



What helps you
makes you stronger

Thrive



Thrive Mental Wellbeing
provides access to
mental health support,
when it's needed,
where it's needed,
for as long as it's needed.

**The confidential and secure
app helps you to better
understand and manage
common mental health
conditions using evidence-
based tools and techniques.**

Through the app, you can access a Cognitive Behavioural Therapy (CBT) programme to manage specific stressors and retrain unhelpful thoughts, alongside a range of relaxation techniques. A useful on-the-go way to manage mental health and build everyday resilience, it also offers tailored goals and further support, all at the touch of a button.



Change the way you think

Look after your mental wellbeing with a confidential and secure app

Thrive Mental Wellbeing is available through your employer's company Group Income Protection policy and is a fully confidential app that provides you with simple and effective evidence-based tools to improve your mental wellbeing.

The app uses clinically effective techniques and cognitive behavioural therapy methods to screen for and help you manage specific stress triggers, retrain unhelpful thoughts and learn helpful relaxation techniques.

Take control of your mental health with Thrive Mental Wellbeing

- ✓ Feel **empowered** by learning techniques to self-manage common mental health conditions such as anxiety and depression
- ✓ Learn how to **build resilience** to help improve all aspects of your life
- ✓ Understand how to **control your emotions** and thoughts so you can choose how to react to each challenge you encounter in life

Keep track of your progress and stay on top of your mental health

Thrive Mental Wellbeing lets you keep track of your progress and see how your moods improve over time.

Used regularly, it could help you detect and manage common mental health conditions before they become a bigger issue. And if you need more support, it's there at the touch of a button.

