



TELUS Mental Health Index.

Special report on Physical Health.

United Kingdom | September 2024

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What you need to know for September 2024.



The mental health of workers in the United Kingdom has **remained stable** since January 2024, with one-third still at high risk for mental health issues.

- At 64.6, the mental health of workers is unchanged from April 2024
- 33 per cent of workers have a high mental health risk, 41 per cent have a moderate mental health risk, and 26 per cent have a low mental health risk
- All mental health sub-scores, apart from financial risk and work productivity, have improved or are unchanged from April
- Anxiety and isolation continue to be the lowest mental health sub-scores for more than two years
- Mental health scores have declined in all regions apart from Scotland
- The mental health score of managers continues to be higher than the score of non-managers
- Labourers have a lower mental health score than service industry and office workers
- More than one-quarter (28 per cent) of workers have a mental health score of 50 or lower. The productivity loss of this group is two and a half times the number of lost workdays as 26 per cent of workers with a mental health score of 80 or higher

More than half of workers adhere to a healthy diet, with younger workers (under 40) more likely to report unhealthy eating. The mental health score of workers reporting unhealthy eating is 18 points lower than workers reporting healthy eating.

- 56 per cent of workers report following a healthy diet
- Nine per cent of workers reporting following an unhealthy diet; the mental health score of this group is more than 18 points lower than workers reporting a healthy diet and nearly 14 points lower than the national average
- Workers without emergency savings are almost twice as likely as workers with emergency savings to report an unhealthy diet
- Workers under 40 are 60 per cent more likely than workers over 50 to report an unhealthy diet

Workers with diagnosed mental health conditions experience the most significant productivity losses. Mental health conditions are disproportionately reported among younger workers (under 40), women, and workers without emergency savings.

- 16 per cent workers report an anxiety diagnosis, 12 per cent report a depression diagnosis
- Workers diagnosed with a mental health condition other than anxiety or depression experience the most significant productivity loss (67.1 working days per year) and have the lowest mental health score, more than 30 points lower than workers with no diagnosed health conditions and more than 24 points lower than the national average
- Workers diagnosed with depression lose 66.1 working days of productivity per year and have a mental health score, more than 27 points lower than workers with no diagnosed health conditions and more than 21 points lower than the national average
- Workers diagnosed with anxiety lose 60.7 working days of productivity per year and have a mental health score, nearly 25 points lower than workers with no diagnosed health conditions and more than 18 points lower than the national average
- Workers without emergency savings are more than three times as likely to report being diagnosed with anxiety and four times more likely to report being diagnosed with depression
- Workers under 40 are more than twice as likely as workers over 50 to report being diagnosed with anxiety and depression

In this report, **productivity loss** refers to workdays lost per year because of physical health issues and/or emotional or mental health challenges. Some productivity fluctuation is inevitable as employees naturally experience varying levels of efficiency throughout their workday.



Workers reporting low interest

in improving their health and wellbeing lose nearly four more weeks of productivity than workers reporting high interest in improving their health and wellbeing. Physical fitness and sleep quality are top priorities for self-improvement.

- 64 per cent report high interest in improving their health and wellbeing
- Workers reporting high interest in improving their health and wellbeing have a productivity loss of 39.1 working days per year compared to 58.9 working days per year among workers reporting low interest in improving their health and wellbeing
- 56 per cent want to improve their physical fitness
- 52 per cent want to improve their sleep quality
- 35 per cent want to improve their stress level
- 32 per cent of workers want to improve their diet and nutrition
- 15 percent of works want to improve pain management

Maintaining or losing weight, improving physical fitness/stamina and reducing the risk of disease are the primary motivators for participating in physical activity.

- 28 per cent report that maintaining a healthy weight or losing weight is their biggest motivator for participating in physical activity outside of work
- 21 per cent report improving physical fitness/stamina is their biggest motivator
- 19 per cent report reducing the risk of disease/longevity is their biggest motivator
- 10 per cent report stress reduction is their biggest motivator
- Workers under 40 are 80 per cent more likely than workers over 50 to report stress reduction as the biggest motivator for participating in physical activity

Workers dissatisfied with their physical health have a mental health score 25 points lower than satisfied workers and lose an additional 23 working days in productivity annually compared to satisfied workers.

- 60 per cent of workers are satisfied with their physical health
- 16 per cent are dissatisfied with their physical health; the mental health score of this group is more than 25 points lower than workers who are satisfied with their physical health and more than 18 points lower than the national average
- Workers who are satisfied with their physical health have a productivity loss of 35.5 working days per year compared to 58.4 working days per year among workers who are dissatisfied with their physical health
- 49 per cent of workers sometimes engage in physical activity
- 40 per cent of workers often engage in physical activity
- 11 per cent of workers never engage in physical activity; this group loses nearly 12 additional working days of productivity annually and has a mental health score nearly 10 points lower than workers who often engage in physical activity



Mental health scores are **strongly correlated** with productivity. Workers with lower mental health scores experience greater productivity loss, while those with higher scores experience less productivity loss.



Workers rating poor employer support for their physical wellbeing have a mental health score 16 points lower than workers reporting excellent support and lose an additional 28 working days in productivity annually.

- 28 per cent of workers rate employer support for physical wellbeing as very good/excellent; the mental health score of this group is at least 10 points higher than workers rating employer support as poor and nearly six points higher than the national average
- 27 per cent rate employer support for mental wellbeing as very good/excellent; the mental health score of this group is at least 11 points higher than workers rating employer support as poor and seven points higher than the national average
- Productivity losses increase as the employer's rating for support declines:
 - workers rating employer support for physical wellbeing as excellent lose 24.5 working days per year in productivity compared to 52.8 working days per year in productivity loss among workers rating employer support as poor
 - workers rating employer support for mental wellbeing as excellent lose 26.9 working days per year in productivity compared to 53.0 working days per year in productivity loss among workers rating employer support as poor

One in six workers report a negative experience with the healthcare system, with women and workers without emergency savings bearing disproportionately higher rates of negative encounters compared to their counterparts.

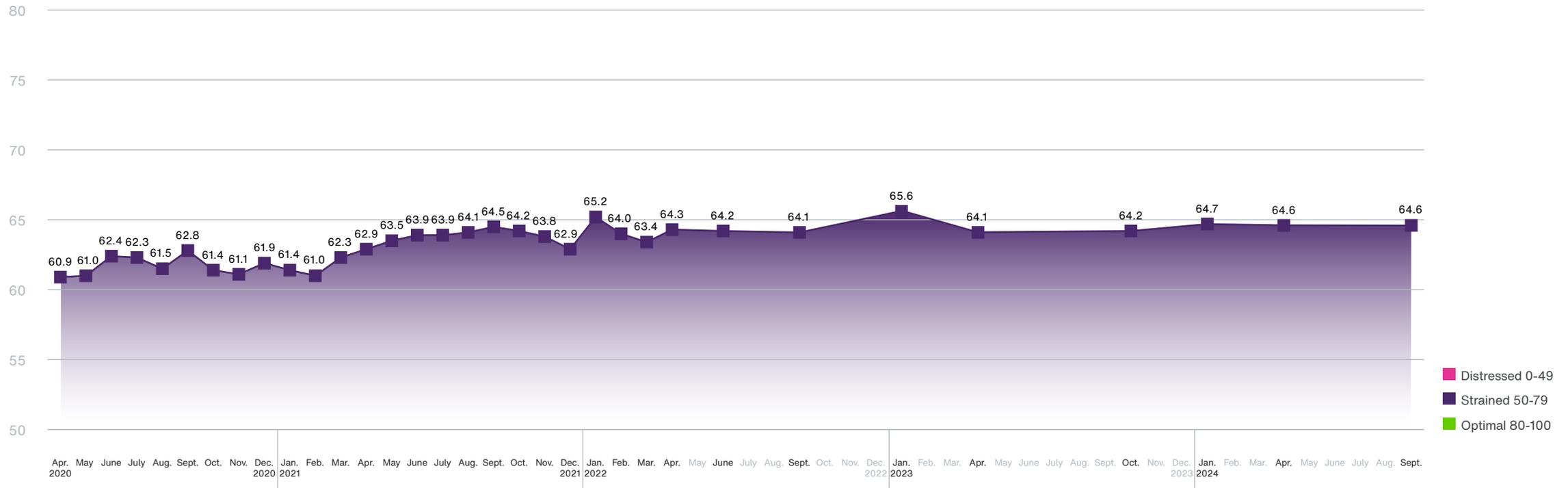
- 57 per cent of workers report a positive experience with the healthcare system
- 16 per cent report a negative experience with the healthcare system; the mental health score of this group is 13 points lower than workers reporting a positive experience and more than nine points lower than the national average
- Workers without emergency savings are nearly twice as likely as workers with emergency savings to report a negative experience with the healthcare system
- Women are 40 per cent more likely than men to report a negative experience with the healthcare system

The Mental Health Index.

MHI Current Month September 2024	April 2024
64.6	64.6

The overall Mental Health Index for September 2024 is 64.6.

