



Health

Here to help everyone find their route to wellbeing

Health assessments and coaching

The road to better wellbeing can seem long and daunting. Our flexible health assessments help people understand how to start their wellbeing journey while our onward support and coaching options guide them along the way.



The insight to change things

Many of us let our own health slip down our list of priorities. Whether we're too busy at work, focusing on looking after our families, ignoring symptoms or simply unaware of an issue, it can be difficult to find the right route to wellbeing.

Our health assessments make it easier for your employees to see where to focus their efforts. And our onward care and coaching support can help ensure that even small steps can add up to great strides. Meanwhile, you'll enjoy the cumulative effect of a healthier, happier, more motivated workforce.

Discover the range of assessments and coaching services you can choose from to help your people manage their health and aim higher.

185.6 million

The estimated number of working days lost because of sickness or injury in the UK in 2022.¹

¹Office of National Statistics 2022 ons.gov.uk

Contents



Introduction

Experienced guidance

We go beyond the clinical detail to give your employees the practical, professional guidance they need to reduce their health risks, including those related specifically to their role in your business.

We look at mental health in many of our assessments, too. So your teams can get insights and guidance on stress, emotional health and general mental wellbeing, promoting a positive outlook at work and beyond.

And we know that one size doesn't fit all. So you can choose the assessments that fit your budget and support your unique business goals.

12,600

The average number of health assessments we provide at AXA Health per year.²

Onward support

Our support doesn't stop at the assessment. What happens next is just as vital. So, once an employee has their results, we'll guide them to the services you have in place to support them, whether they're provided by AXA Health or not.

For example, we might point at-risk individuals towards their employee assistance programme or an occupational health³ referral for expert-led guidance. And in some cases, they may be eligible for one-to-one health coaching to help them make positive changes and adopt healthy habits that last.

They'll also find support via our app or online. They can use their results to add to their digital assessments, and will be signposted to suitable content and programmes to support their next steps.

93%

of respondents felt satisfied after having their assessment.⁴



Health coaching or mental wellbeing coaching may be recommended based on the results of a Wellbeing Consultation, a Know Your Numbers assessment or a digital health assessment.

²Average 2019-2022. Note: no health assessments were carried out in 2020 during the COVID pandemic. ³Occupational health assessments can help support your employees and help them get back to work. ⁴AXA Health customer feedback, 580 respondents for Know Your Numbers, Wellbeing Consultation and Health Coaching services from July 2022 to Dec 2023.

Health assessments

The right insights at the right time



We'll work with you to help you achieve your wellbeing ambition, whatever the scale or budget, and whether you're planning for the short or long term.

Choose from:

The right insights at the right time

We'll work with you to help you achieve your wellbeing ambition, whatever the scale or budget, and whether you're planning for the short or long term.

Choose from:

	Location	Height, weight, BMI	Blood pressure and heart rate	Blood glucose	Total/HDL (high-density lipoprotein) cholesterol	Body fat %	Body water %	Women's health	Lifestyle (nutrition, exercise, alcohol consumption)	Family history	Sleep and fatigue	Stress	Emotional health	Psychological health	Resilience	Physiologist expert assessment	Signposting to onward services	Next-step guidance	Health coaching	Mental wellbeing coaching	
		Physical Health ←													Mental Health →		Session elements			Coaching services	
Health Score		✓	✓	✓	✓				✓	✓	✓	✓	✓						✓	✓	
DIY Health Checkpoint		✓	✓			✓	✓														
Cholesterol and glucose test			✓	✓	✓									✓							
Know Your Numbers assessment		✓	✓	✓	✓				✓		✓	✓				✓	✓	✓	✓		
Wellbeing Consultation assessment		✓	✓	✓	✓				✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	



Health Score

HEALTH ASSESSMENTS

Take the first steps to understanding and action

Help your employees understand what their lifestyle means for their health. Capture insights about your organisational wellbeing. And inspire people to take those small steps that lead to big changes.

Our digital health assessment, Health Score, is available online or via the AXA Health app. It helps engage your people and supports them with attainable health changes.

Next, contact your account manager for more information.

