), anxiety (GAD7), resilience (RAQ8) and engagement questionnaires	-	✓	✓	✓
Emotional wellbeing advisor consultation	-	✓	✓	✓
<b>Heart rhythm</b>				
ECC (15 readings)	-	✓	✓	✓
<b>Musculoskeletal health</b>				
Musculoskeletal motor function health scan	-	✓	✓	✓
Musculoskeletal wellbeing advisor consultation	-	✓	✓	✓
<b>Cancer risk</b>				
Prostate (PSA) or ovarian (CA-125) cancer risk - over 40s only	-	-	✓	✓
<b>Full blood count</b>				
Haemoglobin (Hb)	-	-	✓	✓
Red blood cell count (RBC)	-	-	✓	✓
Haematocrit (HCT)	-	-	✓	✓
Mean cell volume (MCV)	-	-	✓	✓
Mean cell haemoglobin (MCH)	-	-	✓	✓
Mean cell haemoglobin concentration (MCHC)	-	-	✓	✓
Platelets count	-	-	✓	✓
White blood cell count (WBC)	-	-	✓	✓
Neutrophils	-	-	✓	✓
Lymphocytes	-	-	✓	✓
Monocytes	-	-	✓	✓
Eosinophil	-	-	✓	✓
Basophils	-	-	✓	✓
<b>Liver fibrosis risk</b>				
FIB4	-	-	✓	✓
<b>Urine analysis</b>				
Blood in the urine (12 readings)	-	-	-	✓
<b>Thyroid function</b>				
Thyroid stimulating hormone (TSH)	-	-	-	✓
Free thyroxine 4 (FT4)	-	-	-	✓
<b>GP support</b>				
24/7 GP helpline access for one year	✓	✓	✓	✓
15 minute GP consultation after results to discuss any concerns	-	-	-	✓

## Early Cancer Add-on

### Help gain peace of mind by identifying cancer risks

Spotting the signs of cancers early can be vitally important. In many instances, beginning treatment for cancer early can make all the difference. Our Enhanced and Elite health checks, which include tests for prostate (PSA) or ovarian (CA-125) cancer, can be upgraded with additional cancer risk tests. The Early Cancer Add-on has been specifically designed to assess further cancer risks of the stomach, bowel, and cervix. The Early Cancer Add-on is recommended for the over 40s only.

When looking at cancer tests, it's important to recognise that no test can be 100% perfect. While our tests can highlight cancer risk, 'false positives' (abnormal results where cancer is not present) and 'false negatives' (normal results where cancer could be present) can also occur. That's why all results will be explained fully in your employee's results report, and we include a 15-minute telephone consultation with a registered GP after all laboratory results have been analysed. The GP review can be used to discuss any worrying symptoms and if appropriate, a discussion can also take place in relation to any cancers that might run in the family.

### What's included?



#### Stomach cancer risk

Helicobacter Pylori (H. Pylori) is a common bacterial infection which can damage the protective lining of the stomach and small intestine. H. Pylori is also a strong risk factor for certain types of stomach cancer and its infection level will be analysed through a blood test.



#### Bowel cancer risk

The qFIT test is an accurate method of identifying tiny particles of blood in stool, which can be an indication of bowel cancer. Your employees will be given a self-collection kit with full instructions on how to collect a small stool sample at home, which they then free-post to our lab for analysis.



#### Cervical cancer risk (female only)

HPV is the name given to a group of more than 150 viruses that affect the skin and the cells which line the body's cavities. An HPV infection will often cause no problems at all, however around 13 types of HPV can cause cancer. Your employees will be given a self-collection kit with full instructions on how to take a swab sampled at home, which they then free-post to our lab for analysis.

15 minute  
GP  
consultation  
post receipt  
of results





## Tailor Made specialist health check

**We are all different - our Tailor Made service is designed for those who want a health check to their precise needs**

Building on a primary package of tests, extra checks are added based on answers to a confidential questionnaire. The questionnaire will assess age, sex, lifestyle, personal and family medical history, assigning at least 15 extra most suitable readings. For example, a PLAC test may be particularly relevant for someone who is overweight – whereas for another, hormone testing related to fertility may be more relevant to their health needs.

