



Simplyhealth

News release

Date 20th April 2020

Denplan offers wellbeing support to members during Covid-19 crisis

Denplan has introduced support measures to help member dentists and their staff deal with financial, health and personal issues during the Covid-19 crisis. During these unprecedented and difficult times, access to health and wellbeing services are of utmost importance.

The dental payment plan provider, which is part of Simplyhealth, is offering member dentists and their employees free access to a 24/7 GP service and Employee Assistance Programme, which is part of the Simplyhealth cash plan.

The virtual GP service is accessible 24/7, to provide advice, reassurance, diagnosis, medication and referrals, when customers need it.

Employee Assistance Programmes (EAPs) are intended to help employees deal with personal problems that might adversely impact their work performance, health and wellbeing. Support is available in areas such as financial concerns and dealing with stress. Where clinically appropriate this service can also include short-term structured counselling.

Catherine Rutland, Clinical Director at Simplyhealth, said:

“We have been listening to the concerns of our dental practices and members and feel that this is an excellent way to offer our support. The services are easy to access and availability is around the clock as we recognise that in times of stress, people need support at any hour of the day. The health and wellbeing of our member dentists and their staff is a priority for us. We want to be there at a time when dental practitioners are facing many new challenges as well as looking after their businesses and staff.”

The Simplyhealth support services are available to all practice staff employed by practices with Denplan products, free of charge. The offer is also available to furloughed staff as they still remain in contract with their employers.

These services are available for a three-month period until July 31.



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More about the Simplyhealth GP service

Dentists and practice teams will have unlimited access to the Simplyhealth mobile application to book online video appointments with a GP 24/7. The mobile application allows them to search for appointments, review the profiles of the GPs and see a range of appointment dates and times.

They will also be able to access their consultation history and the GP's notes through the application providing them with instant access to their Simplyhealth medical consultation records.

Practice teams that register for the service can also access an online video physiotherapy triage service to advise on the best course of action, should the patient have any other aches and pains that may not necessitate a GP call.

More about the Employee Assistance Programme

EAP will give practice teams unlimited access to a 24/7 advice and counselling helpline to provide support with any issues they may be facing. This 'in the moment' support can be used for a variety of issues, including (but not limited to):

- Health & lifestyles issues including smoking and weight loss
- Support with renting or conveyancing (house buying/selling) questions
- Legal concerns
- Child and elder care advice
- Emotional support
- Stress assessment and management
- Marital changes

For full information on accessing the GP and EAP service, practice teams should email DenplanGP@simplyhealth.co.uk

ENDS

Notes to Editors

About Simplyhealth

Since 1872 we've been helping people get healthcare through our health plans, charity partnerships and by being a voice in healthcare. Today we're delighted to be the UK's leading provider of health plans, dental plans and pet health plans, which help individuals,



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families, employees and pets to get support with their health when they need it.

We don't have shareholders which means we are totally focused on making sure no one goes without the healthcare support they need, and why we are passionate about being a voice in healthcare and partnering with charities to reduce health inequality. We have a commitment to donate part of our pre-tax profits to charities or community projects each year and spread our donations across a wide range of healthcare-related charities.

In 2019 we became Official Healthcare Partner of England Rugby, a partnership that will help us deliver on our purpose and improve access to healthcare for the rugby community.

About Denplan, Part of Simplyhealth:

Denplan, Part of Simplyhealth, is the UK's leading dental payment plan specialist with more than 6,500 member dentists nationwide caring for approximately 1.7 million patients registered to Denplan products.

Denplan, Part of Simplyhealth, also provides a wide range of professional services for its member dentists and their practice teams, including the Denplan Quality Programme and Denplan Excel Certification Programme. Plus regulatory advice, business and marketing consultancy services and networking opportunities.

Dentist enquiries telephone: 0800 169 9962.

For patient enquiries telephone: 0800 401 402

For details of all of our products, visit www.denplan.co.uk

For more information contact:

Rebecca Hutton

07522 797757 /01962 829197

rebecca.hutton@simplyhealth.co.uk

dentalpr@simplyhealth.co.uk

Or

Rachel Jones

Press Office

Tel: 07985 281152

rachel.jones@simplyhealth.co.uk

www.simplyhealth.co.uk