

Helping Hand a path to recovery



THIS IS FOR FINANCIAL ADVISER USE
ONLY AND SHOULDN'T BE RELIED
UPON BY ANY OTHER PERSON



ROYAL
LONDON



John's journey

John doesn't have a protection plan with Royal London

Diagnosed with cancer – initial shock.



The doctor goes through details of the illness, next steps and treatment.



Questions arise about the condition, treatment, support and how to tell their family.



John must carry out his own research on various websites like the NHS and Macmillan. This raises even more questions causing additional stress and anxiety.



STRESS

The operation is then carried out and care is provided by the NHS for a few days.



Discharged from hospital.

Chemotherapy starts. There are side effects which result in further sickness.



John and his wife are worried every time something new happens. They spend hours searching on the internet for information. Their children don't understand why dad's in bed so much.

John is frustrated at the pace of recovery. His wife and children are worried. Post-op support is limited.



Treatment is finished. Recovery starts.



The dedicated nurse talks through Jane's recovery progress. She manages Jane's expectations whilst listening to her concerns, and supports her once she gets home with practical help such as someone to help with the laundry and meal preparation.

John's journey

Full recovery. But it's been a tough journey for the family.



Jane's journey

Jane has a protection plan with Royal London



Jane makes contact with Royal London. A dedicated nurse contacts her to talk through the situation. Jane feels her husband needs help too.



The dedicated nurse answers all the questions about her condition, and gives Jane sources of information and literature to help.



A different dedicated nurse stays in contact with Jane's husband, listens to what he's going through and gives advice and support.



The dedicated nurse reassures Jane and her husband about the symptoms, what's normal, and what to ask the doctor about. Their daughter feels involved because she received some books from the nurse to help her understand what's going on in the family.

Jane's journey

Full recovery. They've gone through it all as a family with the support of Helping Hand.

Helping Hand can bridge the gap in support from the NHS

Headlines about NHS staffing levels, long waiting times and cancelled operations are hard to miss. When doctors and nurses are busy, waiting lists are long. So, it's useful to have access to a dedicated nurse from independent nurse advisory service RedArc to guide your clients through the diagnosis as well as recovery from a serious illness.

Every Royal London protection plan sold through an adviser comes with Helping Hand and, while it isn't private medical insurance, it's designed to dovetail and enhance the help available through the NHS. It gives clients a personal level of support to help them on their journey to recovery.

Your client's dedicated nurse will create a personalised support plan which complements NHS services and gives them continuity of care.

The path to recovery is the same for everyone. Isn't it?

No – take cancer for example. No two diagnoses are the same and everyone needs different levels of support. On the next page we show how Helping Hand might support a client diagnosed with cancer, and compare this with the experience of someone without this support.

To find out more about how Helping Hand can bridge the gap in NHS support and to hear from some of our customers, visit adviser.royallondon.com/helpinghand

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