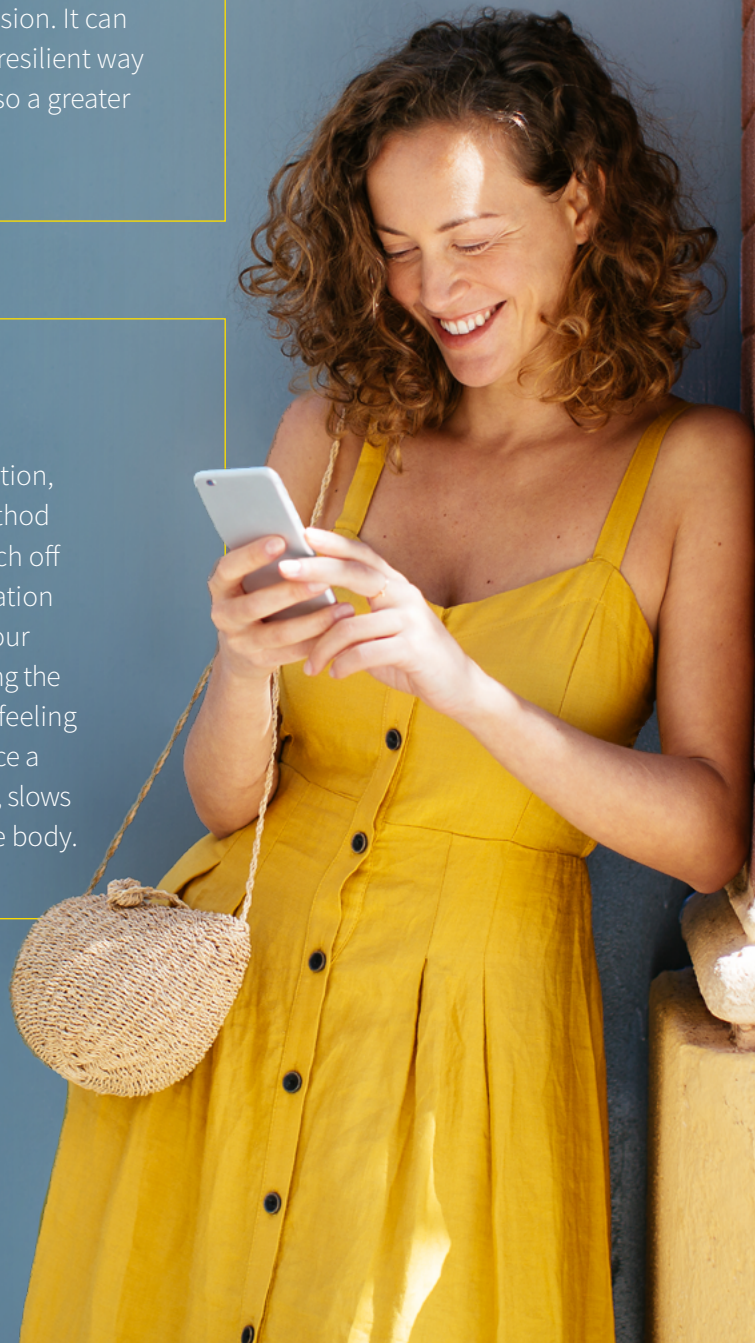
It's about **how** you thrive

Computerised cognitive behavioural therapy (cCBT)

This type of therapy helps you manage specific stressors and retrain unhelpful thoughts. CBT can be an effective treatment for a range of mental health conditions, including anxiety and depression. It can also help promote a healthier and more resilient way of thinking, feeling and behaving, and also a greater ability to achieve your goals.

Deep muscle relaxation

Also known as progressive muscle relaxation, this technique is a clinically effective method to reduce anxiety, improve sleep, or switch off at the end of the day. Deep muscle relaxation involves tensing each muscle group in your body for around five seconds, then releasing the tension. By recognising the difference in feeling between tense and relaxed, you can induce a relaxation response which calms the mind, slows the heart rate, and reduces tension in the body.



Calm breathing

An effective technique for reducing stress, anxiety and panic, it can also promote better sleep. It guides you through the exercise and, over time, you will learn how to apply this exercise in everyday situations.

Meditation

The focus of meditation is to train your attention, so it's not automatically captured by daily worries, concerns or negative self-talk. By being more in control of your attention, you can see the bigger picture and decide how to handle challenges without feeling overwhelmed. The benefits of meditation can include improved mental wellbeing, increased self-awareness and better stress management.

Self-suggestion

Have you ever noticed how a certain smell, sound, taste or place can - sometimes unexpectedly - induce a particular feeling or emotion based on an association? Self-suggestion represents an attempt to create new thought habits. This approach works by way of suggestion. You will learn to link a certain word or phrase with the experience of being calm. Once you have formed the link you can then use the word or thought to immediately bring about the relaxed state. This can be very useful in situations you find stressful.

Applied relaxation

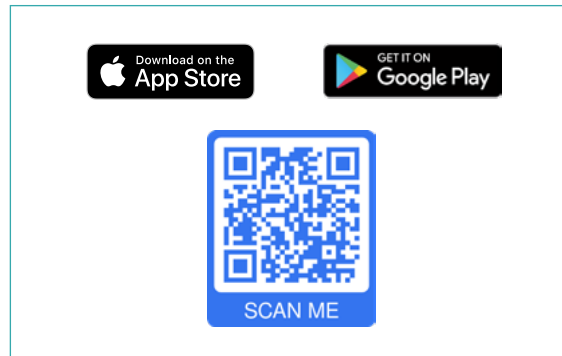
Applied relaxation is an advanced form of deep muscle relaxation and teaches individuals to elicit the relaxation response in a shorter and shorter time by learning the physiological difference between tension and relaxation. The aim is that people are able to use this progressive relaxation technique by themselves in any circumstance.

