

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.



ANXIETY

STRESS



ANXIETY
STRESS



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



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

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.



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



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.



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



Discharged from hospital.

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 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.

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.



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



ANSWER



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



ANSWER



ANSWER



ANSWER



ANSWER

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

Helping Hand is a package of support services and each service is provided by third parties that aren't regulated by either the Financial Conduct Authority or the Prudential Regulation Authority. These services aren't part of our terms and conditions and don't form part of your insurance contract with us, so can be amended or withdrawn at any time. This means that you or your family's access to these services could be amended or withdrawn by us in the future.



Royal London
1 Thistle Street, Edinburgh EH2 1DG
royallondon.com

We're happy to provide your documents in a different format, such as Braille, large print or audio. Just ask us when you get in touch.

All of our printed products are produced on stock which is from FSC® certified forests.

Royal London 1 Thistle Street, Edinburgh EH2 1DG royallondon.com The Royal London Mutual Insurance Society Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. The firm is on the Financial Services Register, registration number 117672. It provides life assurance and pensions. Registered in England and Wales number 99064. Registered office: 55 Gracechurch Street, London, EC3V 0RL. Royal London Marketing Limited is authorised and regulated by the Financial Conduct Authority and introduces Royal London's customers to other insurance companies. The firm is on the Financial Services Register, registration number 302391. Registered in England and Wales number 4414137. Registered office: 55 Gracechurch Street, London, EC3V 0RL.