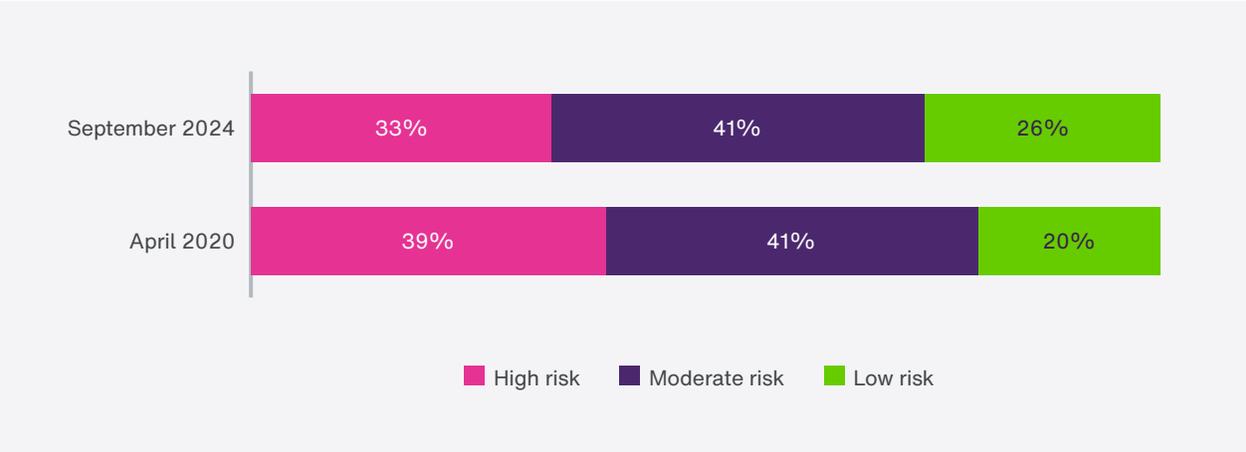
Since peaking in January 2023, the mental health score of workers in the United Kingdom has declined but has since stabilised.





Mental health risk.

In September 2024, 33 per cent of workers have a high mental health risk, 41 per cent have a moderate mental health risk, and 26 per cent have a low mental health risk. More than four years since the launch of the MHI in April 2020, the proportion of workers with a high mental health risk has decreased by six per cent.



Approximately 30 per cent of workers in the high-risk group report diagnosed anxiety or depression, seven per cent report diagnosed anxiety or depression in the moderate-risk group, and one per cent of workers in the low-risk group report diagnosed anxiety or depression.

Mental Health Index sub-scores.

For more than two years, the lowest Mental Health Index sub-score continues to be anxiety (57.2). Isolation (61), depression (62.6), work productivity (64.1), optimism (64.7), and financial risk (71.4) follow. General psychological health (72.4) is the most favourable mental health measure in September 2024.

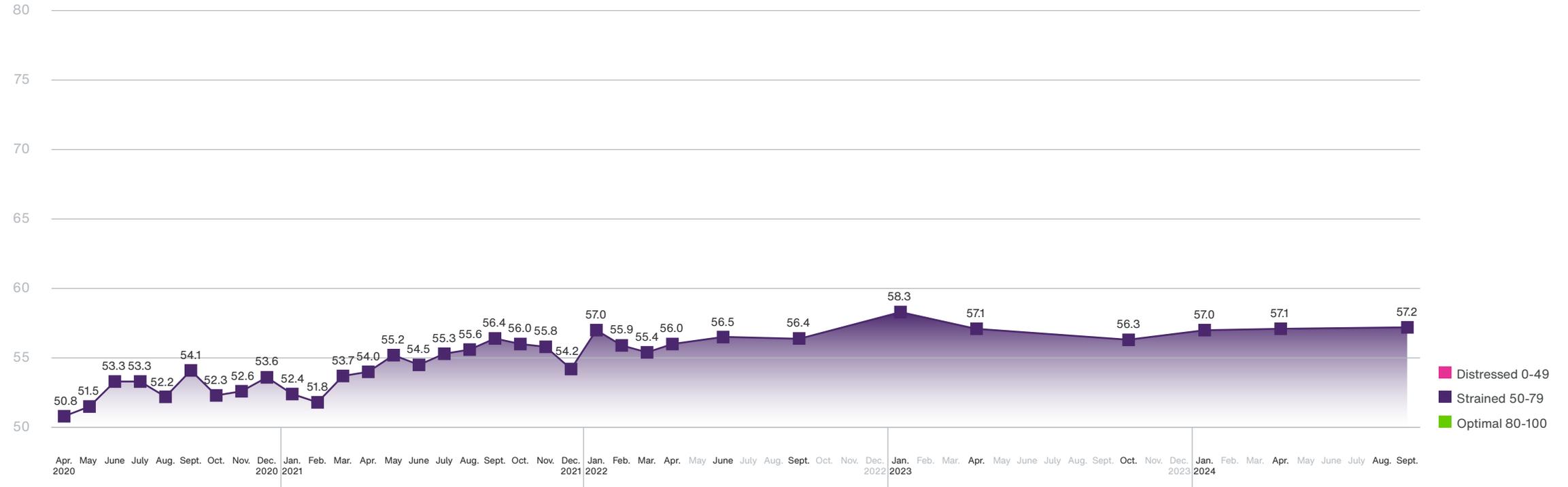
- All mental health sub-scores, apart from work productivity and financial risk, have improved or are unchanged compared to the previous period
- Anxiety and isolation continue to be the lowest mental health sub-scores for more than two years

Mental Health Index Sub-scores	September 2024	April 2024
Anxiety	57.2	57.1
Isolation	61.0	60.9
Depression	62.6	62.6
Work productivity	64.1	64.4
Optimism	64.7	64.2
Financial risk	71.4	72.5
Psychological health	72.4	72.2



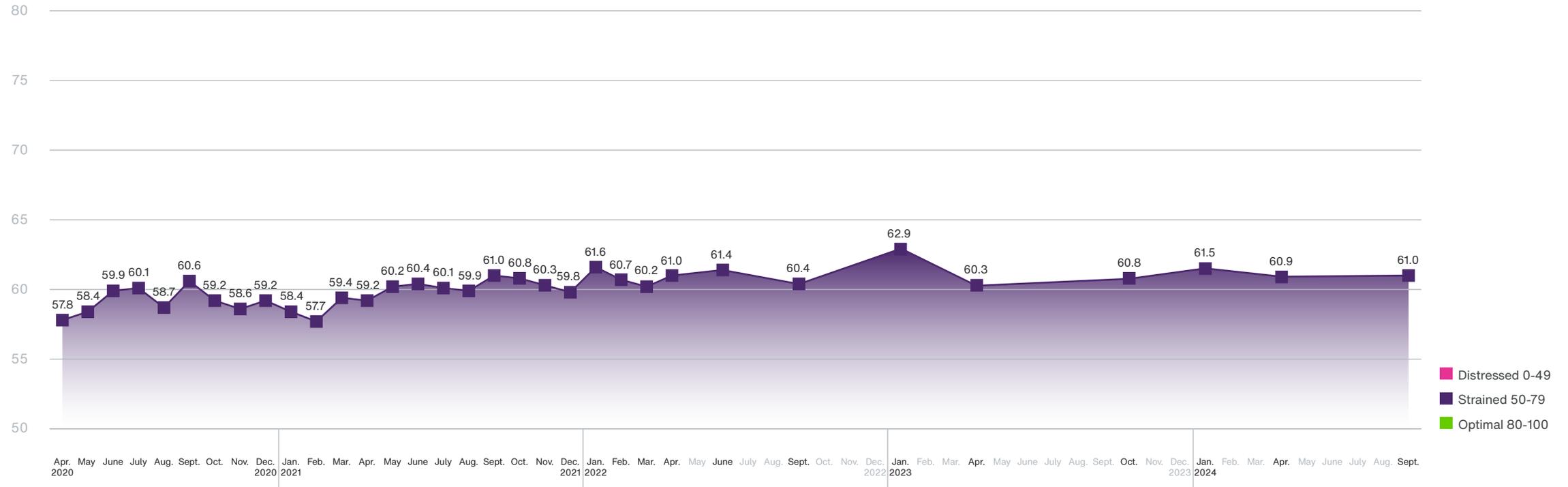
Anxiety

The anxiety sub-score has fluctuated since the launch of the MHI in April 2020. After peaking in January 2023, the anxiety sub-score declined for two consecutive periods. Since January 2024, the anxiety score is nearly unchanged and remains the lowest mental health sub-score for more than two years.