How to **download** and install the app



How to download and install the Thrive Mental Wellbeing app

- 1 Go to your app store, search 'Thrive Mental Wellbeing' or scan the QR code and download the app:

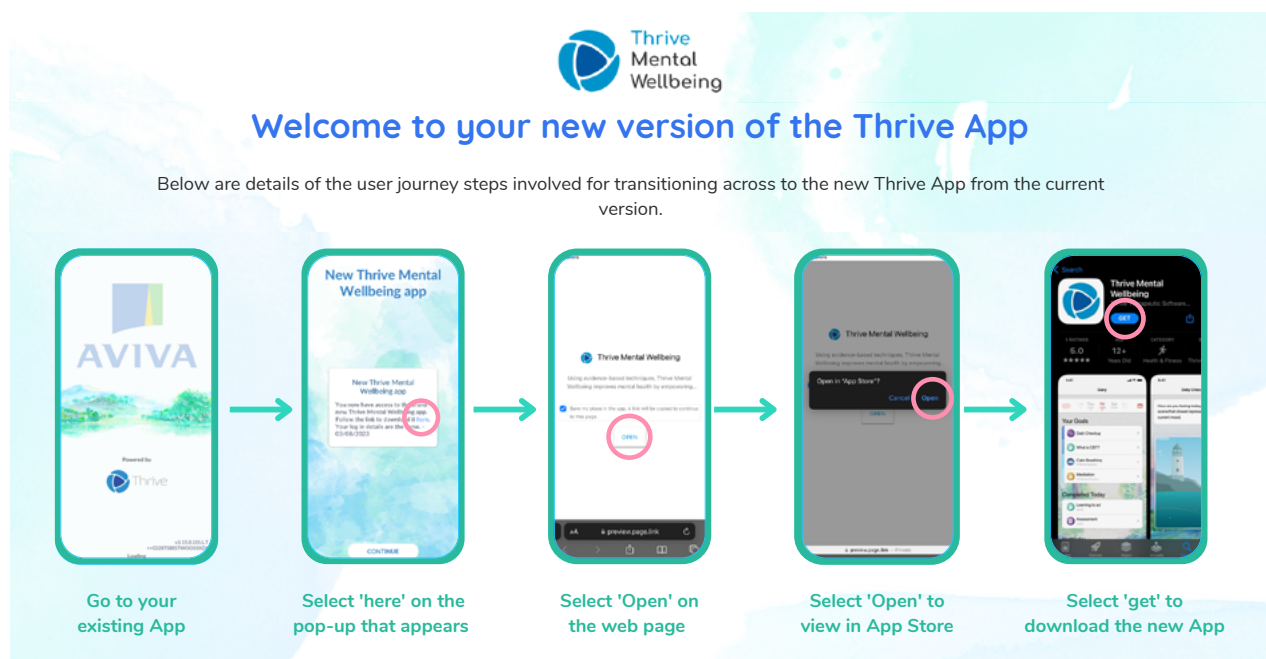


- 2 Open the app and select '**Sign Up**'
- 3 Enter your email address, select a password and enter the access code:
- 4 **You will receive a verification email** with a link to verify your account
- 5 Once verified, go into the app and '**Log in**' with your email and password.

Mobile data charges may apply.

The terms and conditions and the privacy policy can be read in-app before signing up.

Thrive Mental Wellbeing is a non-contractual benefit Aviva can change or withdraw at any time. It's available to all employees, both insured and uninsured, who are permanent residents of Great Britain, Northern Ireland, the Channel Islands or the Isle of Man.



Frequently asked questions

Q What is the typical user journey?

A There is no definitive user journey as everyone is different and will follow their own individual pathway. But we would encourage you to utilise the daily check-up, mood meter and assessment screening scales (GAD-7 and PHQ-9, which are validated clinical screening scales) to keep a check on your mood and general wellbeing on a regular basis. Where necessary, you'll be signposted to appropriate help-seeking resources. By completing these regularly, you'll experience a much more personalised journey.

Q What is Cognitive Behavioural Therapy (CBT) and how can this help me?

A Cognitive behavioural therapy (CBT) is a type of therapy used for individuals that are experiencing stress, anxiety or depression. It is based on the principles of cognitive behavioural psychology, which is related to how we think, feel and act. Understanding CBT and learning how to apply its principles can be useful for everyday life as well as when you are feeling more challenged. It is a very effective tool for preventing unhelpful thought patterns.

