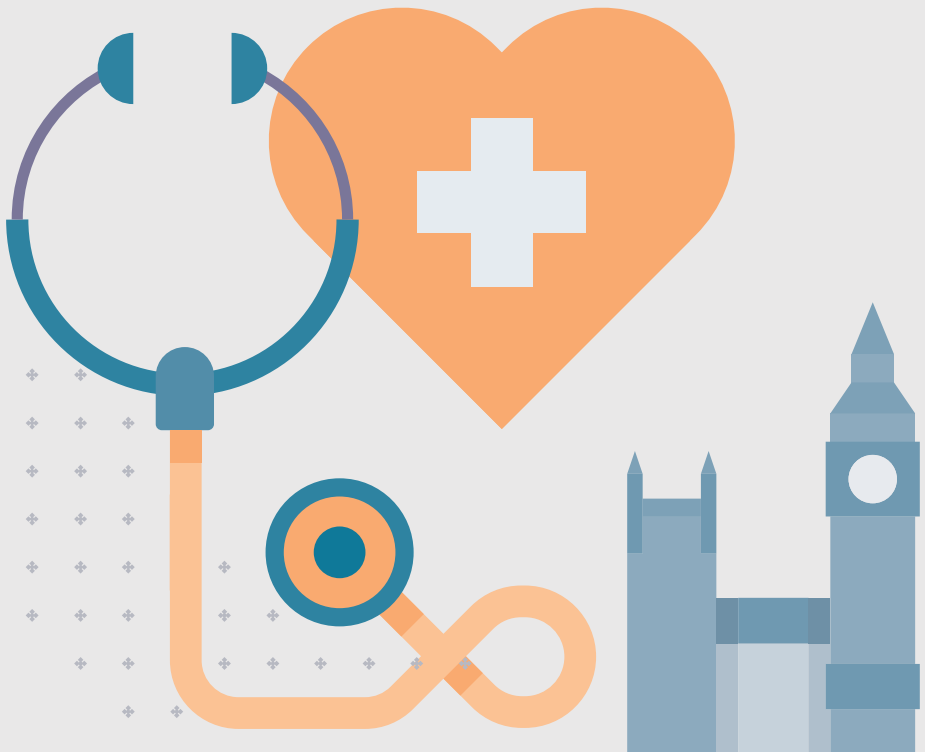


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Parliamentary Health and Wellbeing

# Services for Members of both Houses



# Supporting your Health and Wellbeing in Parliament

All medical advice, guidance and support provided by the Parliamentary Health and Wellbeing Service is treated in the strictest confidence.

Our clinical team consists of Occupational Health Nurse Advisers, an Occupational Health Physician, on-site Wellbeing Practitioner (Counsellor) and Clinical Nurses.

We encourage you to get in touch with our service on 020 7219 4014 if you have any health or wellbeing concerns.



Scan here to learn more about the support available via the Individual Assistance Programme (IAP)

## Our key objectives

The Parliamentary Health and Wellbeing Service provides a range of support services to promote good health and wellbeing at work

### Nurse Clinic (Lower Waiting Hall)

The Clinical Nurse can provide advice and information about illness, injuries at work, lifestyle and wellbeing issues. You can contact the Clinical Nurse for minor treatment, such as dressings, ear syringing, removal of stitches and blood pressure monitoring.

Other sources of support, advice and guidance include:

Healthcare advice to improve fitness and psychological wellbeing

Advice and guidance for staff with disabilities

Healthy eating and lifestyle advice

The Nurse Clinic operates as a drop-in service. To contact the Clinical Nurse call **020 7219 5103**.

Please note the Nurse can not provide prescriptions and we strongly recommend all Members are registered with their local GP service.

### GP Service (On-site)

If you are unwell whilst in Parliament and need a doctor we can arrange for you to see the on-site GP. You should contact the Clinical Nurse on **020 7219 5103**.

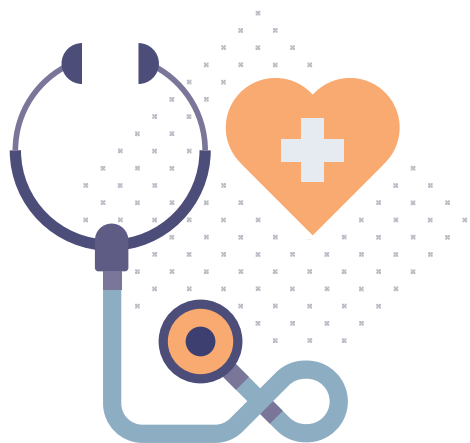
The Clinical Nurse will make an assessment and arrange for you to be seen by the on-site GP. This does not cover chronic disease management or routine medical checks that under normal circumstances would be dealt with by your own GP.

