
Parliamentary Health and Wellbeing

Services for Members' and Peers' staff



Supporting your Health and Wellbeing in Parliament

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



Scan here to learn more about the wellbeing support available via the Employee Assistance Programme (EAP)

Our key objectives

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

Wellbeing Support: Employee Assistance Programme (EAP)

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

When you contact the EAP 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 problems

legal and consumer issues

health and wellbeing information

stress at home or work

To contact Health Assured:

- Call the free, confidential helpline on **0800 030 5182**. 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 EAP is a confidential service and Health Assured treat your data with strict confidence. No personal information will be shared with the organisation.

Guidance for Managers (Employee Assistance Programme)

The EAP can help you, as a manager, deal with complex or sensitive employee issues. They can give you confidential advice on best practice in managing difficult situations and conversations. The EAP will not be able to give you advice and guidance on HR matters which you should get from:

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.

If the Member has agreed you can act as their proxy to deal with HR matters you can use the **HR Advisory Service** to assist you with any staffing issues around day to day management of staff.

The **MST Engagement Team** provide pastoral support to Members' staff, providing guidance and signposting to HR support, other support services and other relevant information. They ensure Members' staff are aware of the services and support available

to enable them to carry out their role.

Members' HR Advisory Service:
020 7219 2080 or email:
membershr@parliament.uk

Pastoral support for Members' Staff:
020 7219 4292 or email:
MST@parliament.uk

Please note this service is for Members' Staff of the House of Commons only.

Workplace Adjustments

Workplace adjustments are tailored to specific needs with the aim to remove, to reduce or to prevent obstacles faced by any individuals 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 Adjustments Case Manager can advise you on adjustments for both on the estate and in the constituency, however, while they can signpost Members' Staff 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).

Peers' Staff seeking information regarding WPA should contact **hlinclusion@parliament.uk**

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

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

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

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**.

This does not cover chronic disease management or routine medical checks that under normal circumstances would be dealt with by your own GP.

A list of local dentists may be obtained from the NHS choices website: **nhs.uk/service-search**

Civil Service Sports Council

Members staff 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 888444** or visit their website: **cssc.co.uk**

Westminster Gym (including Physiotherapy)

Parliament promotes health and fitness through the service 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 jubliehalltrust.org.

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

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 our intranet pages or on the Health and Wellbeing Learning Hub on ACT.

Mindfulness in Parliament

We offer a six-week online mindfulness programme and weekly drop-in sessions for Members' and Peers' Staff.

To find out more email PHWS@parliament.uk

Mental Health First Aiders

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.

Where you can find us

Parliamentary Health and Wellbeing Service

To enquire about the services available to you, call **020 7219 4014** or email PHWS@Parliament.uk.

Opening Times

Monday–Thursday: 9am–5pm

Friday: 9am–4pm

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

EAP helpline 0800 030 5182

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