Q Do I need to complete all sections of the CBT to use the other app programmes?

A We recommend that you begin with the CBT programme to create a more defined pathway. CBT sessions guide you through each of the steps with interactive examples, unlocking new features and tools for you to use. The daily check-up feature will help you with setting your goals

Q What techniques and algorithms do Thrive use to screen me for anxiety and depression?

A Thrive uses validated clinical screening scales called the PHQ-9 and GAD-7. These are designed to help users detect signs of depression and anxiety early in order to prevent further development of symptoms and are used by your GP.

Q How do Thrive support my recovery if I screen for anxiety or depression?

A Following a positive screening for anxiety or depression, the Thrive Mental Wellbeing app will suggest suitable evidence-based techniques to help improve your symptoms. If you record a higher screening for anxiety or depression then it will signpost you towards further support, such as an EAP.

Q Can I speak to someone through the Thrive Mental Wellbeing app for further support?

A Yes, you can find support boxes within the Thrive Mental Wellbeing app, which offer various signposting options to Aviva Wellbeing Services - this is for both internal and external support - and covers help on content, discounts, intervention.

Q If I am referred to call the Employee Assistance Programme (EAP) will the details of my screening be shared?

A The details of your screening will not be shared with the EAP without your consent.

Q Does the Thrive Mental Wellbeing app come in other languages, as my native language isn't English?

A Currently the Thrive Mental Wellbeing app is available in English, Portuguese, German, Polish, Spanish, Dutch, Welsh and Mandarin, with more coming in the near future.

Q Will I receive notifications from the Thrive Mental Wellbeing app?

A You'll receive notifications (such as reminders to complete your Daily Goals) provided you've enabled them within the settings menu.

Q Where is the Thrive Mental Wellbeing app available to download, and does it work on all devices?

A You can download the Thrive Mental Wellbeing app from:



the App Store



Google Play.

The app works on both Apple and Android devices. Mobile data charges may apply.

Q Do I need internet access to use the Thrive Mental Wellbeing app once downloaded?

A Thrive Mental Wellbeing requires your smartphone or tablet to have an active data/WiFi connection as no data is stored on your device for complete privacy and security.

Q What personal information do I need to give to use the Thrive Mental Wellbeing app?

A To register for the Thrive Mental Wellbeing app, you'll need to provide your email address (work or personal), a password of your choice and enter the Access Code, which your employer will give you.

Q Will my personal data be shared with my employer or with anyone other than Thrive?

A Your personal data is yours and remains secure with Thrive under the patient confidentiality clause, Thrive is GDPR compliant. They will not share your data with your employer, and their privacy policy states the exceptional reasons why your data will be shared with third parties and the circumstances.

Q Where can I find Thrive Mental Wellbeing's Privacy Policy?

A You can find more information about Thrive Mental Wellbeing's Privacy Policy here:


 <https://thrive.uk.com/privacy-policy>

Q Who can we contact for immediate tech support?

A If you require tech support, please email help@thrive.uk.com. Within your email please ensure you include as much information as possible around the problem you're experiencing - including screenshots if relevant. A member of the team will be in touch in response to your query within a maximum of two business days.

Q If there's an error in the Thrive Mental Wellbeing app, how do I report this?

A You can send an email to:

 help@thrive.uk.com and someone will be back in touch with you within a maximum of two business days.

Q Where can I find more information about Thrive Mental Wellbeing?

A You can find the most up-to-date information on the Thrive website, as well as on their LinkedIn page:

 <https://thrive.uk.com/>

 <https://www.linkedin.com/company/thrive-therapeutic-software/>

Need this in a different format?

Please get in touch if you'd prefer this Brochure and FAQ document (GR02318) in large print, braille, or as audio:

How to contact us:



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contactus@aviva.com



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