If you have an ongoing health condition such as asthma or diabetes, or need long-term medication/health treatment then it may be advisable to register with a GP local to where you live. Members and Peers who do not live in England may wish to register with a practice local to their English address or near to the Palace of Westminster. Contact the Clinical Nurse for further guidance on GP registration.

A list of local dentists may be obtained from the NHS choices website: **[nhs.uk/service-search](https://www.nhs.uk/service-search)**.

## Prescription Medication

You can contact the Clinical Nurse on **020 7219 5103** who will be able to provide you with details of local pharmacies offering an NHS and private prescription service where you may register to receive repeat prescriptions or to obtain medication prescribed by your doctor.



## Overseas travel advice Guys & St Thomas' Hospital

You and your accompanying partner, or staff members, travelling overseas on official business may obtain travel advice, vaccinations and medication from the Occupational Health Service at Guys & St Thomas'.

To book an appointment please complete a registration form (available on PHWS intranet page or by calling **020 7219 4014**) and email to **ohs\_contracts@gstt.nhs.uk**.

## Vaccinations

Members are invited to receive a flu vaccination each autumn. If you are eligible to receive a free flu vaccination from your GP you are advised to get the vaccine at your local GP surgery. More information can be found on our intranet pages: **[intranet.parliament.uk/employment/health-and-wellbeing/](https://intranet.parliament.uk/employment/health-and-wellbeing/)**

Other routine immunisations are not available apart from those necessary for official business. You are advised to seek immunisation from your GP.

## Lifestyle Health Screening

You are welcome to attend for a medical assessment once in each Parliamentary Term.

This is a lifestyle health screen undertaken by an Occupational Health Nurse. It includes assessment of factors at work that may be causing ill health, and the impact of any medical conditions at work. It may also include a blood test for cholesterol, urine analysis and blood pressure testing.



Further blood tests and consultation with an occupational physician can be arranged if clinically appropriate, or on request.

Members with disabilities are particularly encouraged to attend for a medical screening as we may be able to advise on adjustments that the House can make in order to facilitate a safe and healthy working environment.

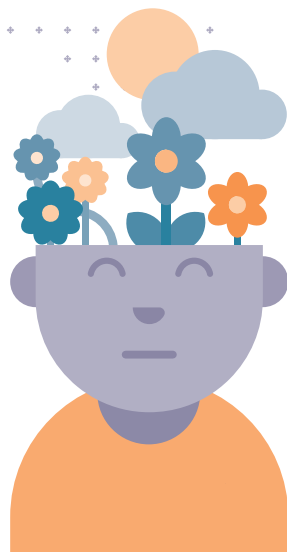
If you have any health or wellbeing concerns, or would like book an appointment for a lifestyle health screening please contact **0207 219 4014** or email **[PHWS@parliament.uk](mailto:PHWS@parliament.uk)**.

## Mental Health and Wellbeing

If you are experiencing mental health distress or would like to seek support for a mental health concern then we are here to help. Please contact us on **020 7219 4014** to discuss any health or wellbeing concerns.

Assessment for treatment can also be made via our service and confidential psychiatric advice and talking therapies (counselling) are available (both on-site and off-site).

Please note that this service is only available during business hours (Monday - Thursday: 9am-5pm, Friday: 9am-4pm)



## Individual Assistance Programme (IAP) 24/7

Provided by Health Assured, the IAP is an independent and confidential support service for Members and their dependants (limited to partner or spouse, and young adults aged 16–24 in full time education). The IAP is available 24/7, 365 days per year.

When you contact the IAP your call will be answered by a counsellor, who will work with you to decide what support is required. This could be:

- **Immediate, in-the-moment support**
- **Referral to structured counselling, which is available by telephone or face-to-face, including Cognitive Behavioral Therapy (CBT).**
- **Referral to another specialist service (i.e. consumer or debt advice)**

Health Assured provide practical advice and guidance on a broad range of issues, including:

**financial issues including debt**

**family and relationship problem**

**legal and consumer issues**

**health and wellbeing information**

**stress at home or work**

To contact Health Assured:

- Call the free, confidential helpline on **0800 028 0199**. The helpline is open 24/7 365 days per year. There is no limit on how many times you can call.
- Request contact through Health Assured's Online Portal **healthassuredeap.co.uk/**  
**Username: House**  
**Password: Parliament**
- Download the **My Healthy Advantage App** (free to download from the Apple or Android app store).  
**Employer code: HOPEAP2020**. Request contact or use the Live Chat function to access support.

The IAP is a confidential service and Health Assured treat your data with strict confidence. No personal information will be shared with the organisation.

## Workplace Adjustments

Workplace adjustments are tailored to specific needs with the aim to remove, to reduce or to prevent obstacles faced by any individual in the workplace. You may request reasonable adjustments if you experience a barrier or difficulty at work that prevents you from carrying out your role to the best of your ability.

