

HEALTH*Wise* 2022 report

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



THE APP IN ACTION

Did you know that our member benefits app, HealthWise, could save your clients up to £1,800 a year? For the past two years, we've launched our annual HealthWise report and it's back again! Let's have a look at the highlights from the year...

YEAR ON YEAR USAGE INCREASED BY

10%



THE MOST USED SERVICES WERE...

1st



**REMOTE GP
APPOINTMENTS**

2nd



**MENTAL HEALTH
SUPPORT**

3rd



**PHYSIOTHERAPY
CONSULTATIONS**

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



**REGISTERED DIETITIAN
CONSULTATIONS**

- Postpartum advice
- Weight management
- IBS



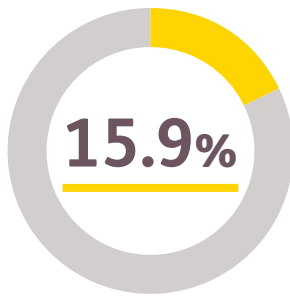
**LIFESTYLE AND NUTRITION
CONSULTATIONS**

- Healthy eating
- Better time management
- Coping with anxiety

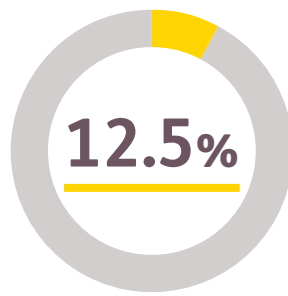
REMOTE GP APPOINTMENTS

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.

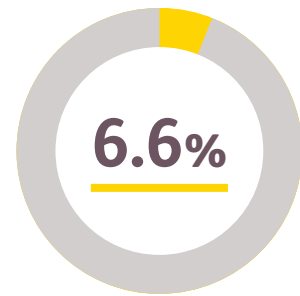
SOME OF THE CONDITIONS OUR MEMBERS WERE TREATED FOR:



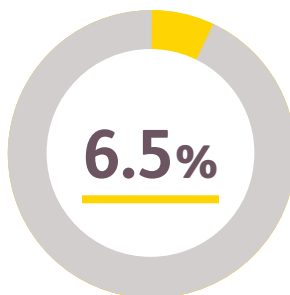
MUSCULOSKELETAL
CONDITIONS



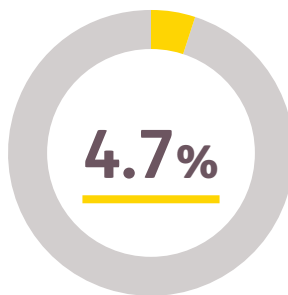
SKIN
CONDITIONS



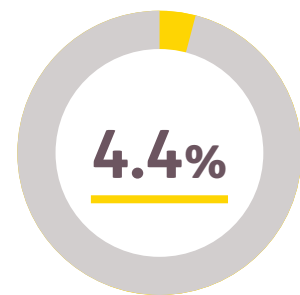
COLD &
FLU



BACK & NECK
PROBLEMS



CHILDRENS
HEALTH



MENTAL
HEALTH

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



EAR NOSE
& THROAT



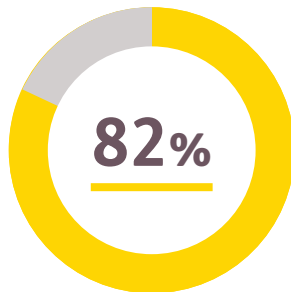
HEADACHES &
MIGRAINES



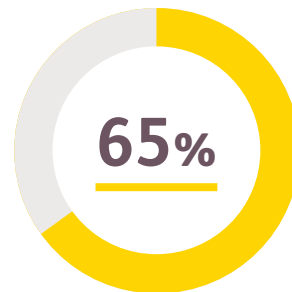
BLADDER &
KIDNEY ISSUES

REMOTE GP APPOINTMENTS

HOW MEMBERS WERE TREATED:



RECEIVED DIGITAL SUPPORT



RECEIVED AN ONWARD REFERRAL,
PRESCRIPTION OR FIT NOTE

AVERAGE FEEDBACK SCORES BY SERVICE TYPE:

Members are asked to rate the service after they have used HealthWise.

4.5

REMOTE GP



4.9

LIFESTYLE AND NUTRITION



4.6

MENTAL HEALTH



4.8

PHYSIOTHERAPY



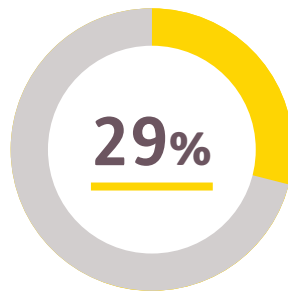
MENTAL HEALTH SUPPORT

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.

