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Derek's back pain story



Group Income Protection

Derek was referred to Aviva after an increase in back pain which had worsened over the previous few months. He'd completed a recent desk assessment and was provided with an ergonomic chair to help alleviate his symptoms whilst he was at work. However, it was clear he required more support in order to help him remain at work, and so he was referred to Aviva.

An Aviva case manager contacted Derek and completed an initial needs assessment call to gather information about his situation.

Derek's General Practitioner had prescribed pain medication and referred him for physiotherapy input, however there was a long wait period in his area for the treatment he needed. Due to his symptoms, Aviva offered a referral to our rehabilitation partners, Innovate Healthcare, for physiotherapy.

Within 14 working days of Derek's initial referral to Aviva, he'd completed an initial assessment with the Innovate Healthcare physiotherapist, who recommended hands-on treatment sessions and an exercise programme designed to help reduce his ongoing pain.

After three weeks of physiotherapy intervention Derek's symptoms increased, so his sessions were placed on hold whilst he undertook further investigations through the NHS. These tests were concluded, and the NHS specialist recommended that Derek continued with the support he was receiving through Aviva as they would ultimately benefit his recovery.

The physiotherapy sessions were reinstated and remained in place for five months - throughout the process Derek was able to remain in work.

“ The Aviva case manager was really helpful. The support I received when he referred me was beneficial to me. He would contact me every few weeks following my referrals and helped me throughout the whole process, he was superb.

The contact I had with the physiotherapist was superb too. The intervention and exercises I was provided were great. I couldn't have asked for a better clinic to have been seen at. The referral was of great benefit to me. ”

Derek, Manufacturing Engineer. Age 49 at time of claim.

Early intervention and rehabilitation support is available to employees insured under Aviva Group Income Protection. Rehabilitation services are non-contractual benefits which Aviva can change or withdraw at any time.