Isolation

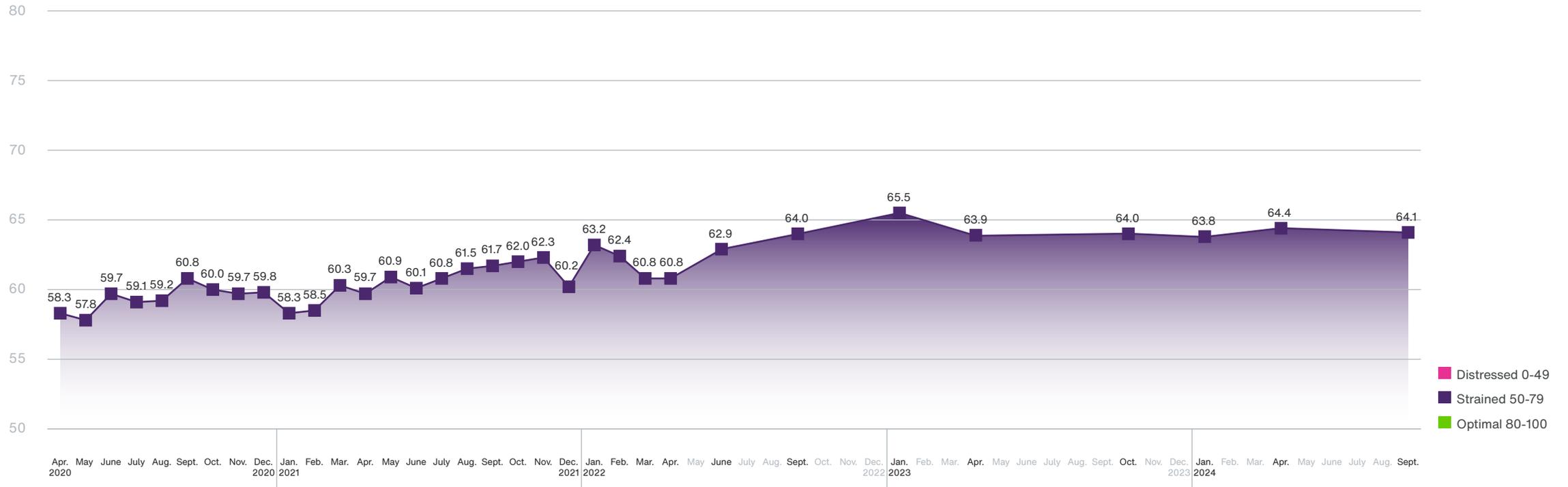
Since April 2020, the isolation sub-score has varied significantly. After peaking in January 2023, the isolation score declined sharply in April. In September 2024, the isolation score is nearly unchanged from the previous period and continues to be the second-lowest mental health sub-score for more than two years.



Work productivity

The work productivity sub-score measures the negative impact of mental health on work productivity and goals.

Overall, the impact of mental health on work productivity has generally improved, suggesting that the negative effects of mental health on work productive have slowly decreased. The work productivity score peaked in January 2023 and like other sub-scores, declined through January 2024. In September 2024, the work productivity score has declined modestly from the previous period.



Mental health by gender and age.

- Since the launch of the MHI, women have had a significantly lower mental health scores than men. In September 2024, the mental health score of women is 61.4 compared to 67.4 for men
- Since April 2020, mental health scores have improved with age
- Differences in mental health scores between workers with and without minor children have been reported since the launch of the MHI in April 2020. More than four years later, this pattern continues with a lower score for workers with at least one child (61.7) than workers without children (66.1)

Mental health by employment status.

- Overall, three per cent of respondents are unemployed¹ and seven per cent report reduced hours or reduced salary
- Workers reporting reduced salary compared to the previous month (48.2) have the lowest mental health score, followed by workers reporting fewer hours than the last month (55.0), workers with no change to salary or hours (65.3), and respondents not currently employed (66.7)
- Managers have a higher mental health score (65.3) than non-managers (63.8)
- Labourers have a lower mental health score (61.8) than service industry (64.5) and office workers (65.4)
- Self-employed/sole proprietors have the highest mental health score (66.9)
- Respondents working for companies with 51-100 employees have the lowest mental health score (60.6)



Emergency savings

- Workers without emergency savings continue to experience a lower mental health score (39.5) than the overall group (64.6). Workers with emergency savings have a mental health score of 73.9

¹ MHI respondents who have been employed in the past six months are included in the poll.

The Mental Health Index by region.

In September 2024, the mental health scores in Northern Ireland, Wales, and England have declined, whereas the mental health score in Scotland has improved modestly compared to April 2024.

- With a significant 4.7-point improvement from April 2024, Scotland has highest mental health score (65.9)
- With a 1.3-point decline, the lowest mental health scores are in Northern Ireland (63.5) and Wales (63.5)

Region	September 2024	April 2024	Change
Scotland	65.9	61.2	4.7
England	64.6	64.9	-0.3
Northern Ireland	63.5	64.8	-1.3
Wales	63.5	64.8	-1.3

Numbers highlighted in pink are the lowest/worst scores in the group.
Numbers highlighted in green are the highest/best scores in the group.



Employment status	Sept. 2024	April 2024
Employed (no change in hours/salary)	65.3	65.5
Employed (fewer hours compared to last month)	55.0	50.5
Employed (reduced salary compared to last month)	48.2	54.6
Not currently employed	66.7	61.4

Age group	Sept. 2024	April 2024
Age 20-29	54.9	54.1
Age 30-39	59.7	58.0
Age 40-49	60.5	62.0
Age 50-59	66.6	65.8
Age 60-69	71.4	71.7

Number of children	Sept. 2024	April 2024
No children in household	66.1	66.1
1 child	61.9	61.8
2 children	62.0	61.1
3 children or more	59.5	59.5

Gender	Sept. 2024	April 2024
Men	67.4	66.8
Women	61.4	62.0

Household income/annum	Sept. 2024	April 2024
<£15K	55.1	55.4
£15K to <£30K	57.6	56.7
£30k to <£60K	64.3	64.6
£60k to <£100K	68.6	68.8
£100K and over	74.0	74.4

Employer size	Sept. 2024	April 2024
Self-employed/sole proprietor	66.9	66.4
2-50 employees	64.4	63.8
51-100 employees	60.6	60.4
101-500 employees	63.1	66.1
501-1,000 employees	66.3	61.9
1,001-5,000 employees	65.6	64.1
5,001-10,000 employees	65.6	68.7
More than 10,000 employees	65.3	65.8

Manager	Sept. 2024	April 2024
Manager	65.3	65.0
Non-manager	63.8	64.3

Work environment	Sept. 2024	April 2024
Labour	61.8	61.3
Office/desk	65.4	65.4
Service	64.5	64.8

Numbers highlighted in pink are the lowest/worst scores in the group.
Numbers highlighted in green are the highest/best scores in the group.

The Mental Health Index by industry.

Full-time post-secondary students have the lowest mental health score (55.0), followed by workers in Information and Cultural Industries (57.8), and Food Services (58.7).

Workers in Real Estate, Rental and Leasing (70.2), Manufacturing (69.9), and Media and Telecommunications (68.3) have the highest mental health scores this month.



Industry	September 2024	August 2024	Change
Media and Telecommunications	68.3	62.2	6.1
Food Services	58.7	55.3	3.4
Administrative and Support services	60.7	57.7	3.0
Professional, Scientific and Technical Services	68.2	65.6	2.6
Finance and Insurance	67.4	65.2	2.2
Manufacturing	69.9	68.6	1.3
Accommodation	60.5	59.2	1.3
Construction	66.5	65.8	0.7
Information and Cultural Industries	57.8	57.6	0.3
Public Administration	62.1	61.8	0.3
Wholesale Trade	62.1	61.9	0.1
Health Care and Social Assistance	65.4	65.4	0.0
Retail Trade	62.5	63.0	-0.5
Technology	65.8	66.5	-0.7
Educational Services	64.8	65.5	-0.7
Other	65.9	67.2	-1.3
Transportation and Warehousing	65.2	66.7	-1.4
Other services (except Public Administration)	64.2	66.8	-2.6
Arts, Entertainment and Recreation	61.8	65.3	-3.5
Utilities	64.0	68.0	-3.9
Real Estate, Rental and Leasing	70.2	75.0	-4.8

Spotlight

The relationship between MHI scores and productivity.

Productivity losses are calculated using an assessment of four key metrics:

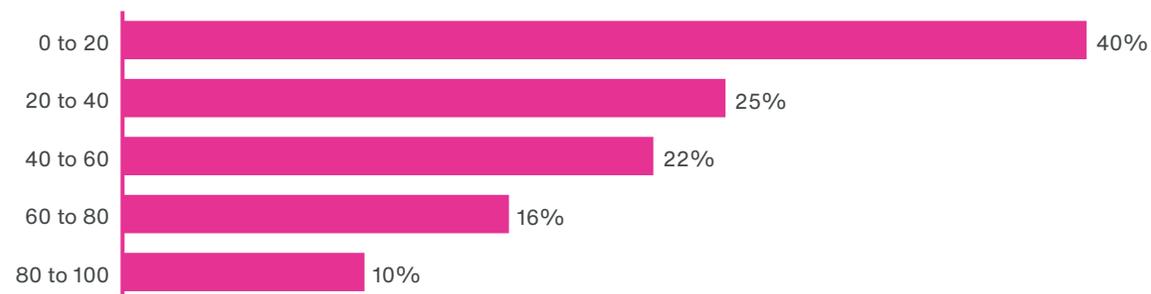
1. Work effort when feeling well
2. Absenteeism when feeling unwell
3. Instances of working when feeling unwell (commonly referred to as Presenteeism)
4. Work effort when feeling unwell

Productivity loss is reported as the number of workdays lost per year, based on a standard 240-day work year.