SOME OF THE CONDITIONS OUR MEMBERS WERE TREATED FOR:



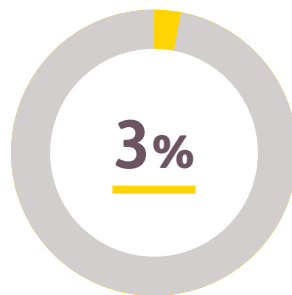
ANXIETY



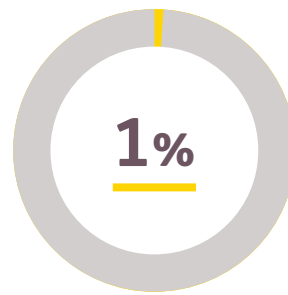
DEPRESSION &
LOW MOOD



STRESS



BEREAVEMENT



PHOBIA

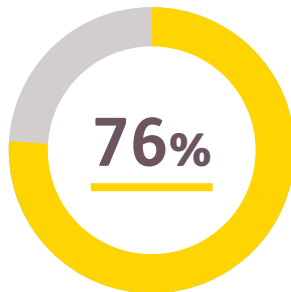
MEMBERS ALSO RECEIVED
MENTAL HEALTH SUPPORT FOR...



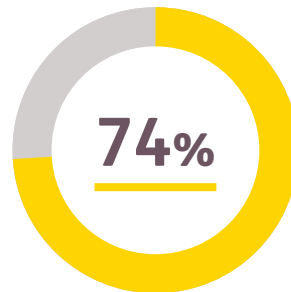
LOW
SELF-ESTEEM

MENTAL HEALTH SUPPORT

HOW MEMBERS WERE TREATED:



OF MEMBERS WERE
REPEAT USERS OF THE SERVICE



RECEIVED DIGITAL SUPPORT

WHAT OUR PROFESSIONALS SAY



“The biggest benefit is people don’t have to be on a waiting list... they can sometimes even book on the same day”

Cathy McAllister,
Psychotherapist at Square Health

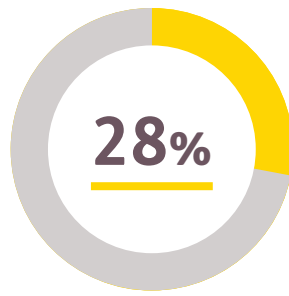
PHYSIOTHERAPY SUPPORT

HealthWise provides members with access to a network of Physiotherapists who can diagnose and treat a wide range of musculoskeletal conditions.

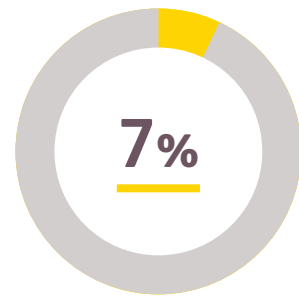
SOME OF THE CONDITIONS OUR MEMBERS WERE TREATED FOR:



BACK, NECK & SHOULDER

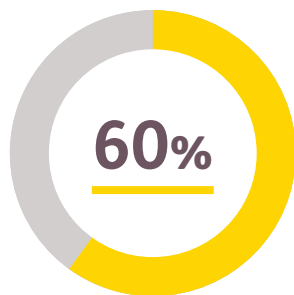


HIP, KNEE & ANKLE

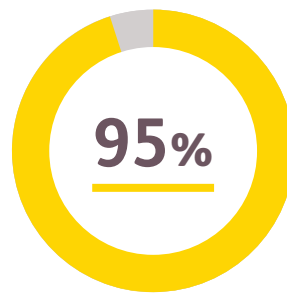


SPRAINS

HOW MEMBERS WERE TREATED:



OF APPOINTMENTS WERE
REPEAT USERS



RECEIVED TREATMENT
VIRTUALLY

EVERY MEMBER BENEFITS

Every member of The Exeter and their immediate family (spouse, partner or child) 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

"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.



"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/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

Remote GP appointments can be used by children if accompanied by their parent.

Mental health support, physiotherapy, registered dietitian consultations, and lifestyle and nutrition consultations are not available to under 16s, unless they are referred in-app after a remote GP appointment.

The HealthWise benefits available depend on the policy held.

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.

