

Healthcare Concierge

Member Guide for Wood Group

We're letting you know that we're making some enhancements to your medical insurance plan.

The Healthcare Concierge service enables you to have a dedicated, fully qualified nurse supporting you throughout your medical claim and speedy access to treatment.

At a glance

- Advice from a dedicated, named nurse, throughout your treatment
- Access to specialist nurses, who understand your condition
- Advice on the most appropriate route for treatment
- Speedy access to claims advice and assistance with hospital pre-admission forms and invoice queries

When you or your dependants call to discuss a medical problem, you will be given a named nurse to help you manage your treatment. You will be able to speak to your dedicated nurse to discuss your condition and medical claim at every step of the claims journey. Your nurse is there to support you at a time when you may most need help and to act as your 'independent clinical adviser'.

The nurse will work with you to signpost you to the most appropriate route for treatment – this may be as simple as outlining the advantages of your policy or discussing the benefits of using the NHS for certain conditions.

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Wood Group medical helpline

01606 352010

When you need medical treatment

- Call the Wood Group medical helpline on 01606 352010, or follow the link to the booking app at: https://www.wtwco.com/en-gb/solutions/health-and-benefits
- You will be booked in to speak with a Healthcare Concierge nurse who will call you at a convenient, pre-arranged time to talk through your proposed medical treatment. If you have a heart, cancer or mental health condition you can choose to be supported by one of the specialist nurses in the Healthcare Concierge team.
- Most private treatment is elective so it works well with the clinic appointment system but if you have an urgent problem and need immediate attention, the next available member of the nurse team will take your call.
- Having a named nurse dedicated to managing your claims will give you more continuity, faster claims assessment and make it easier for you to contact your nurse when you need any clinical support or claims advice.
- Once you have made your initial call, you will be able to email your nurse directly with any questions or updates regarding your treatment or to arrange a convenient time for the nurse to call you.
- You may also contact the helpline as usual.
- You're also supported by a Claims Adviser, who works alongside your nurse and is able to help you with completing hospital pre-admission forms, invoice queries and non-clinical claims admin advice.



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WTW, Suite L1C, 1 Booths Park, Chelford Road, Knutsford, Cheshire, WA16 8GS

T 01606 352035

E enquirieshealthbenefits@willistowerswatson.com

WTW, 51 Lime Street, London, EC3M 7DQ

T 0203 124 6000

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Registered Office: Watson House, London Road, Reigate, Surrey RH2 9PQ, United Kingdom.

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