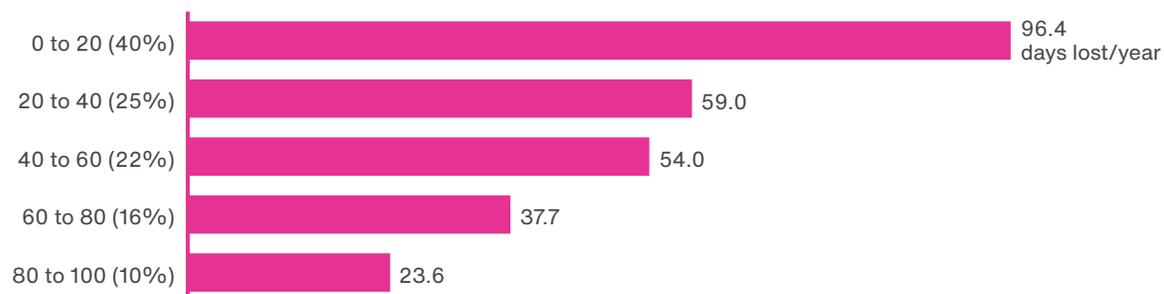
- Mental health scores are strongly correlated with productivity. Workers with lower mental health scores experience greater productivity loss, while those with higher scores experience less productivity loss
- More than one-quarter (28 per cent) of workers have a mental health score of 50 or lower. The productivity loss of this group is two and a half times the number of lost workdays as 26 per cent of workers with a mental health score of 80 or higher



Productivity loss by MHI score



Productivity loss in working days per year by MHI score



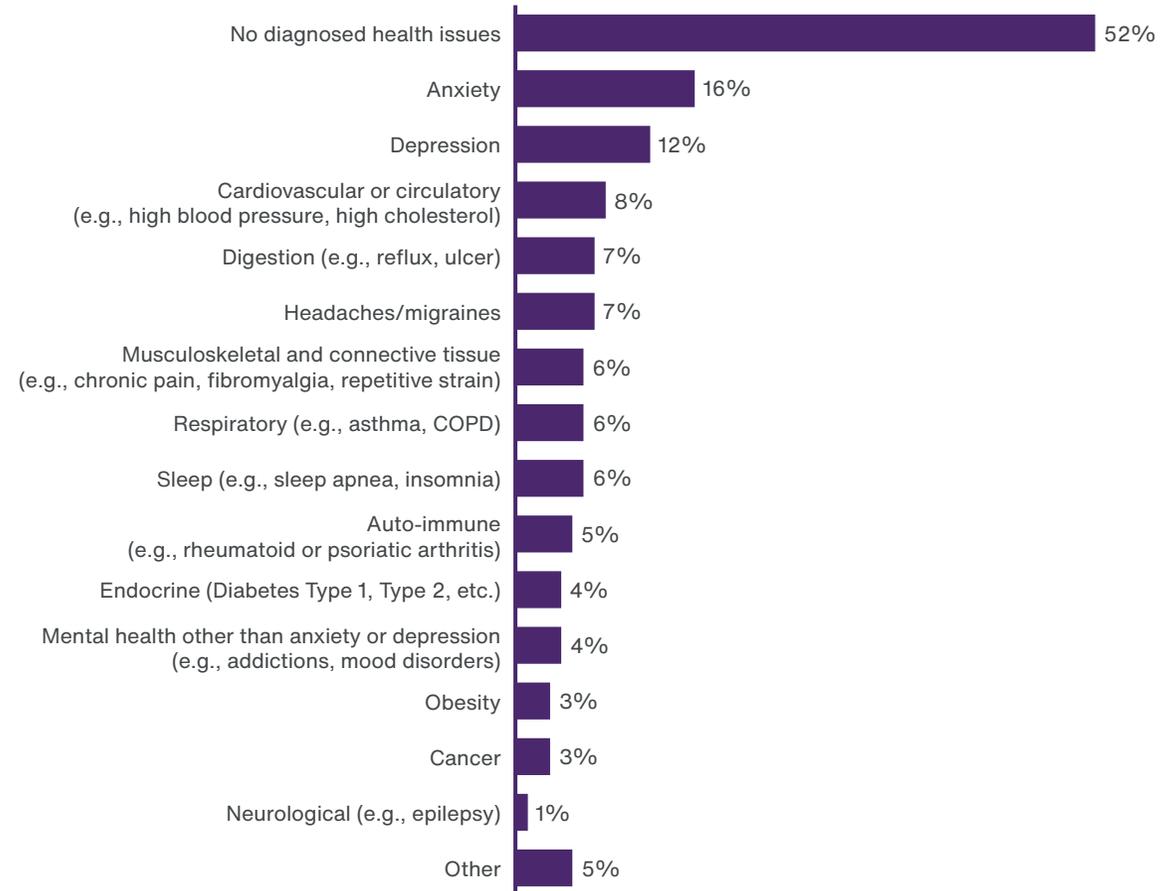
The impact of health conditions on MHI scores and productivity.

Workers with diagnosed mental health conditions experience the most significant productivity losses. Mental health conditions are disproportionately reported among younger workers (under 40), women, and workers without emergency savings.

- One in six (16 per cent) workers report an anxiety diagnosis and 12 per cent report a depression diagnosis
- More than half (52 per cent) did not report any diagnoses; this group has the highest mental health score (70.6), six points higher than the national average (64.6)
- Workers under 40 are more than twice as likely as



Diagnosed health conditions

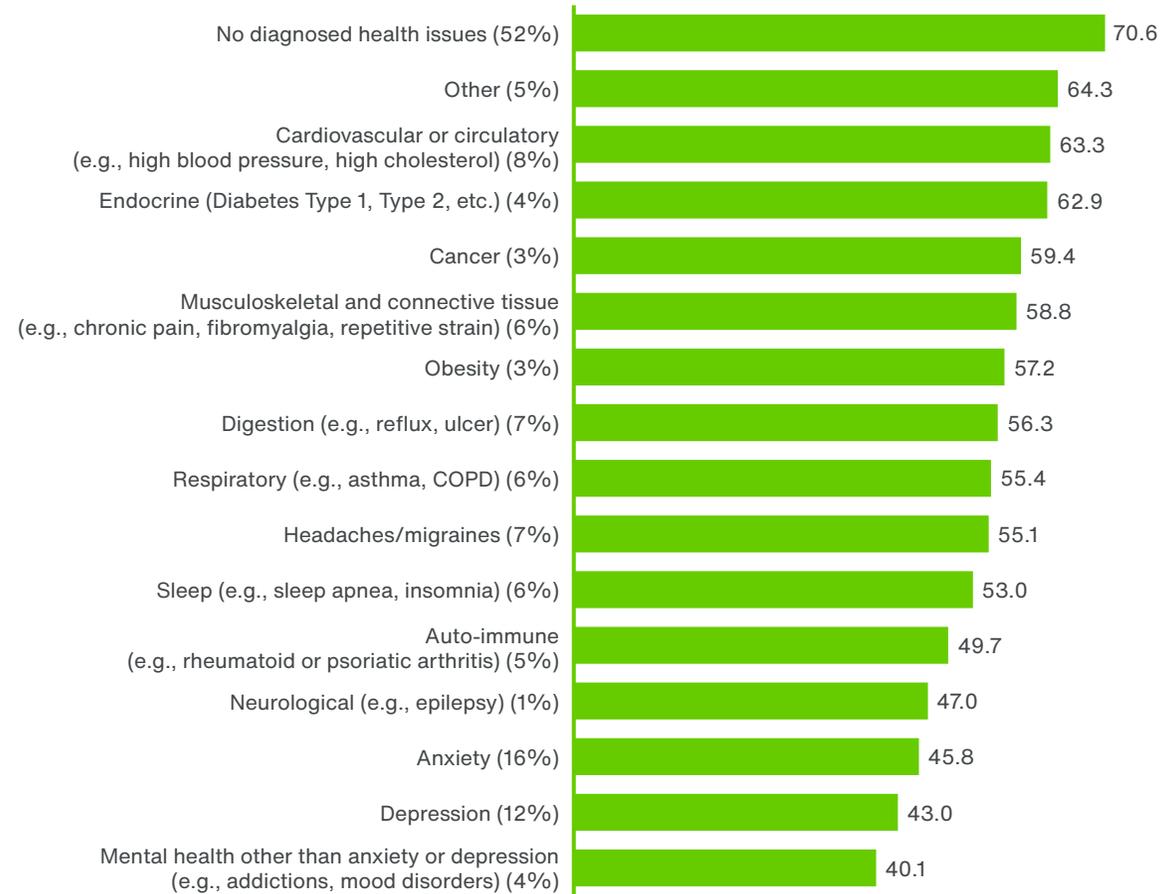


workers over 50 to report being diagnosed with anxiety and depression

- Workers without emergency savings are four times more likely to report being diagnosed with depression and more than three times as likely to report being diagnosed with anxiety
- Women are 50 per cent more likely than men to report being diagnosed with anxiety