Or, if you're new to AXA Health, contact us on **0141 245 4010** or at wellbeing@axahealth.co.uk

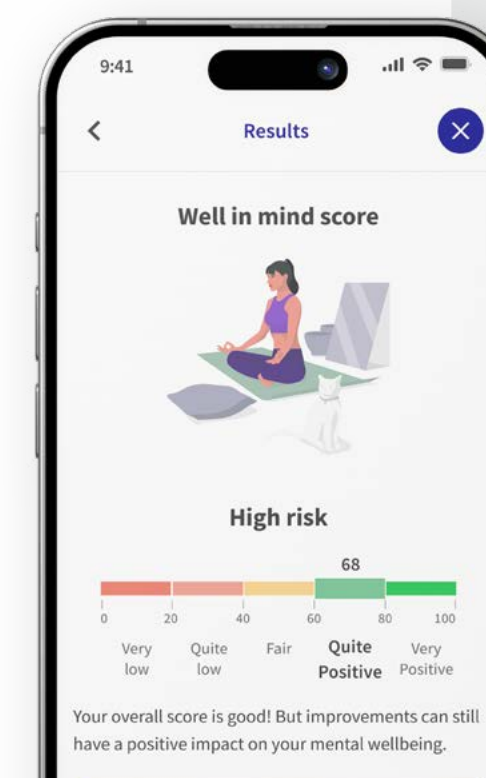
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Health Score

How does the way we live affect our bodies? Encourage your teams to find out with this easy-to-use online tool.

Using theoretical research and market-leading wellbeing best practice, their answers to a series of lifestyle questions will be interpreted as a motivating 'health score'. They'll then be given bite-size guidance on the small steps that can make a big difference to their health.

- To make it easy, the assessment comes in three chapters allowing your people to see if they're well in mind, well in body and well in life. They can complete them in one visit or take one at a time. And they can regularly revisit, refresh, and see progress.
- Offers achievable ways to help everyone find their route to wellbeing, no matter how far they have to travel.
- Constructively encourages a fitter, healthier, more active and motivated workforce.



DURATION FOR EACH
up to 10 minutes



DELIVERY
online and via the AXA Health app



DELIVERED BY
AXA Health



Health

DIY Health Checkpoint

HEALTH ASSESSMENTS

Onsite assessments made easy

Who can resist a machine with touchscreens and buttons to press? Ok, so our interactive, clinically robust health assessment kiosk is more sophisticated than this, but the principle is the same. People can't help but find out what happens when they interact.

Step on to the scales, follow the instructions and receive results for some key – often neglected – health biometrics, marked on a scorecard. It's an affordable and easy-to-implement way of getting your teams engaged with their health, empowering them to make informed health choices and boosting health awareness across your business.

Each assessment looks at:

- Height, weight, BMI
- Blood pressure and heart rate
- Body fat percentage
- Visceral fat
- Body water percentage
- Metabolic rate
- Metabolic age.



