

Aviva Smart Health

Discover how Aviva Smart Health's mental health service helped Chris.

Suffering from depression, I desperately needed help. But I was so overwhelmed with the advice I was getting - it was too confusing or just didn't help.

The eight therapy sessions I've had with the NHS were mostly me talking to the therapist. I didn't get any helpful feedback. Being a neurodivergent adult, I need more clarification and examples - scenarios, story-telling or coaching styles of advice. If the expectation is to 'read between the lines', it's like having a conversation in Morse code. It was difficult to communicate my frustrations to the therapist - trying to explain why I don't always interpret things in the same way. You can't compare experiences of a neurotypical person since you don't have any. I left the sessions feeling as lost as I had started.

My partner was extremely worried and looked to find help. We discovered that our life insurance with Aviva Protection UK Limited provided access to Aviva Smart Health* - virtual healthcare delivered by Teladoc Health.

Compared to the NHS, the sessions we had with Aviva Smart Health were completely different.

My partner helped me download the Aviva Smart Health app and log in. We requested an appointment via the app, which had a simple appointment flow. A few days later, I had a short phone conversation to assess my requirements and completed a clinical questionnaire.

Connie at Aviva Smart Health gave back as much as I gave in terms of information and affirmations of understanding. We were working through the problems together.



“As a neurodivergent person, it was hard to get the help I needed. Aviva changed that.”

Chris, Aviva Smart Health customer
Aviva Protection UK Limited insurance policyholder

She considered my needs and specifically phrased her way of talking to be more direct to help my understanding. She introduced herself and talked about her background, what she was thinking of doing and how many sessions there were. She was careful to check our expectations.

In our first session, we talked about the underlying issues of why I was suffering from depression. We discussed what it's like to have neurodivergent traits and how that impacts a person. Connie was exceptionally helpful. When I previously asked for help from my local GP, they said they couldn't help me. They noted that I was too high-functioning and had a good job. They didn't understand my suffering. I'd been looking for help for over ten years. And each time I brought up autism I was treated like I was making it up.

During our session, Connie suggested I try and get an assessment again. I even used Connie's consultation notes to convince my GP I needed an assessment. I'd been chasing an assessment for more than ten years and finally broke through that wall. I have one scheduled in nine months. This was a weight lifted off my shoulders and I had peace of mind.

Being high-functioning and generally intelligent, I get put on a pedestal a lot. It's assumed that 'I just know' everything. So when I confront people with the realisation that I don't understand them or need a lot of help, they get confused. I actually need a lot of help figuring things out if they get complicated. In some situations, like when interacting in the workplace, there's very little documentation or advice about how to help neurodivergent people.

I constantly blamed myself for every bad social interaction. I thought I could've done better. Connie reminded me that not everything is my fault and that it'll take time. But I'll learn these things as we keep working at it. Being neurodivergent means it takes more time and practice to get things right.

Connie was able to decipher the problems and help troubleshoot scenarios - both business and personal. She also provided suggestions for good workplaces and organisational structures that might work well for me. Each session we had was really helpful and impacted my recovery considerably.

Aviva Smart Health's mental health service was critical to my recovery. I can't thank Connie and Aviva enough.

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Aviva Smart Health real-life case study - October 2023. The name has been changed to protect the identity of the customer. The image shown is for illustration purposes only.

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