

# Research Information Guide

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## What is the purpose of the research?

Benenden Health has been developing a prototype mobile app to provide faster, more direct access to a selection of Benenden Health services. We are conducting this research as we are keen to hear member's thoughts on the app. We also want to know what members think about its design, how easy users find it to use and navigate around and how we might improve it.

Feedback from participants will help us to assess the level of value an app would add to your existing Benenden Health membership and whether one should be made available to all Benenden Health members.

## What will my involvement be?

You will be provided with free access to the health app until 15<sup>th</sup> October 2019 (please note that participation in the pilot will not impact your monthly membership contributions which will continue to be collected as normal). You can download the app from the link in the email this document was attached to.

There are 2 main services available as part of your existing Benenden Health membership which, during the research period, can be accessed via the app. These are the GP 24/7 Service & 24/7 Mental Health Helpline + Counselling Support Service. Please refer to the attachment titled 'Your Guide to Benenden Healthcare' for more information about these services.

## Important Information

If you participate in this research pilot your existing Benenden Health membership & its associated terms and conditions will remain the same and will not be affected. Additionally if you use any of the services via the app your existing Benenden Health membership will not be affected but any counselling sessions arranged while participating in the research will count towards the maximum of 6 sessions provided as part of your existing Benenden Health membership.

You are under no obligation to use any of the services contained within the app during this research pilot. Even if you do not use any of the services available through the app we still want to hear your thoughts on the app.

After 15<sup>th</sup> October 2019 access to the app will cease and you will be asked to complete a short questionnaire regarding your views on the app and your experience of using it. We may also contact you between the first working day after you have downloaded the app and 15<sup>th</sup> October 2019 about this research (e.g. to check how you are finding using the app).