

HEALTH*Wise* 2020 report

The app that's helping
more and more members,
feel better faster.



THE APP IN ACTION

Our HealthWise app provides members with quick and convenient access to medical advice and treatments via their smartphone or tablet.

In a year of unprecedented challenges, we provided valuable support to more of our members than ever before. And that's something worth shouting about.

YEAR ON YEAR USAGE MORE THAN DOUBLED



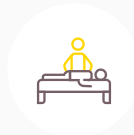
THE MOST USED SERVICES WERE...

1st



REMOTE GP
APPOINTMENTS

2nd



PHYSIOTHERAPY
CONSULTATIONS

3rd



MENTAL HEALTH
SUPPORT

HEALTHWISE ALSO HELPED MEMBERS FEEL BETTER FASTER IN OTHER WAYS...



SECOND MEDICAL
OPINION

- Cluster headaches
- Prostate cancer
- Rib accident
- Arthritis



NUTRITIONAL
ADVICE

- Diabetes
- Healthy eating
- Weight loss



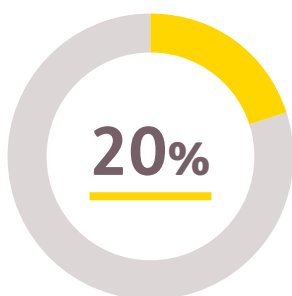
LIFESTYLE
COACHING

- Recovery from injury
- Lack of motivation to exercise

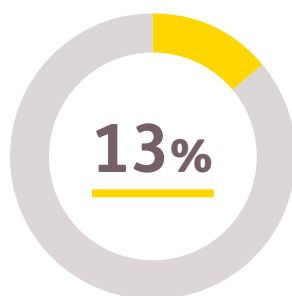
REMOTE GP APPOINTMENTS

With HealthWise, members can book a video or telephone consultation with a UK-based GP who can issue prescriptions and make referrals to specialists if required. 2020 saw a 112% year on year increase in usage of this service by our members.

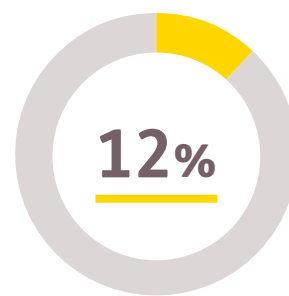
SOME OF THE CONDITIONS OUR MEMBERS WERE TREATED FOR:



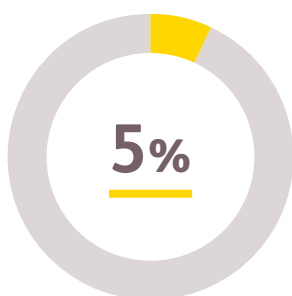
MUSCULOSKELETAL
CONDITIONS



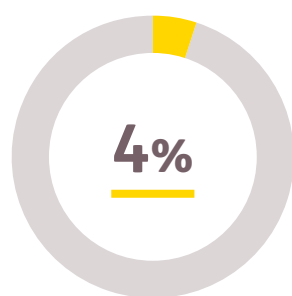
SKIN
CONDITIONS



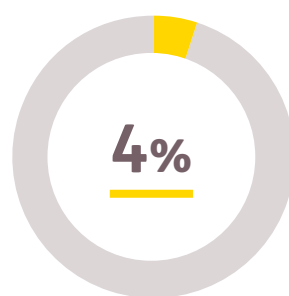
INFECTIONS &
RESPIRATORY ILLNESSES



EAR, NOSE AND THROAT
CONDITIONS



SEXUAL HEALTH



LUMPS &
SWELLINGS

MEMBERS ALSO USED REMOTE
GP APPOINTMENTS FOR ADVICE ON...



