

# HEALTH *Wise* 2023 report

Welcome to our annual usage report.

Find out how your clients are using HealthWise, the app that's helping more and more members, feel better faster.



## The app in action

The app is available to all members of The Exeter. It provides quick and convenient medical advice and treatments via their smartphone or tablet. Let's have a look at the highlights from the year...

Year on year usage  
increased by

**131%**



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...



**Registered dietitian  
consultations**

- Postpartum advice
- Weight management
- Digestive disorders



**Lifestyle and nutrition  
consultations**

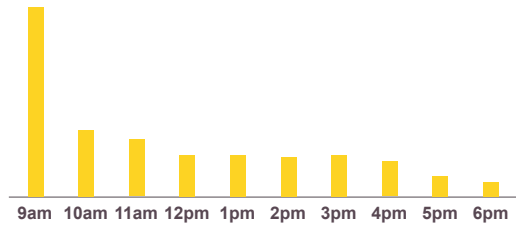
- Healthy eating
- Better time management
- Coping with anxiety

## Remote GP appointments

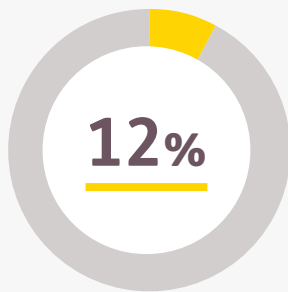
With HealthWise, members can book a video or telephone consultation with a UK-based GP who can issue prescriptions and make referrals to specialists if required.

Year on year usage  
increased by  
**139%**

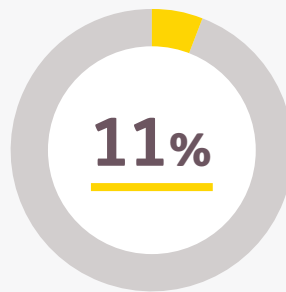
### Appointment times



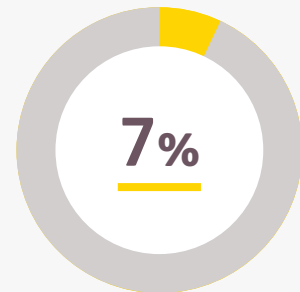
Some of the conditions our members were treated for:



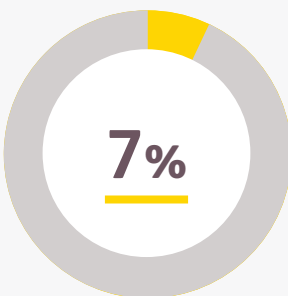
Musculoskeletal  
conditions



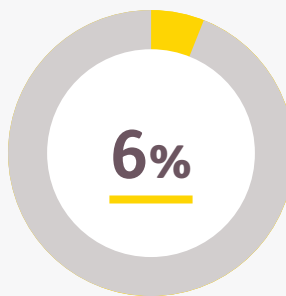
Skin  
conditions



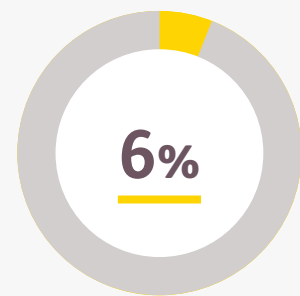
Women's  
health



Children's  
health



Digestive  
disorders



Back & neck  
problems

Members also used remote GP appointments for advice on...



Ear, nose  
& throat



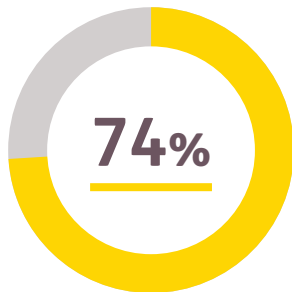
Colds, flu and  
infections



Men's  
health

## Remote GP appointments

How members were treated:



Received an onward referral,  
prescription or fit note

“Feeling ill and unable to swallow due to a sore throat, I logged onto HealthWise and was able to get an appointment straight away. The GP was able to diagnose tonsillitis by looking at my throat on the video call. He prescribed antibiotics and emailed me the prescription. It was such a relief to be able to see a GP straight away and get a prescription so quickly.”

Member of The Exeter

## New services introduced in 2023

All members now have access to:



Unlimited remote GP appointments for members and their immediate family.



An annual health MOT. This is a self-administered finger-prick test that checks 20 different health markers to spot problems early on. This service is only available to policyholders.



No in-app charges for prescriptions, referrals or fit notes. Members in England have access to a repeat prescription service.

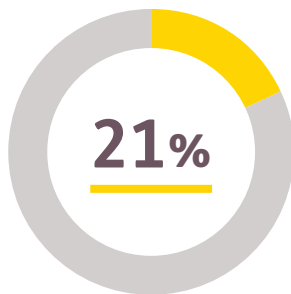
## Mental health support

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.