DURATION
5 minutes
per assessment



DELIVERY
onsite



NO. OF ASSESSMENTS
hire our assessment
machine for a day
or more



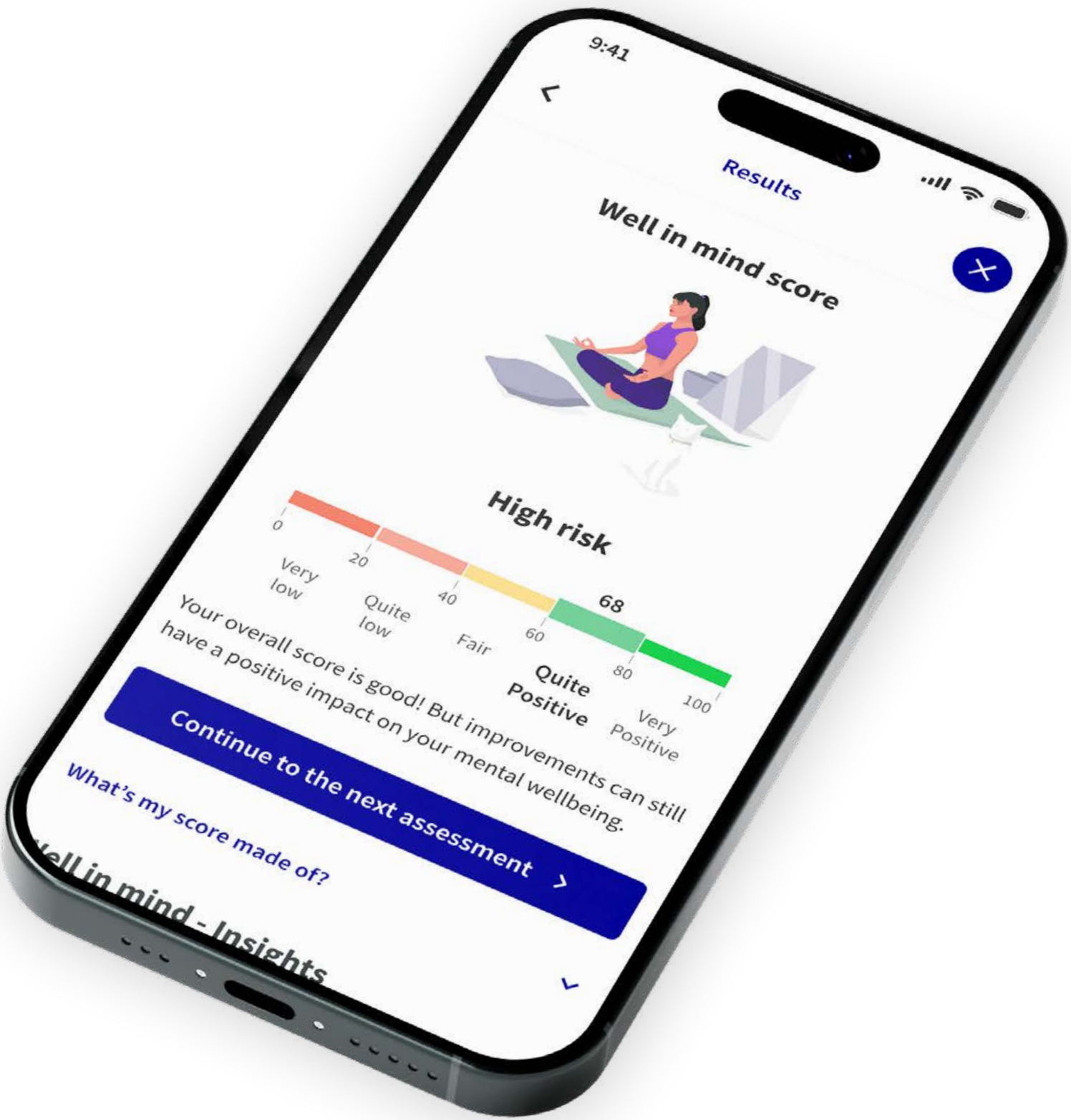
SUPPORT
templates, posters
and other materials

Clear next-steps guidance

Each report explains the results in full so your employees can choose what to do next. They'll be able to see how their health is likely to be affected if they don't take steps to improve their wellbeing. And any problems like high blood pressure are flagged for them to do something about.

Connects with our wellbeing platform

Having their vital statistics at hand also means they can fill out their health score⁵ assessment and other online assessments online and in our app. By completing these figures they'll be greeted with a more personalised online experience, with guidance, tips and support right for their needs. Everything's covered.



Next, contact your account manager for more information.

Or, if you're new to AXA Health, contact us on 0141 245 4010 or at wellbeing@axahealth.co.uk

⁵Health score is a tool in the AXA Health app and wellbeing platform. This is a complementary platform for AXA Health corporate private healthcare clients, standalone EAP clients, and wellbeing programme clients.

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Health

Cholesterol and glucose test

HEALTH ASSESSMENTS

Help head off serious complications before they happen

If your levels of bad cholesterol become too high and your levels of good cholesterol too low, your risk of developing cardiovascular complications such as heart disease and stroke increases.

Similarly, if your glucose levels are raised, you could have problems regulating your blood sugar, putting you at risk of developing type 2 diabetes, a condition that could affect one in ten people in the UK by 2030, according to Diabetes UK (2021).⁶

This ten-minute test tells your employees if they're vulnerable to these serious conditions and gives

them the chance to do something about it if they are.