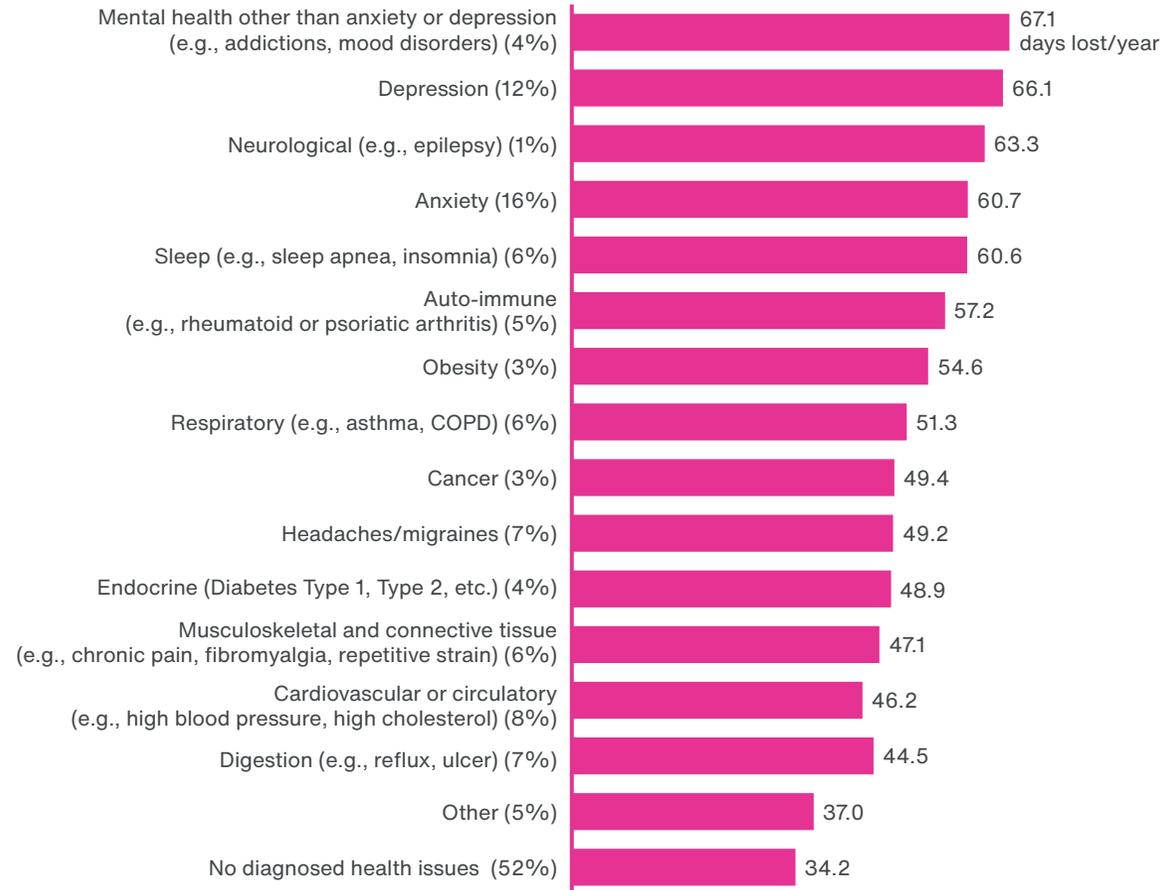


MHI score by “Diagnosed health conditions”



- Workers diagnosed with a mental health condition other than anxiety or depression experience the most significant productivity loss (67.1 working days per year) and have the lowest mental health score (40.1), more than 30 points lower than workers with no diagnosed health conditions (70.6) and more than 24 points lower than the national average (64.6)
- Workers diagnosed with depression lose 66.1 working days of productivity per year and have a mental health score (43.0) more than 27 points lower than workers with no diagnosed health conditions (70.6) and more than 21 points lower than the national average (64.6)
- Workers diagnosed with anxiety lose 60.7 working days of productivity per year and have a mental health score (45.8) nearly 25 points lower than workers with no diagnosed health conditions (70.6) and more than 18 points lower than the national average (64.6)

Productivity loss (in working days/year) by “Diagnosed health conditions”



Dietary habits

More than half of workers adhere to a healthy diet, with younger workers (under 40) more likely to report unhealthy eating. The mental health of workers reporting unhealthy eating is 18 points lower than workers reporting healthy eating.

- More than half (56 per cent) of workers report a very healthy or somewhat healthy diet; this group has the highest mental health score (69.3), nearly five points higher than the national average (64.6)
- The lowest mental health score (50.8) is among nine per cent of workers reporting an unhealthy diet, more than 18 points lower than workers reporting a healthy diet (69.3) and nearly 14 points lower than the national average (64.6)
- Workers without emergency savings are almost twice as likely as workers with emergency savings to report an unhealthy diet
- Workers under 40 are 60 per cent more likely than workers over 50 to report an unhealthy diet



How would you describe your overall diet?



MHI score by “How would you describe your overall diet?”



Workers with emergency savings are 50 per cent more likely to maintain a balanced diet compared to those without.

- Two in five (39 per cent) workers generally follow a balanced diet with no specific exclusions; this group has the highest mental health score (69.3) nearly five points higher than the national average (64.6)
- Workers with emergency savings are 50 per cent more likely than workers without emergency savings to follow a balanced diet
- More than one in five (21 per cent) report specific dietary preferences/restrictions; this group has the lowest mental health score (57.4), nearly 12 points lower than workers following a balanced diet with no specific exclusions (69.3) and more than seven points lower than the national average (64.6)



Do you follow any specific dietary preferences or restrictions?



MHI score by “Do you follow any specific dietary preferences or restrictions?”

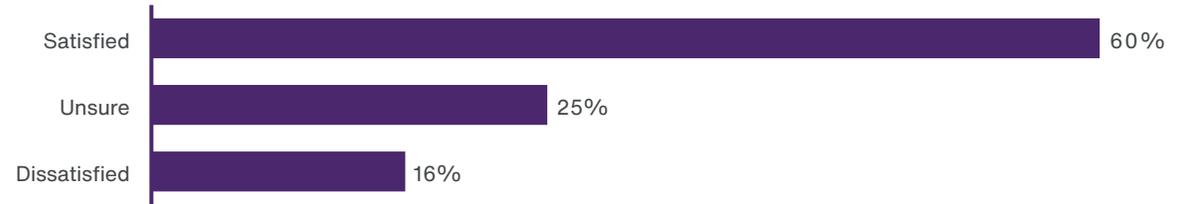


Physical wellbeing

Workers dissatisfied with their physical health have a mental health score 25 points lower than satisfied workers and lose an additional 23 working days in productivity annually compared to satisfied workers.

- Three in five (60 per cent) workers are satisfied with their physical health; this group has the highest mental health score (71.8), more than seven points higher than the national average (64.6)
- One in six (16 per cent) are dissatisfied with their physical health; this group has the lowest mental health score (46.3), more than 25 points lower than workers who are satisfied with their physical health and more than 18 points lower than the national average (64.6)
- Workers who are satisfied with their physical health have a productivity loss of 35.5 working days per year compared to 58.4 working days per year among workers who are dissatisfied with their physical health
- Workers without emergency savings are 50 per cent more likely than workers with emergency savings to be dissatisfied with their physical health

How satisfied are you with your current physical health?



MHI score by “How satisfied are you with your current physical health?”



Productivity loss (in working days/year) by “How satisfied are you with your current physical health?”



Workers who never engage in physical activity have a mental health score nearly 10 points lower than workers who often engage and lose nearly 12 additional working days in productivity annually.

- Nearly half (49 per cent) of workers sometimes engage in physical activity; the mental health score of this group (61.2) is more than three points lower than the national average (64.6)
- One in five (40 per cent) often engage in physical activity; this group has the highest mental health score (70.0), more than five points higher than the national average (64.6)
- Workers who often engage in physical activity have a productivity loss of 36.2 working days per year compared to at least 45.2 working days per year among workers who engage sometimes or not at all
- The lowest mental health score (60.5) is among 11 per cent of workers who do not engage in physical activity, almost ten points lower than workers who often engage (70.0) and nearly four points lower than the national average (64.6)

Do you engage in physical activity?



MHI score by “Do you engage in physical activity?”



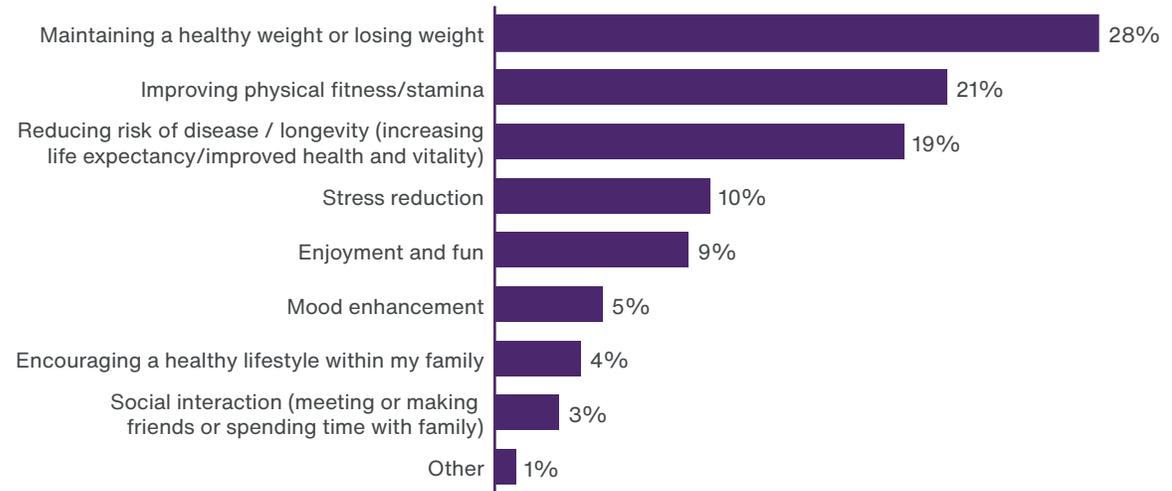
Productivity loss (in working days/year) by “Do you engage in physical activity?”