The service includes our musculoskeletal (MSK) motor function health scan which utilises the latest camera technology to track your employee's performance on a series of physical tests. In addition to this, your employees can also arrange a private 30-minute telephone consultation with an experienced MSK Practitioner, who can provide lifestyle information, exercises and advice for the effective management of aches and pains.

### What's included?

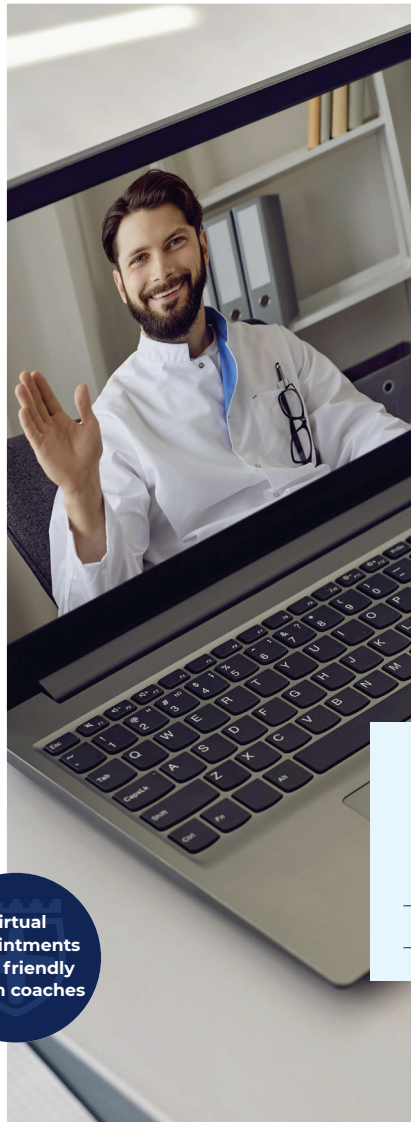
Stroke and heart disease risk	✓
Biometric analysis	✓
Kidney function	✓
Liver function	✓
Essential proteins and iron	✓
Bone health, energy and muscles	✓
Advanced diabetes assessment (HbA1c)	✓
Cholesterol status	✓
Musculoskeletal health	✓
Mental wellbeing	✓
ECG check (15 readings)	✓
Full blood count	✓
Liver fibrosis risk	✓
24/7 annual GP helpline	✓
15 additional readings	✓

Personalised  
health plan  
designed  
to suit your  
needs

“ We found Bluecrest to be a very professional organisation; making us feel we were in safe hands. The selection of tests and health checks on offer are very comprehensive, and we found the Health Assessment Specialist to be friendly and competent. I couldn't believe when I walked into the Drallim board room, how it had been transformed into a mini surgery!

Sarah Foreman  
Personal Assistant to MD, Drallim

# Employees can monitor their health without leaving the house



Virtual appointments with friendly health coaches

## Home Test Kits

### Give your staff the ability to track and monitor their health with ease

NEW for 2021, our convenient home test kits have been designed to help your employees understand their key health markers, while also addressing any mental health concerns they may have, all from the comfort of their own home. Ideal for every staff member, especially those working in the field or remotely.

### How it works

Choose from four levels of testing offering up to 37 blood readings covering liver and kidney function, cholesterol levels, bone health and protein levels, plus a full blood count to help assess blood health and immune system. The Total home test kit also includes a vitamin D test to help assess deficiency - particularly common in the winter months - plus a thyroid function test to help detect thyroid disorders.

Employees will receive a home testing kit, which includes everything they need to take their own finger-prick blood sample. Once they return their sample, using the pre-paid shipping label provided, it will undergo full UKAS accredited laboratory analysis. Employees will receive their results online typically within 8 days, allowing them to understand what's happening inside their body without a long wait.

### Virtual appointments

We know that collecting your own blood sample can sometimes be a little difficult, so we can support your employees to ensure they take their sample safely and successfully. Your employees can book their own private virtual appointment with one of our fully trained health coaches who will guide them through the sample-collection process step-by-step via webcam. Your employees can also book a full blood draw with a Health Assessment Specialist at one of our 2,000 venues nationwide if they would prefer.