A physiologist will talk your employees through their results, helping them understand why improving their cholesterol and glucose levels matters and what to do. They can also direct employees on to further support if needed.

You'll demonstrate your commitment to helping your colleagues avoid ill health, reducing potential absence and health complications as a result.

Each assessment looks at:

- Total cholesterol
- HDL (high-density lipoprotein) cholesterol
- Total/HDL cholesterol
- Blood glucose.

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⁶www.bmj.com/content/375/bmj.n2453%20

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DURATION
10 minutes
per assessment



DELIVERY
onsite



DELIVERED BY
a physiologist



NO. OF ASSESSMENTS
up to 36 a day



SUPPORT
templates for emails,
posters and other
materials



Health

Know Your Numbers

HEALTH ASSESSMENTS

Time well spent

It's easy to let keeping track of our health fall down our list of priorities. That's where this ever-popular onsite assessment comes in. After all, everyone can find 15 minutes to check in on their health and find out how to make healthy lifestyle changes.

The format is simple. A physiologist will either come and meet your people onsite to carry out some tests and run through the results, or they'll arrange to complete these assessments remotely. Either way, each employee will get an understanding of their health measured against key health markers. It's the perfect way to kickstart health awareness across your business.

Know Your Numbers looks at:

- Height, weight, BMI
- Blood pressure and heart rate
- Blood glucose
- Total/high-density lipoprotein cholesterol
- Lifestyle and nutrition
- Exercise and alcohol consumption
- Sleep and fatigue
- Stress and anxiety
- Resilience.

92%

of respondents felt satisfied after having their assessment.⁷



DURATION
15 minutes
per assessment



DELIVERY
onsite, remote
(video or phone)



DELIVERED BY
a physiologist



NO. OF ASSESSMENTS
up to 24 a day



SUPPORT
templates for emails,
posters and other
materials

Clear next-steps guidance

If any health risks show up, a physiologist will suggest some improvements to get employees back on track. They can also guide them to other support services you have access to, such as your employee assistance programme, occupational health services or our one-to-one health coaching service, if you've chosen this for your teams from our range of wellbeing services.⁸

Connect to guidance online or via the AXA Health app

Having their vital statistics at hand also means your people can go online and refresh or complete their health score⁹ when they're back at their desks. And filling in their health score means their wellbeing platform can be personalised more closely to their needs. Everything's connected.



**“It was so straightforward and easy.
Great to have immediate results and
talk through how to make changes”**

KNOW YOUR NUMBERS PARTICIPANT

**Next, contact your
account manager for
more information.**

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at wellbeing@axahealth.co.uk

⁷AXA Health customer feedback, 313 respondents for Know Your Numbers from July 2022 to Dec 2023. ⁸Health coaching helps your at-risk employees live healthier lives. Read more at axahealth.co.uk/employee-wellbeing/health-and-wellbeing-coaching/. ⁹Health score is a tool in the AXA Health app and wellbeing platform. This is a complementary platform for AXA Health corporate private healthcare clients, standalone EAP clients, and wellbeing programme clients.

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AVAILABLE COACHING SERVICE:



Health

Wellbeing Consultation

HEALTH ASSESSMENTS

Help your people find the right route to wellbeing

When it comes to improving our health it can be hard to know where to start. A Wellbeing Consultation can help your employees take that first step in the right direction. With 30 minutes for each review, it means there's time to explore their mental wellbeing as well as lifestyle factors. And to set those all-important goals.

This comprehensive assessment can be completed at your office, or it can be done remotely or by phone. Whatever works best for you and your people. The consultation is designed to give your employees a holistic view of their health so they can see where they're doing well and where they need to take steps to look after themselves better, both physically and mentally.

Each consultation looks at:

- Height, weight, BMI
- Blood pressure and heart rate
- Blood glucose
- Total/ HDL (high-density lipoprotein) cholesterol
- Lifestyle and nutrition
- Exercise and alcohol consumption
- Family history
- Sleep and fatigue
- Stress and anxiety
- Emotional health
- Psychological health
- Resilience.



