

**“The service was amazing, I started to feel better after the first session.”**

When Mark started to experience neck and shoulder pain, it began to affect him at work.



*Mark*

**“I had suffered from occasional back pain in the past, but this was much worse. Working in an office much of my time is spent at a desk, and it got to a stage where I couldn’t sit for long periods, and I was finding it difficult to concentrate.”**

As a member of The Exeter, Mark has access to six physiotherapy appointments each year, through HealthWise, our member benefits app.

**“I booked a video appointment with a physiotherapist and we discussed the pain I was experiencing, my work, hobbies, and lifestyle. He put the pain down to bad posture and told me I needed face-to-face treatment. I was able to book an appointment with a therapist near my home.”**

Within 48 hours of his initial call, Mark attended his first physiotherapy session. He had a deep tissue massage, and the physiotherapist explained the importance of posture, recommending Pilates to help build a strong core to support his back. Mark was also given a resistance band and exercises to do at home to strengthen his back.

Mark went on to have five further sessions of physiotherapy including acupuncture and was encouraged to do exercises between each. Despite needing an extended period of support, Mark experienced the benefits of HealthWise from day one:

**“The service was amazing. I felt listened to and started to feel better after the first session. It helped resolve my pain and gave me a way forward to strengthen my core and avoid further back pain. It’s also reassuring to know I can book further sessions in the future if I need them.”**

Find out how you can feel better, faster with HealthWise:

[www.the-exeter.com/customer/member-benefits](http://www.the-exeter.com/customer/member-benefits)

Please note that the member’s identity has been partially anonymised at their request.

Provided by



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#### The legal blurb

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