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Kevin's back pain story



Group Income Protection



Keen golfer Kevin became absent from work for a few days following an increase in lower back pain and leg pain. After an appointment with his employer's occupational health team, he was referred to Aviva for support in minimising his symptoms and to support his recent return to work.

Our case manager contacted Kevin and completed an initial needs assessment call to gather information about his symptoms, his current treatment pathway and work duties. Kevin reported a history of back pain which had been previously managed by hands-on treatment.

Kevin's General Practitioner recommended pain medication to help reduce his symptoms and he'd purchased a back brace to ease his pain and discomfort. Due to his symptoms and response to previous intervention, Aviva offered a referral to our rehabilitation partners, Innovate Healthcare, for physiotherapy input.

Within seven working days of the notification to Aviva, Kevin completed his initial appointment with the physiotherapist. Treatment sessions and an exercise programme were recommended to help strengthen the muscles which support his lower back to decrease his pain.

After three weeks of intervention Kevin reported a reduction in his symptoms and he no longer required the use of his back brace. He was able to remain at work throughout the support and was also able to return to playing golf when intervention ceased.

“ I found the support and intervention excellent; it was fantastic and brilliant. All communication was easy, from the first moment I spoke with the case manager to our last contact. It was great. The physiotherapist who helped me was fantastic, I felt at ease with her. When I experience any hint of a flare up, I use the advice and exercises the physiotherapist provided. The support not only helped me during my return to work but has helped me in the longer term as well. ”

Kevin Booth, Customer Training Instructor, age 52 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.