DURATION
30 minutes
per assessment



DELIVERY
onsite, remote
(video or phone)



DELIVERED BY
a physiologist



NO. OF ASSESSMENTS
up to 12 a day



SUPPORT
templates for emails,
posters and other
materials

Connecting your employees to better health

If any health risks show up during their consultation, the physiologist will suggest some actions your employee can take to get on the right track. They'll point them towards the support they can get from your occupational health service or employee assistance programme. If their health risks are particularly high, and you've chosen health coaching¹⁰ for your teams from our range of wellbeing services, they can be referred for further support.

Connect to guidance online or via the AXA Health app

Having their vital statistics at hand also means they can go online and refresh or complete their health score¹¹ when they've finished their consultation. And refreshing or completing their health score means their wellbeing platform can be personalised more closely to their needs. Everything's connected, helping your teams stay positive and productive at work.



felt empowered
to make a positive
lifestyle change.¹²

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account manager for
more information.**

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at wellbeing@axahealth.co.uk

AVAILABLE COACHING SERVICES:

¹⁰1-2-1 health coaching empowers your at-risk employees to live healthier lives. Read more at axahealth.co.uk/employee-wellbeing/health-and-wellbeing-coaching/ ¹¹Health score is a tool in the AXA Health app and wellbeing platform. This is a complementary platform for AXA Health corporate private healthcare clients, standalone EAP clients, and wellbeing programme clients. ¹²AXA Health customer feedback, 580 respondents for Know Your Numbers, Wellbeing Consultation and Health Coaching services from July 2022 to Dec 2023.

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Onward support

Guidance during every step of the journey

Our support doesn't stop after an employee has completed an assessment. Sticking to positive changes can be a real challenge, so what happens next is just as important.

Once your employee has their results, we'll help ensure your health programme works harder for you by guiding them to any relevant support services you have in place – whether they're provided by AXA Health or not. For some employees, this could include one of our coaching services.

Our **health coaching** service offers one-to-one support to those who are trying to form healthy habits or stick to positive changes, while **mental wellbeing coaching** provides personalised guidance for those that need help maintaining or improving their mental health.

These coaching services are available for you to add to your programme together, or as standalone additions to your health and wellbeing offering.





Health

Health coaching

COACHING SERVICES

Making healthy changes that last

Help your people manage their health and make positive lifestyle changes they can stick to with personal, one-to-one guidance, expertise and encouragement from our health coaching service.

Whether they need help tackling existing health risks, motivation to exercise or advice on building healthier sleeping habits, this service empowers your people to live healthier lives. They'll be able to get:

- one-to-one coaching from their personal health coach via our app
- personal, goal-based support and inspiration via email or in-app messaging
- guidance to available onward support services.

What's included?

One-to-one coaching

Employees engage in regular, convenient coaching sessions to help them stay motivated and learn sustainable, healthy habits. Expert support is available via the app or over the phone and the coaching period usually lasts for 12 weeks, depending on the employee's needs.

Quality support from qualified experts

Each health coach is a fully trained physiologist with at least a BSc in a health-related degree. They also receive thorough training on the principles of coaching, motivational interviewing and behaviour change. We can assign expert health coaches, such as nutritionists, for particular employee needs.

App-based help and motivation

Our app enables people to track and record their results, share goals and send videos, photos and texts to their coach. The app is designed to allow and encourage employees to engage with it in their own time, so they can comment, contribute and gain insights when it's most convenient for them.

Signposting to onward support

Health coaches can also connect your employees to any relevant support that's available to them with your health programme. For example, if someone needs help with challenges in their personal life, a coach can direct them to your employee assistance programme (EAP). Or if they need help with a specific health issue, coaches can point them towards a relevant AXA Health support pathway.

Extended coaching

If one of your employees has a more significant health risk, such as diabetes or obesity, we can offer extended coaching. This includes one-to-one coaching for up to 24 weeks, enabling a coach to work with them for longer and spend more time helping them understand their situation, setting realistic goals and having regular follow-ups to actively turn their health around.

