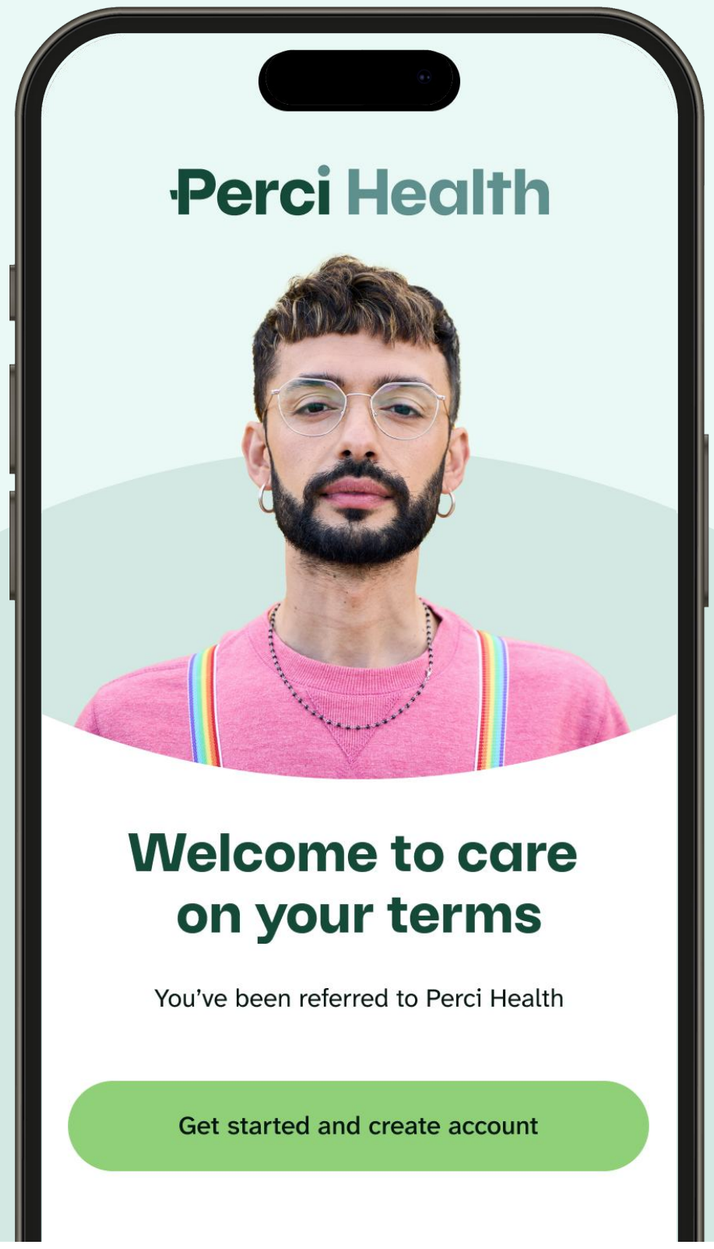
Perci Health

Employee guide

Aviva’s Cancer Support Pathway

Specialist cancer support, delivered by Perci Health



Support for what matters to you

Cancer can affect your health, confidence, everyday routines and work. You may have questions about treatment, side effects or what happens next. Specialist guidance can help you make sense of your options and manage the impact on your life.

Through your Aviva Group Income Protection policy, you may have access to Aviva’s Cancer Support Pathway, delivered by Perci Health.

Perci Health specialises in cancer care. As a CQC registered cancer clinic working in partnership with Macmillan Cancer Support, Perci Health brings together experienced Cancer Nurse Specialists and a team of specialist cancer clinicians.

Your support works alongside your NHS or private treatment and is designed to complement your existing care.



What you may receive

- A dedicated Cancer Nurse Specialist to support you during diagnosis, treatment and beyond.
- Access to a team of specialist cancer clinicians, where clinically appropriate.
- Support with work and a return to work, including Perci Health's vocational rehabilitation programme where clinically appropriate.
- Secure digital access to appointments, messages, your care plan and personalised clinical guidance.
- Confidential support at no additional cost through your Aviva policy, within the service agreed for you.

Your care plan is tailored to your individual needs and circumstances.

Your dedicated Cancer Nurse Specialist

Your nurse will be your main point of contact. They will get to know you, your diagnosis and your treatment plan, helping you access consistent support without repeating your story at each appointment.

They can help you prepare for appointments, understand information, manage symptoms and talk through emotional or practical concerns. You can discuss changes affecting your energy, confidence, daily routines or work, including concerns you may find difficult to raise.

Your nurse can coordinate additional specialist care when needed. Appointments take place by video or telephone, with secure messaging available between appointments. Messages are reviewed and responded to during working hours.

Access to specialist cancer clinicians

Cancer and its treatment can affect different areas of life, and your needs may change over time. Where clinically appropriate, your nurse can connect you with Perci Health's team of specialist cancer clinicians, including:

- Physiotherapists
- Dietitians
- Psychologists
- Pain and neuropathy specialists
- Menopause specialists

Specialist support may help with fatigue, pain, reduced strength or mobility, eating difficulties, emotional wellbeing, treatment related menopause symptoms and other effects of cancer treatment. Your care reflects your needs, concerns and goals.

Accessing your support

Use Perci Health's secure digital platform to attend video or telephone appointments, message your care team, and view your care plan and appointment notes in one place.

You can access support from home without travelling to additional appointments. Your care team uses a shared platform to coordinate your support. Digital access supports your contact with specialist clinicians.

How your support begins

If you have a cancer diagnosis, speak to your Aviva claims contact about the support available through your Group Income Protection policy. With your consent, Aviva can refer you to Perci Health.

Within one working day of receiving your referral, Perci Health will email you with registration instructions and information about the service. After you register, your dedicated Cancer Nurse Specialist will arrange your first appointment and begin building your personalised care plan.

The level and frequency of support are tailored to your individual needs. Support with work or returning to work is considered where appropriate for you.

A place to ask your questions

You do not need to have every question worked out before speaking to your nurse. Whether you want practical advice, help understanding symptoms or someone to talk things through with, your nurse will help identify the next step.

For more information about access, appointments and what is included, read the accompanying FAQs. If you have not yet been referred, speak to your Aviva claims contact.



Perci Health. Whole Human Cancer Care.