#### - Entry -

5 blood markers  
Virtual health coach  
24/7 GP helpline  
Emotional wellbeing  
MSK desk assessment

**£39 per employee**

#### - Base -

21 blood markers  
Virtual health coach  
24/7 GP helpline  
Emotional wellbeing  
MSK desk assessment

**£59 per employee**

#### - Extra -

34 blood markers  
Virtual health coach  
24/7 GP helpline  
Emotional wellbeing  
MSK desk assessment

**£89 per employee**

#### - Total -

37 blood markers  
Virtual health coach  
24/7 GP helpline  
Emotional wellbeing  
MSK desk assessment

**£119 per employee**

## HOME TEST KITS

### Support when it's needed



#### Emotional wellbeing consultation

Employees seeking assistance can arrange a private 30-minute telephone consultation with a professional counsellor/support co-ordinator. The counsellor will discuss their concerns and needs, offer immediate support and guidance, and make suggestions for further resources to help their mental health. This beneficial service is included in all home test kits.



#### Virtual MSK desk assessment

Even with the shift to remote working, as an employer, it is your responsibility to assess the musculoskeletal risk caused to your employees from working at a desk. That's why all kits include a convenient virtual desk assessment which uses advanced AI technology to assess posture and desk setup, helping you to be compliant with your legal obligations.

	Entry	Base	Extra	Total
Results online via My Wellness	✓	✓	✓	✓
Virtual health coach	✓	✓	✓	✓
Mental health questionnaires for depression, anxiety, engagement and resilience	✓	✓	✓	✓
Emotional wellbeing consultation	✓	✓	✓	✓
Virtual MSK desk assessment	✓	✓	✓	✓
Musculoskeletal wellbeing consultation	✓	✓	✓	✓
GP helpline access for one year	✓	✓	✓	✓
Cholesterol status (5 readings)	✓	✓	✓	✓
Essential proteins (3 readings)		✓	✓	✓
Iron stores (1 reading)		✓	✓	✓
Kidney function (4 readings)		✓	✓	✓
Liver function (4 readings)		✓	✓	✓
Bone health, energy and muscles (4 readings)		✓	✓	✓
Full blood count (13 readings)			✓	✓
Vitamin D (1 reading)				✓
Thyroid function (2 readings)				✓

Online results  
within 8 days

“

The process itself was very smooth and methodical, which gave me confidence and removed any anxieties that I may have had beforehand. Each stage was easier than I expected, with good attention to detail and clear communication by the friendly clinician. There was nothing that worried me and I felt assured that I was in safe and experienced hands. In summary, a great service, highly recommended!

James Whelan  
Managing Director, Fair Care

## Mini health check days to help your workforce take control of their health

Full results on the day



### Health Awareness Days

**Our health events are an affordable way to provide something tangible to show how much you care about your people**

For as little as £1,500 we will send two Health Assessment Specialists to your premises to deliver on-site health checks. Staff members will receive test results for cholesterol, diabetes risk, body fat, hydration, muscle mass, and more on the same day.

#### What's included?

Diabetes risk (glucose finger prick test)	✓
Blood pressure	✓
Total cholesterol	✓
HDL cholesterol	✓
Non-HDL cholesterol	✓
Triglycerides	✓
Total / HDL ratio	✓
Body mass index (BMI)	✓
Body fat percentage	✓
Visceral fat rating	✓
Fat free mass	✓
Bone mass	✓
Muscle mass	✓
Basal metabolic rate	✓
Metabolic age	✓
Total body water percentage	✓
Muscle strength (dynamometer)	✓
Cancer prevention and good health booklet	✓
Results on the day	✓
<b>Price</b>	<b>£1,500*</b>

\*Maximum number of 50 people



## Whichever service you choose, we'll help you promote it for maximum uptake

### Promoting the benefits

**We believe that promoting your benefit is all part of the job – and we never charge our clients anything for doing so**

Whether it's roadshows for a flexible benefit scheme or seminars to launch a new benefit internally, give us a call and we can arrange things for you. We can even brand brochures and posters to your own internal brand guidelines, so there is a good fit with the rest of your employee communications.

#### Roadshows - let us come to you

A roadshow is an ideal opportunity for us to visit your premises to promote Bluecrest health checks as a company benefit. On the day, we will bring information booklets, sample result reports, and giveaways such as stress hearts, pens and antibacterial hand gels for your employees to take away. We will talk to your teams about what is included in each health check package available to them via their benefit and the process from enrolling to receiving their results. In addition to this, we can also offer a little taster of our health checks by bringing along our Body Composition Analysis machine and grip strength test.