The benefits to your business

It can help reduce absences

An estimated 185.6 million working days were lost because of sickness or injury in 2022, with minor illnesses accounting for 29.3% of these.¹³ Lifestyle factors play a significant part in maintaining the immune system and keeping people healthy, but our research¹⁴ has found:

- 84% of people in the UK don't eat five portions of fruit and veg a day.
- 72% of working women aged 18-24 don't regularly get over 150 mins of moderate exercise a week.
- 72% of people in the UK don't often wake up feeling rested.

Health coaching is a preventative, proactive approach to healthcare that tackles these kinds of lifestyle challenges to help reduce the minor illnesses that lead to absences. It does this by motivating people to manage their health and adopt healthy habits in their day-to-day lives.

It's forward-thinking

Based on Henley Business School's critical review of the evidence for coaching in the healthcare system,¹⁵ health coaching can help health professionals improve patient outcomes. The review calls for health stakeholders to take forward health coaching as part of both employee wellbeing, and patient care.

Healthy results

On average,¹⁶ employees who completed their health coaching programme with the aid of app based support experienced:

- 4% weight reduction
- 4% BMI improvement
- 5% reduction of weight-height ratio improvement
- 12% total cholesterol reduction



DURATION
consultations over a period of around 12 weeks



DELIVERY
various



DELIVERED BY
a team of physiologist, mental health specialists, nutritionists and dietitians

¹³Office for National Statistics – [Sickness absence in the UK labour market](#) ¹⁴AXA Health survey data 2023. ¹⁵University of Reading - Henley Business School – [Does Health Coaching Work? 2020](#).
¹⁶Cumulative health outcomes from 729 tests for AXA Health corporate clients completed from a health coaching programme between January 2020 and January 2024.

How it works:

Health coaching is available to those who've had a relevant challenge or health risk identified in a by completing health score online via the AXA Health app, Know Your Numbers assessment or a Wellbeing Consultation.¹⁷

If an employee is deemed to be at risk¹⁸ after completing one of these assessments, they can be referred to the health coaching service. They'll download the AXA Health app and be put in touch with their personal coach for an initial 20-minute telephone or video consultation to explore which areas need improvement and identify any barriers to better health.

The result? A personalised, realistic action plan and ongoing support from their dedicated coach available through the app.

“I am more calm and have more energy since my headaches disappeared and I am more happy. I am less stressed and I now pay attention to what I eat.”

HEALTH COACHING AND MENTAL WELLBEING
COACHING PARTICIPANT

**For more information,
contact your AXA Health
account manager.**

Or if you're new to AXA Health,
call us on **0141 245 4010**
or email
wellbeing@axahealth.co.uk

¹⁷The wellbeing assessments we offer, which support onward coaching referral, include our Know Your Numbers assessment or the Wellbeing Consultation assessment. We'll work with you to offer the right referral route for your business. ¹⁸A person is deemed to be at risk when their health markers go beyond recommended levels and increases their chance of ill health or disease. The markers that AXA Health uses are NICE and / or NHS guidelines.



Health

Mental wellbeing coaching

COACHING SERVICES

Personalised mental wellbeing support

We all have different experiences when it comes to mental wellbeing. While some face specific challenges that require treatment or counselling, others just need some guidance to help them maintain or improve their mental health. Our mental wellbeing coaching service is here to provide that guidance.

By combining expert-led one-to-one coaching sessions with ongoing support, the service helps employees build upon their existing mental health. It helps to increase self-awareness, set goals, overcome challenges, maintain balance and build on their existing strengths by developing new healthy habits.

What is it?

Mental wellbeing coaching typically comprises three one-to-one sessions and goal-setting with a clinically trained specialist, either online or via the AXA Health app, plus ongoing support and signposting to other available services. It's ultimately designed to enable people to reach their full potential by helping them:

- increase awareness, overcome unhelpful thoughts and set realistic goals
- manage their time and family commitments to maintain a good work-life balance
- manage stress and build resilience, both at home and in the workplace
- settle back into work if they've been absent for an extended period of time, (such as returning from maternity or sickness)
- embrace change, develop coping mechanisms and respond positively to new circumstances, such as parenthood, a new job or a workplace restructure
- improve and increase workplace performance, engagement and productivity
- settle into the workplace and manage challenges if they're new to the company or on a graduate scheme
- cope with specific tasks or challenges that could cause stress
- adopt or maintain healthy habits when it comes to exercise, nutrition, sleep and lifestyle. Particularly if they're recovering from a previous mental health condition.