The Workplace Adjustment Case Manager can advise you on adjustments for both on the estate and in the constituency, however, while they can signpost Members to sources of information, they cannot arrange the purchase of items for use in constituency offices. Funding may be available from IPSA from the disability allowance.

If you would like to get in touch regarding workplace adjustments, please email **WPA@parliament.uk** or call **020 7219 2358** (Commons only).

Members of the House of Lords seeking information regarding workplace adjustments should contact **hlinclusion@parliament.uk**

## Members' Services Team

The Members' Services Team (MST) provides two complementary services – an HR Advisory Service for Members of the House of Commons to enable them to be good employers, and the Engagement Team who offer signposting and pastoral care services for MPs and their staff.

**MST HR** advise and support MPs (or their HR proxies) on employment law matters, providing best practice advice and templates and give practical solutions to HR issues.

The **MST Engagement Team** provide pastoral support to MPs and their staff, providing guidance and signposting to HR support, other support services and other relevant information. They ensure MPs and their staff are aware of the services and support available to enable them to carry out their role.

MPs' HR Advisory Service:  
**020 7219 2080** or  
**membershr@parliament.uk**

Pastoral support for Members and their staff: **020 7219 4292** or **MST@parliament.uk**

Please note this service is for Members of the House of Commons and their staff only.

## Westminster Gym (including Physiotherapy and Gym Referral)

Parliament promotes health and fitness through the services of Westminster Gym which is currently located in Canon Row, Basement. For further information on their competitive rates and facilities contact **020 7219 5546** or go to **jubileehalltrust.org**.

An on-site Physiotherapist can be accessed via the gym, for treatment prices, contact the gym directly.

Following consultation with a member of our occupational health team, Members may be offered a gym referral as part of a rehabilitation programme. This consists of an exercise programme overseen by the gym Wellbeing Coordinator who will undertake an assessment and provide a tailored programme of support.

## Civil Service Sports Council

Members are eligible to join the Civil Service Sports Council who offer a wide range of discounted sports and leisure facilities countrywide including days out, cinema tickets, gym membership and savings on shopping and eating out.

For further information contact **01494 88444** or visit their website: **cssc.co.uk/**

## Health and Wellbeing Programme

You are invited to attend our health and wellbeing events and training. These are organised to promote, educate and raise awareness on health and wellbeing topics and are held regularly during the Parliamentary year.

Events include fitness classes, financial wellbeing webinars, stress awareness workshops and much more.

More information can be found on our intranet pages or on the Health and Wellbeing Learning Hub on ACT.



## Mindfulness in Parliament

We offer a six-week Working Mind mindfulness programme and weekly mindfulness drop-in sessions for Members and Peers.

To find out more email  
[PHWS@parliament.uk](mailto:PHWS@parliament.uk)

## Mental Health First Aiders (MHFA)

MHFAs can provide support to individuals experiencing a mental health issue, emotional distress or just need someone to talk to. To contact a MHFA call **020 7219 4014** or search 'MHFA' on the intranet.

## Medical Emergency

In the event of a medical emergency, if an ambulance is required, you or your staff should contact Security Control on **020 7219 3333**. For minor injuries, first aiders are available and can be contacted via Security Control on **020 7219 5311**.

## Out of Hours Medical Assistance

If you require urgent medical advice out of hours, during recesses or at weekends or bank holidays you should call the NHS Advisory service on **111** or contact your local GP Service. The nearest NHS walk-in centre for Westminster:

**1 Frith Street, London, W1D 3HZ**  
**020 7534 6500**

**Monday–Friday: 8am–8pm**  
**Saturday and Sunday: 10am–8pm**

# Where you can find us

## Health & Wellbeing Service (Appointment Only)

This service comprises of the Occupational Health and Wellbeing Team and is based on the Ground Floor in Richmond House.

## Opening Times

**Monday–Thursday: 9am–5pm**  
**Friday: 9am–4pm**

To make an appointment call **020 7219 4014** or email [PHWS@parliament.uk](mailto:PHWS@parliament.uk) where you will be directed to an appropriate team member.

## Nurse Clinic and GP Service (On-site)

The Nurse Clinic operates as a drop-in service. It is based in the Lower Waiting Hall in the Palace of Westminster.

To make an appointment with the on-site GP contact **020 7219 5103**.

## Contacts

**Health & Wellbeing Reception 4014**  
**Nurse Clinic and GP Service 5103**  
**Westminster Gym 5546**  
**IAP helpline 0800 028 0199**

If you have any concerns about the service you receive from the Parliamentary Health and Wellbeing Service or IAP, the Health and Wellbeing Team welcome your feedback, please contact [PHWS@parliament.uk](mailto:PHWS@parliament.uk). Any issues or complaints will be handled with the strictest of confidence and will be responded to within 48 hours.