#### Virtual roadshows

Virtual roadshows are online events which allow you to promote the benefits you're offering to your employees in a fun and interactive way. Your dedicated Account Manager can host a live Microsoft Teams meeting where, just like a face-to-face roadshow, your employees can find out exactly what's on offer and ask any questions they may have. Your Account Manager can also record a short video which you can circulate internally if you prefer.

#### Branded brochures

To ensure all of your employees are fully informed about what's included in their benefits package, we've created a series of Bluecrest PDF brochures. Each brochure can be adapted to incorporate your logo, branding and any additional messaging.

Ensure your staff know what's available to them



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The visual impact of Bluecrest being seen in the offices and available to talk and provide examples was really important. We have also seen how important it is to tailor testing to the individual as far as possible. Not all tests are relevant, you don't need to get on a treadmill or have batteries of blood tests. It's all about focus and getting to the root of any issues.

Lee Gruskin  
Health Management Principal Consultant, Benefex

## FAQs

### What health and wellbeing services are available to my workforce?

At Bluecrest we aim to offer the most convenient and accessible range of health and wellbeing services for your employees. Choose from our comprehensive health checks, home test kits or health awareness days, each designed to help you embed a culture of positive health throughout your workforce.

### Where can my employees have their health checks?

Your employees will find their Bluecrest service extremely convenient. In addition to health checks at your premises (if you prefer), your employees will have access to the entire Bluecrest Wellness network of local venues. With services across 2,000 different convenient locations nationwide every year, your employees will find a high-quality venue no more than 10 minutes from their home or place of work – we ensure that all employees are always seen in private rooms.

### What happens if my employees need to change their health check appointment?

We ask for all employees to please ensure they check their availability before confirming the date of their health check. We will always be pleased to rearrange appointment dates and times, however if they fail to attend on the day, we can't guarantee being able to accommodate them on a future date.

### Are there any restrictions for having a health check?

Bluecrest health checks are only medically suitable for ages 18 - 79. We cannot offer our health checks to those who are pregnant.

### How do employees prepare for their health check?

Fasting before a health check is not necessary. Employees can continue to eat and drink as they normally would, and prescribed medications should be taken as normal. However, we do ask to avoid vitamins and supplements as these can affect some results. We recommend drinking plenty of water as this helps maintain blood circulation which makes it easier for our Health Assessment Specialists to take blood samples. Employees should wear loose and non-restrictive clothing i.e. no tights or stockings. This allows our Health Assessment Specialists easy access to arms and lower legs. We also recommend employees consider suitable attire if their health check includes an MSK health scan. Full preparation instructions will be provided in writing prior to any appointment.

### How long does a health check take?

We advise to allow around 30 to 40 minutes for the appointment depending on the selected health check package.

### How long does a home test kit take?

We advise that all employees take advantage of our support service and book a virtual appointment with one of our fully trained health coaches (at no extra cost). Virtual appointments run for no longer than 30 minutes and help to ensure a safe and successful blood sample is collected.

### Are results confidential?

Yes. The discussions your employees have, and results of any tests are completely confidential and will only be provided to them.

### When are results available?

Full results reports are sent via post within 21 days of the health check (28 days in ROI), and are also available online via My Wellness. Home test kit results are available online within 8 days of the lab receiving the samples. Where results warrant urgent feedback, we provide dedicated, confidential, and proactive support to your employees. Our results reports are regularly reviewed by our Medical Panel and are considered to be one of the most detailed in the sector.

### Can I be sure of quality?

Bluecrest staff performance is regularly monitored, to ensure we are giving a first-class customer experience. We also regularly undertake phlebotomy audits to ensure high standards of practice within our team of Health Assessment Specialists. We consistently beat our target of over 90% of customers rating us as good or excellent. All staff also undertake mandatory training related to Health and Safety, Protection of Vulnerable Adults, Fire, Infection Control, Moving and Handling, COSHH and Clinical Practice Observation. Bluecrest is registered and regulated by the Care Quality Commission Certificate number: CRTI-507971752 Provider ID: 1-474288107.

For more information please contact

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