Who is it for?

Mental wellbeing coaching is aimed at employees who want to improve their mental health but aren't requiring therapeutic treatments. It can also help those who have recovered from previous mental health challenges. It's a positive and proactive approach to mental wellbeing support, which requires employees to have:

- the ability to identify issues and problems
- commitment towards goal setting and trying new things
- a high level of self-agency and control within their personal life.

We'll assess an employee's suitability for the service during their Wellbeing Consultation using the Warwick Edinburgh Mental Wellbeing Scale (WEMWBS), or mental wellbeing score, determined by a questionnaire developed for the measurement of mental wellbeing.

Mental wellbeing coaching effectiveness

Average pre-coaching
mental health score:

47

Average post-coaching
mental health score:

54

This represents an average difference of seven points in a test where an increase of three or more points is deemed a significant improvement in someone's mental wellbeing.

Results gained from mental wellbeing coaching participant Sep 2020-Jan 2024.

How it could benefit your business

It could boost your performance

Productivity and good mind health go hand-in-hand. To maximise productivity, you need your employees to flourish¹⁹ and a work environment that helps keep them 'in-flow'.²⁰

Our 2023 Mind Health At Work Report found that respondents are three times more likely to flourish and be 'in-flow' when they're offered good mental health support at work.²¹

It could help retain your talent

Our Mind Health At Work Report also found a clear link between flourishing mind health and employee retention. In fact, only 5% of those 'in-flow' said they intended to leave their jobs in the next 12 months.²¹

It could help reduce absences

35.2 million working days were lost to work-related ill health in 2022/23, with stress, anxiety and depression accounting for almost 17.1 million of these.²²

Mental wellbeing coaching can help your employees identify and address psychological challenges early, which can reduce the impact on their mental and emotional wellbeing. This can lead to reduced stress, anxiety and depression, and help prevent the kinds of mental health issues that might keep them away from work.



NO. OF SESSIONS
typically three sessions



DURATION
45 minutes
per session



DELIVERY
various



DELIVERED BY
mental health
specialist

¹⁹Flourishing is the pinnacle of good mind health and shows good social, psychological and emotional wellbeing. ²⁰'In-flow' is a highly productive mental state where an individual is fully focussed on their work. These findings are drawn from the AXA Heath At Work Report. For more information, see the [AXA Study of Mind Health and Wellbeing in 2023](#). ²¹AXA Health – [Mind Health At Work Report](#) (2023)

²²HSE – Health and safety at work – [Summary statistics for Great Britain 2023](#).

How it works

1

Employee completes a relevant assessment

Mental wellbeing coaching can only be accessed with a referral after attending a wellbeing consultation or by completing their health score online or via the AXA Health app. During these assessments, they'll answer questions about their work life, personal circumstances, lifestyle and exercise habits as well as their goals and needs for the future.

2

Assessment of results and referral

We'll assess the employee's responses and determine if coaching is the right course of action. If it is, they'll be invited to book a coaching assessment online or via email.

3

Mental wellbeing coaching assessment

Your employee will speak with a clinically trained specialist coach about their specific situation, goals and plans. This enables the coach to gain a fuller understanding and tailor their support accordingly.

4

Mental wellbeing coaching sessions

Over a period of 12 weeks, the employee will typically attend three sessions with their coach. Coaching sessions are different for everyone but they can include adjusting goals or discussing ways to overcome specific barriers.

5

Onward guidance and support

During and after the coaching period, employees are signposted to any additional health services you offer that may be suitable to their needs. This ensures your health programme is working as hard as it can for you and that the coaching service can fit in as seamlessly as possible. Employees also go away with a personalised plan to help them maintain and build upon the progress they've made.

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Ready to unlock the value of a
flourishing workforce?

For more about health assessments and creating a truly tailored health improvement programme for your business, contact your AXA Health account manager or one of our wellbeing consultants.

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Call 0141 245 4010
or email wellbeing@axahealth.co.uk

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Discover more about our wellbeing services for your business at axahealth.co.uk/EmployeeWellbeing

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