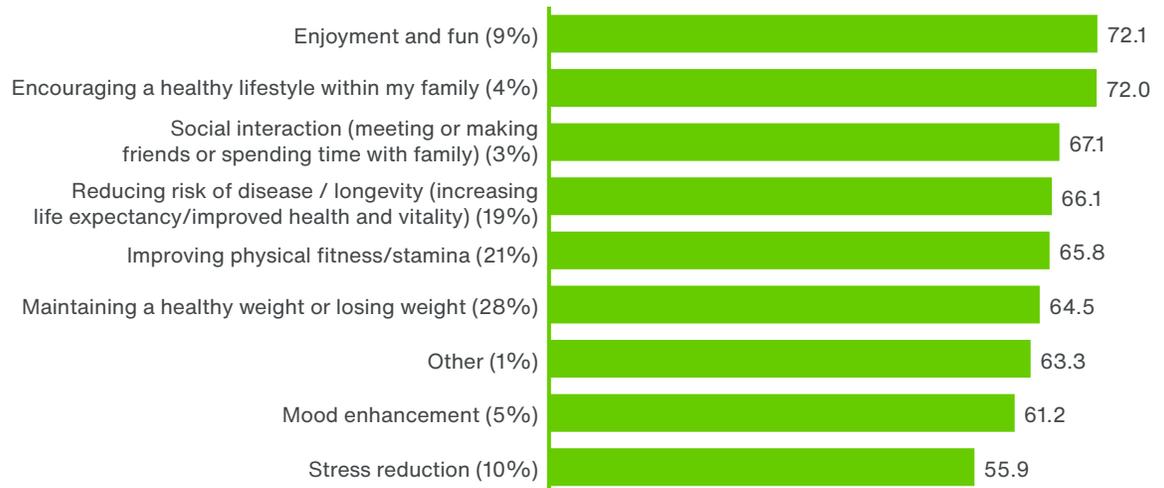
Maintaining or losing weight, improving physical fitness/ stamina and reducing the risk of disease are the primary motivators for participating in physical activity.

- More than one-quarter (28 per cent) of workers report that maintaining a healthy weight or losing weight is their biggest motivator for participating in physical activity outside of work, 21 per cent report improving physical fitness/stamina is their biggest motivator, 19 per cent report reducing the risk of disease, 10 per cent report stress reduction, and nine per cent report enjoyment and fun as their biggest motivator
- The lowest mental health score (55.9) is among 10 per cent of workers reporting stress reduction as their biggest motivator for participating in physical activity, more than 10 points lower than the national average (64.6)
- Workers under 40 and workers without emergency savings are 80 per cent more likely than their counterparts to report stress reduction as their biggest motivator for participating in physical activity

What is your biggest motivator for participating in physical activity outside of work?



MHI score by “What is your biggest motivator for participating in physical activity outside of work?”



Motivation/inspiration and more time are the leading factors workers believe would help to improve their physical activity.

- More than one-third (34 per cent) of workers say that motivation or inspiration would help improve their physical activity, 33 per cent say that more time in their schedule would help, 17 per cent say that knowledge of effective exercises would help, 16 per cent say a workout buddy or group would help, 15 per cent say that access to fitness equipment would help, and 15 per cent say that support from family and friends would help improve their physical activity
- Nearly one in six (16 per cent) do not need help improving their physical activity; this group has the highest mental health score (74.7) more than 10 points higher than the national average (64.6)



What would help you improve your level of physical activity?



- Workers under 40 are more than twice as likely as workers over 50 to say that support from family or friends would help improve their physical activity
- Parents are 80 per cent more likely than non-parents to say that support from family or friends would help improve their physical activity
- Workers over 50 are more than three times as likely as workers under 40 to report not needing help improving their physical activity
- Non-parents are twice as likely as parents to report not needing help improving their physical activity



MHI score by “What would help you improve your level of physical activity?”

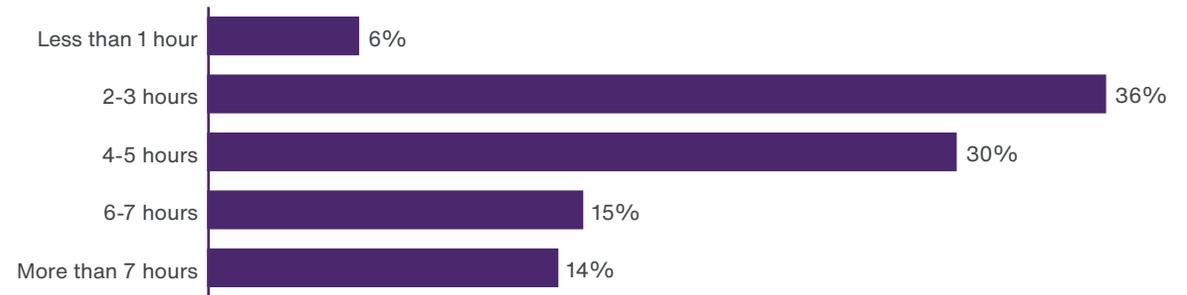


One in seven workers spend more than seven hours sitting or inactive. Productivity losses increase as the number of hours spent sitting or inactive increases.

- The lowest mental health score (63.4) is among 14 per cent of workers who spend more than seven hours per day sitting or being inactive; this score is more than one point lower than the national average (64.6)
- Productivity losses increase as the number of hours spent sitting or being inactive increases. Workers who spend less than one hour per day sitting or being inactive have a productivity loss of 37.3 days per year compared to a productivity loss of 47.1 working days per year among workers who spend more than seven hours per day sitting or being inactive



On average, how many hours per day do you spend sitting or being inactive?



MHI score by “On average, how many hours per day do you spend sitting or being inactive?”



Productivity loss (in working days/year) by “On average, how many hours per day do you spend sitting or being inactive?”



Workers reporting low energy lose an additional 37 days in productivity annually compared to workers reporting high energy.

- Nearly one-third (31 per cent) of workers rate their energy level as high on a typical day; this group has the highest mental health score (74.4), more than 10 points higher than the national average (64.6)
- Workers with emergency savings are 50 per cent more likely than workers without emergency savings to report having high energy on a typical day
- The lowest mental health score (46.4) is among 15 per cent of workers who rate their energy level as low, 28 points lower than workers who rate their energy level as high (74.4) and more than 18 points lower than the national average (64.6)
- Workers reporting high energy have a productivity loss of 30.7 working days per year compared to a productivity loss of 67.5 working days per year among workers reporting low energy
- Non-managers are 60 per cent more likely than managers to report low energy levels on a typical day
- Women are 50 per cent more likely than men to report low energy levels on a typical day

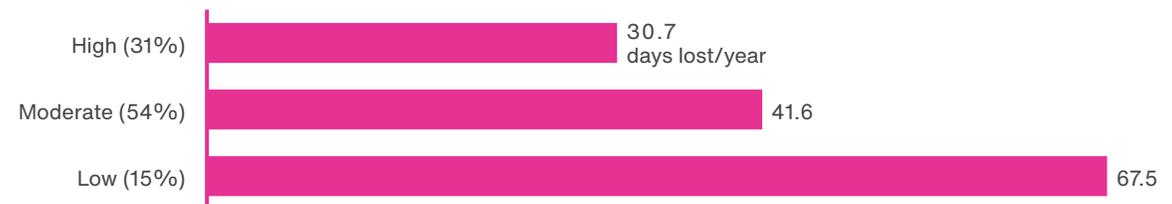
How would you rate your energy level on a typical day?



MHI score by “How would you rate your energy level on a typical day?”



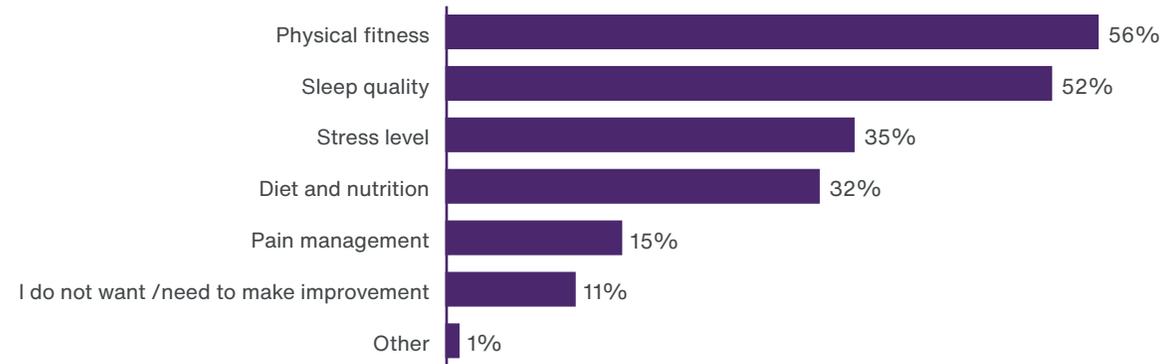
Productivity loss by “How would you rate your energy level on a typical day?”



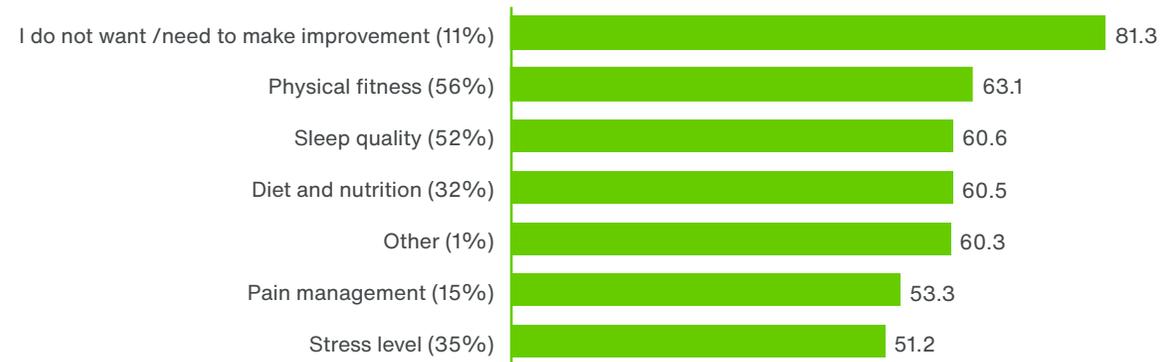
Physical fitness and sleep quality are top priorities for self-improvement. Younger workers (under 40) and workers without financial security are more likely to want to manage stress better.