COVID-19 INFORMATION
AND SYMPTOMS



MENTAL HEALTH



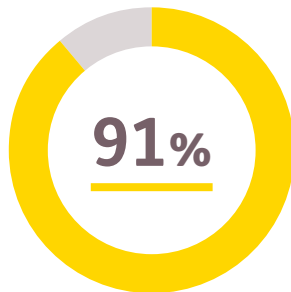
HEADACHES &
MIGRAINES



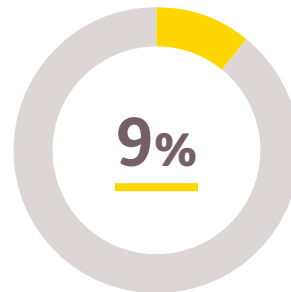
ACCIDENTS &
INJURIES

REMOTE GP APPOINTMENTS

HOW MEMBERS WERE TREATED:



RECEIVED ADVICE OR AN ONWARD
REFERRAL FOLLOWING THEIR
CONSULTATION



RECEIVED A PRESCRIPTION



A MEMBER'S EXPERIENCE

POLICY HELD: HEALTH INSURANCE

SERVICE USED: REMOTE GP APPOINTMENT

“Being able to get a virtual appointment with a GP just 30 minutes after signing into the app was excellent.”

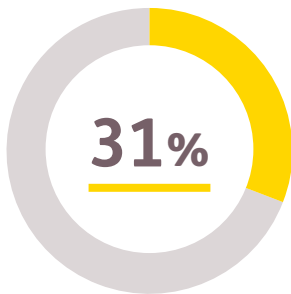
Mrs Jones, a health insurance member, was shielding at home during the COVID-19 pandemic.

After a fall in the bathroom, she suffered a badly bruised and swollen knee. She used her iPad to book a virtual consultation through HealthWise and was relieved to get a GP appointment within 30 minutes of signing up for the app.

MENTAL HEALTH SUPPORT

With HealthWise, members can talk directly to trained experts via video or telephone call and receive treatment and personal support for a wide range of mental health conditions. In 2020 usage of this service increased 129% year on year.

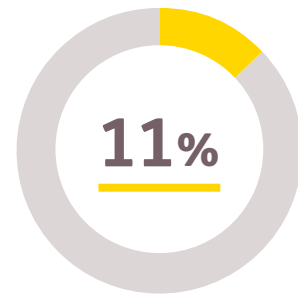
SOME OF THE CONDITIONS OUR MEMBERS WERE TREATED FOR:



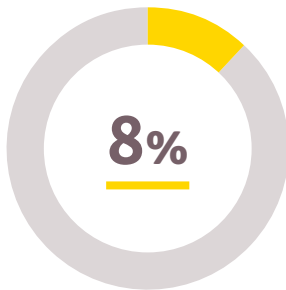
**ANXIETY &
DEPRESSION**



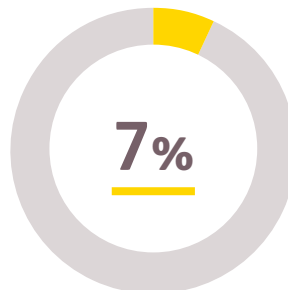
**STRESS & WORK
RELATED STRESS**



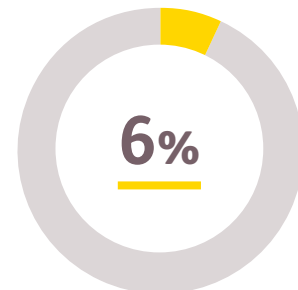
**LOSS/GRIEF
BEREAVEMENT**



**COMPULSIVE
DISORDER**



**RELATIONSHIP
ISSUES**

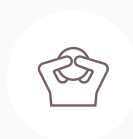


**CATASTROPHIC
THINKING**

MEMBERS ALSO RECEIVED
SUPPORT FOR...



**LOW
SELF-ESTEEM**



PHOBIAS



**ANGER
MANAGEMENT**

MENTAL HEALTH SUPPORT



A MEMBER'S EXPERIENCE

POLICY HELD: INCOME PROTECTION

SERVICE USED: SECOND MEDICAL OPINION

“The opportunity to access a second medical opinion free of charge put my mind at rest regarding my hospital treatment.”

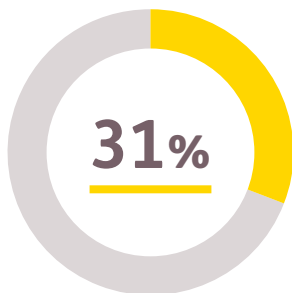
Dave, an income protection member, had a fall from a ladder at home and suffered crushed ribs and a partially collapsed lung.

While the second opinion service didn't offer a different medical opinion, Dave found it extremely helpful to talk through his experience and put his mind at rest about the treatment he had received.

