

**It’s good to talk.**

Your employer is giving you access to a **24 Hour Advice and Information Line**, provided by Westfield Health.

Whatever the issue, support and advice is just a phone call away.

This service gives you to confidential guidance on medical, legal or domestic issues from qualified counsellors, legal advisors and nurses.

From stress, bereavement or relationship advice to health and money worries, you’ll be able to talk to a qualified counsellor any time of the day or night. The telephone service can be used by you only.

**Accessing the service**

Call **0800 092 0987** (Available 24 hours a day. Call charges may apply)

You’ll be asked for your Westfield Health scheme number - please quote: #**72115#** and the name of your employer.

The scheme number doesn’t identify individual callers and any usage statistics given to an employer doesn’t include any personal information. Calls are not recorded. This is a confidential service; the content of your call will only be divulged if you or someone else is at risk of serious harm. The service is provided by Health Assured Ltd, on behalf of Westfield Health.

**What’s covered…**

* Unlimited use of our confidential telephone service, giving you support from a team of qualified professionals.
* Telephone support from a fully trained counsellor on issues such as: stress; anxiety; family problems; bereavement; money management; depression; relationships; problems at work; substance misuse.
* Free telephone legal information from an experienced legal professional on a wide range of issues e.g. consumer disputes; property; motoring; landlord/tenancy; debt; welfare benefits; matrimonial; family; wills and probate.
* A sympathetic nurse at the end of the phone giving you the time you need to talk about your health and wellbeing. The team of medical professionals will give you easy to understand expert advice and information on a wide range of health and lifestyle issues including: medical symptoms and conditions, medical and surgical treatments; hospital tests and procedures; childhood illnesses; caring for the elderly; diet and exercise; reducing alcohol consumption; stopping smoking.

**What’s not covered…**

* Structured counselling.
* Crisis care: this is not an emergency service. At busy times, it may be necessary to take your details and arrange a convenient time for the most appropriate counsellor, legal advisor or health professional to call you back.
* Diagnosis of a medical condition or issuing a prescription: the service gives general guidance only and isn’t intended to replace your normal personal medical care.
* Legal advice or information about employment disputes.