- More than half (56 per cent) of workers want to improve their physical fitness, 52 per cent want to improve their sleep quality, 35 per cent want to improve their stress level, 32 per cent want to improve their diet and nutrition and 15 per cent want to improve pain management
- The lowest mental health score (51.2) is among 35 per cent of workers who want to improve their stress level, more than 30 points lower than workers who report not wanting to or needing to make improvements (81.3), and more than 13 points lower than the national average (64.6)
- Workers without emergency savings are more than twice as likely as workers with emergency savings to report wanting to improve their stress level
- Workers under 40 are nearly twice as likely as workers over 50 to report wanting to improve their stress level
- Workers without emergency savings are more than twice as likely as workers with emergency savings to wanting to improve pain management
- Workers over 50 are four times more likely than workers under 40 to report not wanting to or needing to make improvements

Which of the following do you want to improve?



MHI score by “Which of the following do you want to improve?”



Pinpointing the drivers of feeling unwell.

More than half (56 per cent) of workers report feeling unwell at work at least some of the time with 42 per cent feeling mentally unwell more often and 29 per cent feeling physically unwell more often.

- More than forty per cent (42 per cent) of workers report feeling mentally unwell more often; this group has the lowest mental health score (48.9), nearly 16 points lower than the national average (64.6) and nearly 11 points lower than workers who report feeling physically unwell more often (59.5)
- Workers without emergency savings are 50 per cent more likely than workers with emergency savings to feel mentally unwell more often
- More than one-quarter (29 per cent) report feeling mentally and physically unwell in nearly equal proportions, and 29 per cent report feeling physically unwell more often



Are you more often mentally or physically unwell?



MHI score by “Are you more often mentally or physically unwell?”

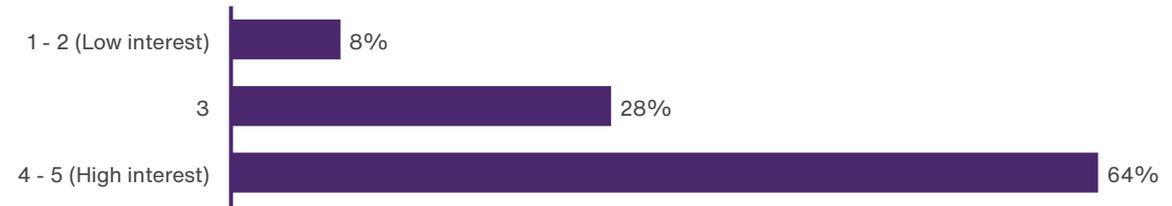


Improving health and wellbeing.

Workers reporting low interest in improving their health and wellbeing lose nearly four more weeks of productivity annually (20 working days) than workers reporting high interest in improving their health and wellbeing.

- Nearly two-thirds (64 per cent) of workers report high interest (rating of 4 or 5) in improving their health and wellbeing; this group has the highest mental health score (67.3), nearly three points higher than the national average (64.6)
- Eight per cent report low interest (rating of 1 or 2) in improving their health and wellbeing; this group has the lowest mental health score (53.2), 14 points lower than workers reporting high interest (rating of 4 or 5) (67.3) and more than 11 points lower than the national average (64.6)
- Workers reporting high interest in improving their health and wellbeing have a productivity loss of 39.1 working days per year compared to 58.9 working days per year among workers reporting low interest in improving their health and wellbeing
- Workers without emergency savings are almost twice as likely as workers with emergency savings to report low interest in improving their health and wellbeing
- Workers under 40 are 50 per cent more likely than workers over 50 to have low interest in improving their health and wellbeing

How would you rate your overall interest in improving your health and wellbeing?



MHI score by “How would you rate your overall interest in improving your health and wellbeing?”



Productivity loss (in working days/year) by “How would you rate your overall interest in improving your health and wellbeing?”

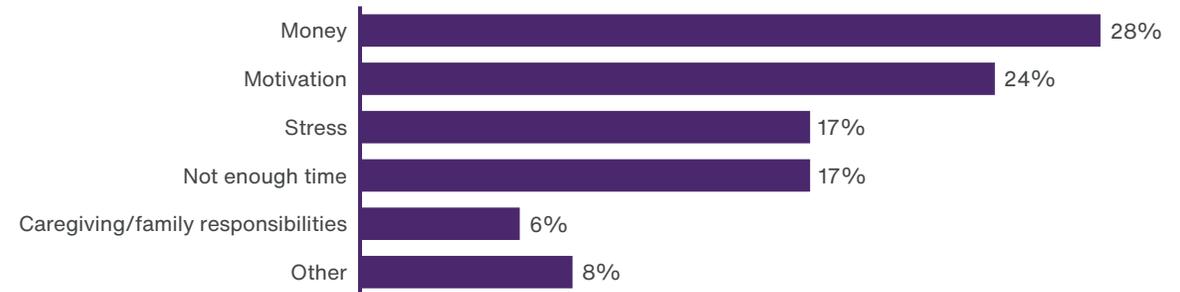


Older workers (above 50), men, and people leaders report a lack of time as the primary obstacle to improving their health and wellbeing.

- More than one-quarter (28 per cent) of workers say motivation is the primary reason for low interest in improving their health and wellbeing, 24 per cent say a lack of money is the reason, 17 per cent say stress is the reason for low interest, and 17 per cent say they do not have enough time to improve their health and wellbeing
- Managers are 50 per cent more likely than non-managers to report not having enough time to improve their health and wellbeing
- Men are 60 per cent more likely than women to report not having enough time to improve their health and wellbeing



Why is your interest in improving your health and wellbeing low?



- The lowest mental health score (36.4) is among 17 per cent of workers who say they have low interest in improving their health and wellbeing due to stress; the mental health score of this group is more than 28 points lower than the national average (64.6)
- Workers over 50 are 70 per cent more likely than workers under 40 to report not having enough time to improve their health and wellbeing
- Workers without emergency savings are three times more likely than workers with emergency savings to say stress is the primary reason for low interest in improving their health and wellbeing

MHI score by “Why is your interest in improving your health and wellbeing low?”

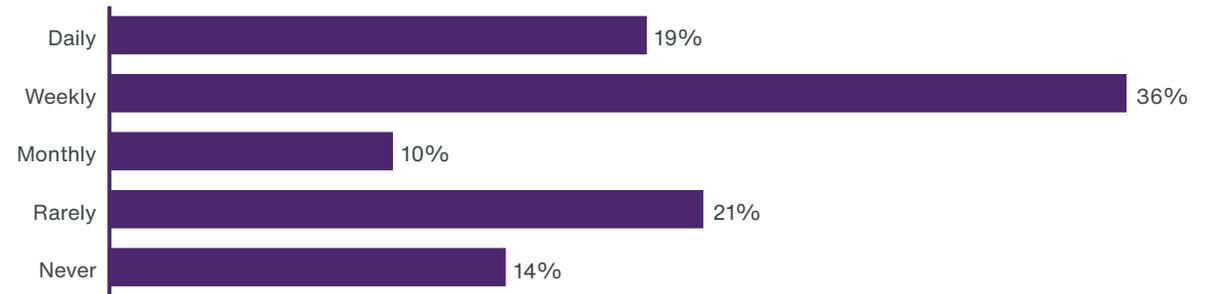


Workers who engage in daily activities/practices promoting mental wellbeing have higher mental health scores compared to those who only participate weekly or less often.

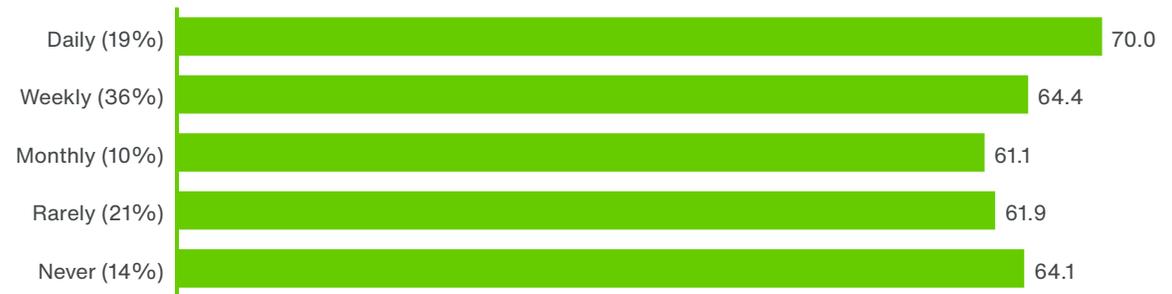
- Nearly one in five (19 per cent) workers participate in daily activities/practices that promote mental wellbeing; this group has the highest mental health score (70.0), nearly six points higher than the national average (64.6)
- Workers under 40 are more than twice as likely as workers over 50 to participate monthly in activities/practices that promote mental wellbeing
- Workers who do not participate in activities/practices that promote mental wellbeing have a mental health score (64.1) nearly six points lower than workers who participate daily (70.0) and modestly lower than the national average (64.6)



How often do you participate in activities or practices that promote mental wellbeing?