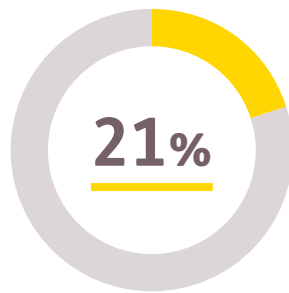
PHYSIOTHERAPY SUPPORT

HealthWise provides members with access to a network of physiotherapists who can diagnose and treat a wide range of musculoskeletal conditions. Usage of this service increased by 115% year on year in 2020.

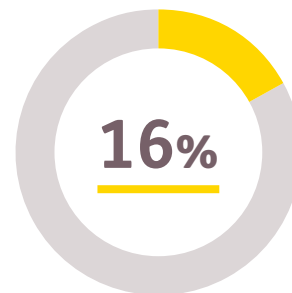
OUR PHYSIOTHERAPY SUPPORT HAS HELPED MEMBERS WITH CONDITIONS AFFECTING A NUMBER OF AREAS:



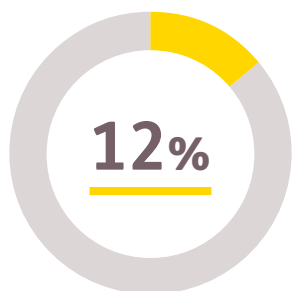
**KNEE &
LEG**



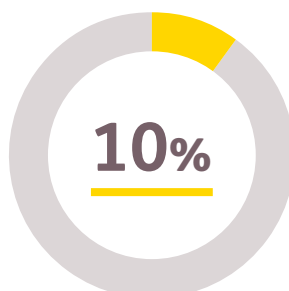
**BACK
PAINS**



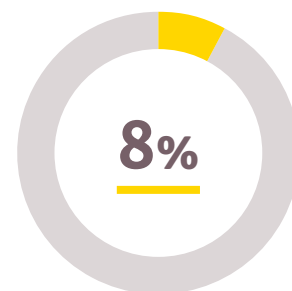
**HEAD/NECK &
SHOULDER**



**MUSCLES/JOINTS &
TENDONS**

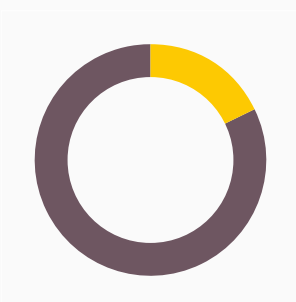


**ARM &
ELBOW**

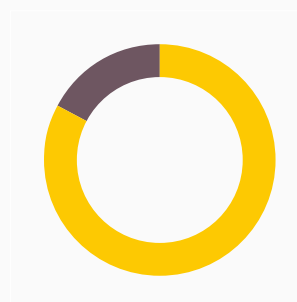


**ANKLE &
FOOT**

HOW MEMBERS WERE TREATED:



- **16%** were treated in a single consultation
- **84%** required on-going treatment.



- **86%** of treatments were recommended to be completed through virtual e-treatments
- **14%** of treatments were recommended to be completed face-to-face.

EVERY MEMBER BENEFITS

Every member of The Exeter and their immediate family can access HealthWise from anywhere in the world without claiming on their policy and using it won't ever affect their premiums.

A MEMBER'S EXPERIENCE

POLICY HELD: LIFE COVER

SERVICE USED: NUTRITIONAL ADVICE

“I am so grateful for the guidance I have received through HealthWise and know that the support is always there when I want to check in.”

At the age of 42 Fiona, an events manager and mum to twin girls, was diagnosed with Type 2 Diabetes.

Through her life cover membership, she had access to a HealthWise nutritionist and took the opportunity to talk to someone for guidance. “It has been a hard journey with lots of ups and downs, but I have learnt to live with my condition and am determined to manage it through a healthier lifestyle.”



The HealthWise benefits available depend on the policy held.

To find out more visit www.the-exeter.com/member-benefits

The independent regulator of health and social care in England, the Care Quality Commission (“CQC”), has found that the services delivered by Square Health are safe, effective, caring, responsive and well-led. The full report can be found at www.cqc.org.uk

Provided by



The legal blurb

The Exeter is a trading name of Exeter Friendly Society Limited, which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Register number 205309) and is incorporated under the Friendly Societies Act 1992 Register No. 91F with its registered office at Lakeside House, Emperor Way, Exeter, England EX1 3FD.

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