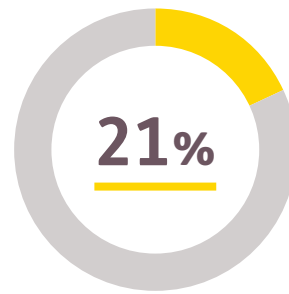
Year on year usage  
increased by

**111%**

Some of the conditions our members were treated for:



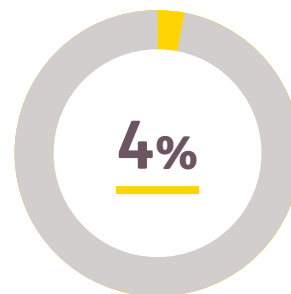
Anxiety



Depression & low mood

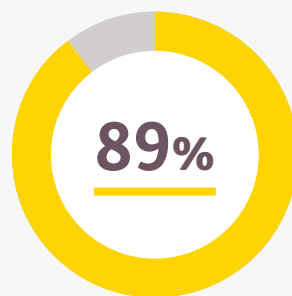


Stress



Bereavement

How members were treated



Of members were repeat users of the service

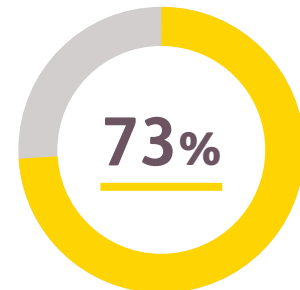
## Physiotherapy support

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

Year on year usage  
increased by

**135%**

How members  
were treated:

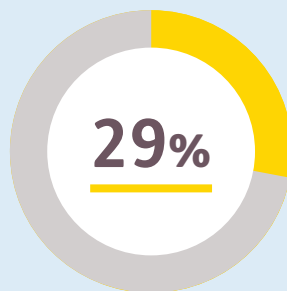


Of appointments  
were repeat users

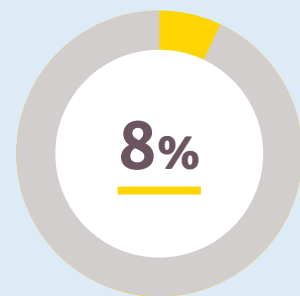
Some of the conditions our members were treated for:



Back, neck & shoulder



Hip, knee & ankle



Elbow, wrist & hand

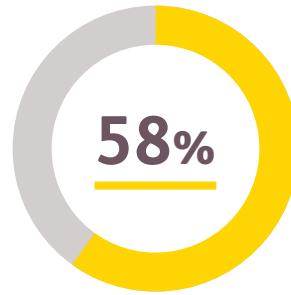
“The service was amazing. I felt listened to and started to feel better after the first session. It helped resolve my back pain and gave me a way forward to strengthen my core and avoid further pain. It’s reassuring to know I can book further sessions in the future if I need them.”

Member of The Exeter

## Dietitian

Year on year usage  
increased by

**111** %

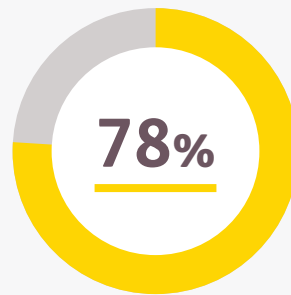


Repeat usage

## Lifestyle and nutrition

Year on year usage  
increased by

**97** %



Repeat usage

“I booked a remote appointment with a lifestyle and nutrition consultant. She was kind and insightful and helped me understand how I view myself and how I can change my perception to increase my overall happiness. She booked a follow-up so we can discuss my progress”

Member of The Exeter

## Benefits at a glance

Benefit	Income protection	Health insurance	Life cover	Cash plans
 <b>Remote GP appointments and repeat prescriptions</b> Unlimited consultations per year	✓	✓	✓	✓
 <b>Repeat prescriptions</b> Repeat prescriptions in England only	✓	✓	✓	✓
 <b>Registered dietitian consultations</b> Up to <b>six</b> consultations per year	✓	✓	✓	✓
 <b>Lifestyle and nutrition consultations</b> Up to <b>six</b> consultations per year	✓	✓	✓	✓
 <b>Health MOTs</b> One Health MOT kit per year (policyholders only)	✓	✓	✓	
 <b>Second medical opinions</b> Up to <b>two</b> consultations per year	✓	✓	✓	
 <b>Physiotherapy sessions</b> Up to <b>six</b> consultations per year	✓	✓		
 <b>Mental health support</b> Up to <b>six</b> consultations per year	✓	✓		

## Average feedback scores by service type:

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





The friendly specialists in  
income protection, life cover,  
health insurance and cash plans.

## Contact us

### **Members and existing policy enquiries:**

0300 123 3201

member@the-exeter.com

### **Financial advisers:**

0300 123 3203

adviser@the-exeter.com

### **Opening times:**

Monday to Friday 8am – 6pm

*Calls may be recorded and monitored.*

### **Postal address:**

The Exeter, Lakeside House, Emperor Way, Exeter EX1 3FD

### **Website:**

[the-exeter.com](http://the-exeter.com)

Find out how you can feel better, faster with HealthWise: [www.the-exeter.com/member-benefits](http://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](http://www.cqc.org.uk)

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

#### **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.