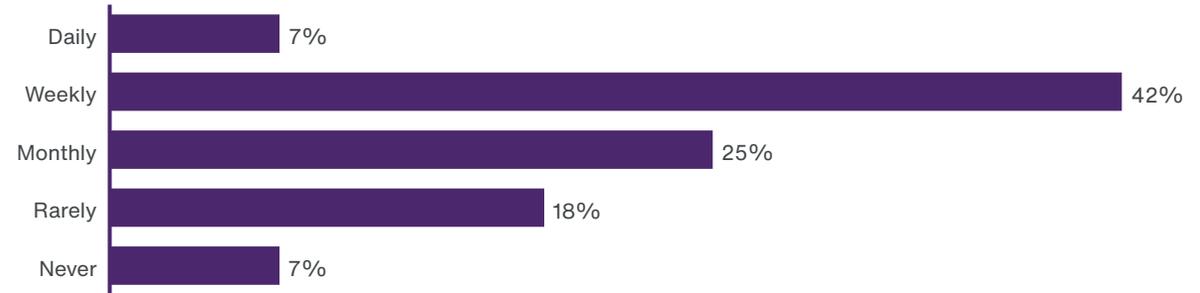
MHI score by “How often do you participate in activities or practices that promote mental wellbeing?”



Fewer than one in ten workers engage in daily activities that promote social wellbeing, with non-managers nearly twice as likely to report never participating in social activities.

- Fewer than one in ten (seven per cent) workers participate in daily activities that promote social wellbeing, yet this group has the highest mental health score (74.2), nearly 10 points higher than the national average (64.6)
- The lowest mental health score (56.0) is among seven per cent of workers who do not participate in activities that promote social wellbeing, 18 points lower than workers who participate daily (74.2) and nearly nine points lower than the national average (64.6)
- Non-managers are nearly twice as likely as managers to report never participating in activities/practices that promote social wellbeing
- Workers without emergency savings are 60 percent more likely than workers with emergency savings to report never participating in activities/practices that promote social wellbeing

How often do you engage in activities that promote social wellbeing such as spending time with friends or participating in community events?



MHI score by “How often do you engage in activities that promote social wellbeing such as spending time with friends or participating in community events?”

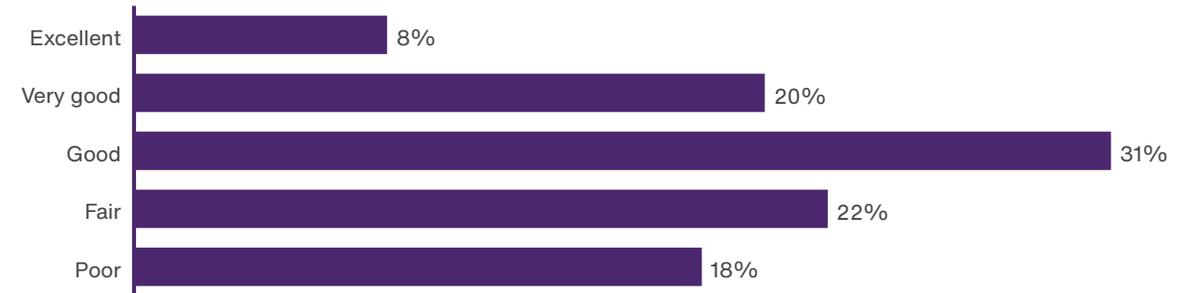


Employer support for wellbeing.

Workers rating poor employer support for their physical wellbeing have a mental health score 16 points lower than workers reporting excellent support and lose an additional 28 working days in productivity annually.

- More than one-quarter (28 per cent) of workers rate employer support for physical wellbeing as very good/excellent; this group has the highest mental health scores (75.1 and 68.3 respectively), at least four points higher than the national average (64.6)
- The lowest mental health score (58.6) is among 18 per cent of workers rating employer support for physical wellbeing as poor, at least 10 points lower than workers rating support as very good/excellent and nearly six points lower than the national average (64.6)
- Productivity losses increase as the employer's rating for support declines; workers rating employer support for physical wellbeing as excellent lose 24.5 working days per year in productivity compared to 52.8 working days per year in productivity loss among workers rating employer support as poor

How would you rate the support provided by your employer for your physical wellbeing?



MHI score by “How would you rate the support provided by your employer for your physical wellbeing?”



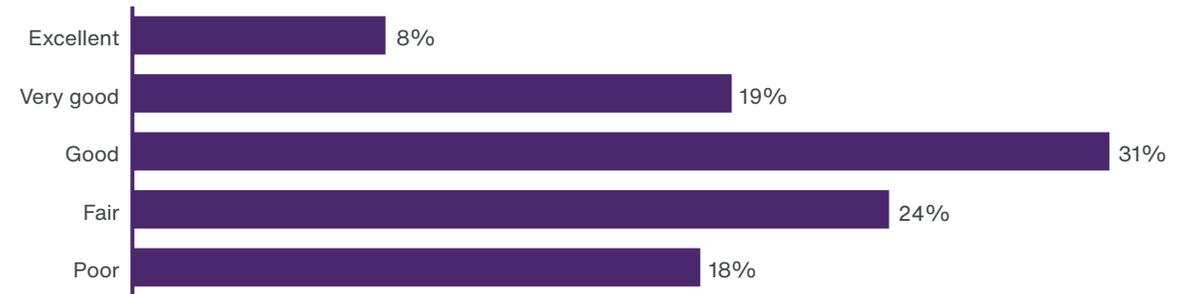
Productivity loss (in working days/year) by “How would you rate the support provided by your employer for your physical wellbeing?”



Workers rating poor employer support for their mental wellbeing have a mental health score 18 points lower than workers reporting excellent support and lose an additional 26 working days in productivity annually.

- More than one-quarter (27 per cent) of workers rate employer support for mental wellbeing as very good/excellent; this group has the highest mental health scores (75.7 and 68.9 respectively), at least four points higher than the national average (64.6)
- The lowest mental health score (57.5) is among 18 per cent of workers rating employer support as poor, at least 11 points lower than workers rating support as very good/excellent and seven points lower than the national average (64.6)
- Productivity losses increase as the employer’s rating for support declines; workers rating employer support for mental wellbeing as excellent lose 26.9 working days per year in productivity compared to 53.0 working days per year in productivity loss among workers rating employer support as poor

How would you rate the support provided by your employer for your mental wellbeing?



MHI score by “How would you rate the support provided by your employer for your mental wellbeing?”



Productivity loss (in working days/year) by “How would you rate the support provided by your employer for your mental wellbeing?”

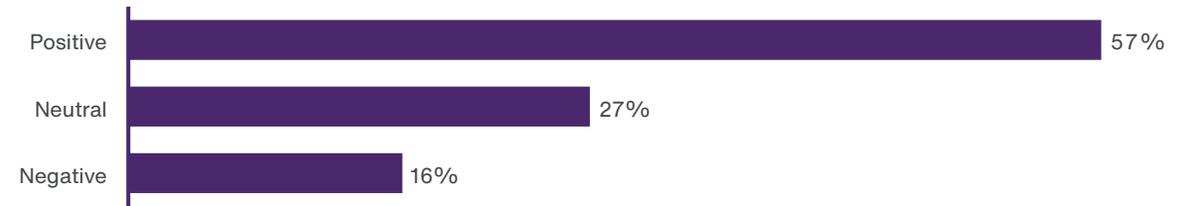


Experience with healthcare.

One in six (16 per cent) workers report a negative experience with the healthcare system in the United Kingdom, with women and workers without emergency savings bearing disproportionately higher rates of negative encounters compared to their counterparts.

- More than half (57 per cent) of workers report a positive experience with the healthcare system; this group has the highest mental health score (68.4), nearly four points higher than the national average (64.6)
- One in six (16 per cent) report a negative experience with the healthcare system; this group has the lowest mental health score (55.4), 13 points lower than workers reporting a positive experience (68.4) and more than nine points lower than the national average (64.6)
- Workers without emergency savings are almost twice as likely as workers with emergency savings to report a negative experience with the healthcare system
- Women are 40 per cent more likely than men to report a negative experience with the healthcare system

In general, how would you rate your experience with the healthcare system?



MHI score by “In general, how would you rate your experience with the healthcare system?”



Overview of the TELUS Mental Health Index.

The mental health and wellbeing of a population are essential to overall health and work productivity. The Mental Health Index provides a measure of the current mental health status of employed adults. Increases and decreases in the MHI are intended to predict cost and productivity risks and inform the need for investment in mental health support by business and government.

The Mental Health Index report has two parts:

1. The overall Mental Health Index (MHI).
2. A spotlight section that reflects the specific impact of current issues in the community.

Methodology

Data for this report is collected through an online survey of 2,000 people who live in the United Kingdom and are currently employed or who were employed within the prior six months. Participants are selected to be representative of the age, gender, industry, and geographic distribution in the United Kingdom. Respondents are asked to consider the prior two weeks when answering each question. Data for the current report was collected between September 16 and October 1, 2024.

Calculations

To create the Mental Health Index, a response scoring system is applied to turn individual responses into point values. Higher point values are associated with better mental health and less mental health risk. The sum of scores is divided by the total number of possible points to generate a score out of 100. The raw score is the mathematical mean of the individual scores. Distribution of scores is defined according to the following scale:

Distressed 0 - 49 **Strained** 50-79 **Optimal** 80 - 100

Additional data and analyses.

Demographic breakdowns of sub-scores and specific cross-correlational and custom analyses are available upon request. Benchmarking against the national results or any sub-group is available upon request.

Contact MHI@telushealth.com





www.telushealth.com

