

Benenden Health boldly delivers “Healthcare done different”

Supporting their members and the NHS through private pathways, with access to affordable healthcare

Benenden Health has operated as a trusted name in the healthcare industry for more than a century, offering members speedy and affordable access to private healthcare.

Filling the gap between traditional Private Medical Insurance (PMI) and the much-loved NHS that’s under increased pressure, Benenden Health members receive support through a range of services, including their 24/7 GP and Mental Health helplines. When there are delays with diagnostic consultations and treatments, help is provided on a discretionary basis depending on members’ wait times.

Established to offer tuberculosis treatment to post office workers through a mutual fund, Benenden Health now provides their discretionary, non-regulatory obligations in the same manner to maintain their consistently high levels of service.

Member Growth

Benenden Health membership is increasing with marketing campaigns that have been led by TV partnership, TV and radio activity, and the fact that many will be looking at alternatives to PMI in order to access private healthcare services.

Historically, Benenden Health managed their complaints using a spreadsheet, but with the growth in membership, and the understandable, relative growth in complaints, this meant a more robust system was required to manage those increased complaints, currently around 350 per month.

Sean Kelly, Complaints and QA Officer at Benenden Health, reviewed solutions previously used by the organisation, and found that “Civica is a fool-proof system giving reliability in preventing complaints snowballing. Things have run seamlessly with Civica Case Management in place.”

Key outcomes

- 1 Complaints handled within 50% of the regulatory timeframe
- 2 Flexible system supports remote and part-time handlers
- 3 Robust Complaints Process

“Our experience with Civica Case Management has shown it to be dependable, it works as intended when dealing with complaints. We’ve got a really robust complaints process provide a nice smooth experience.”

Sean Kelly
Complaints and QA
Officer, Benenden Health

Learn more:

civica.com/casemanagement

Contact email:

casemanagement@civica.co.uk



“Our complaints process is flexible enough to allow allocation when each handler is ready for a new case. Benenden allows remote, flexible and part-time employees working different shifts and easily tracks productivity based on case activity and numbers of Final Response Letters issued by each individual handler.”

Jenny Holtby
Operational Support Team
Manager - Complaints & QA
Benenden Health

Complaint Responses

One of Benenden Health’s main KPIs is their complaints resolution time. Received complaints are acknowledged within the required five working days and resolved immediately wherever possible.

“Our configuration of Civica Complaints Management gives us 20 working days on escalated cases to deliver the final response, which is half the regulatory eight-week time”, advises Jenny Holtby, Complaints and Quality Assurance Team Manager at Benenden Health.

“Through Civica Case Management, we’ve been able to communicate with our members better, in a timely manner to keep them up-to-date with the progress of their case, which also positively impacts member loyalty and experience.”

Benenden Health is proud to have hit their targets. “We very rarely go over, and even if we go over internal targets, then we’re still within the eight weeks’ regulatory time” says Jenny proudly.

Healthcare done different

When discussing the recent Financial Conduct Authority [Consumer Duty](#) requirement, Jenny advised: “this is not a huge shift for us as we’ve always been customer focused. Our members like our mutual ethos, so we tend to attract like-minded people.”

Ensuring all complaints are handled efficiently, and using the resulting data gathered to feedback into the process, Civica Case Management simplifies complaints handling for Benenden Health employees and makes the customer journey better for end users.

The road ahead

The Case Management system generates enough data that allows Benenden Health to check on the areas of strengths and where relative improvements can be made.

From reporting purposes to managing the progress of individual complaints, the Civica Case Management has been instrumental in mapping the growth and improving processes at Benenden Health.

Reporting on productivity and root causes of issues, helps Benenden Health allocate resources to help future proof the organisation.



Originally founded in 1905 to provide treatment for postal workers suffering from tuberculosis, Benenden Health has evolved its services and expanded to accept any UK resident as a member, using contributions to support those members’ health and wellbeing, with no exclusions for pre-existing conditions on joining.

Whether it’s through the 24/7 GP and Mental Health helplines, physio, or other services, we all deserve access to great quality, affordable healthcare. After all, our health and wellbeing is never simple, but caring for it should be.

As a not for profit, mutual organisation, all funds are reinvested to improve the services offered to their members.

Every Benenden Health member pays the same price each month. And that money goes into a pot to support members when they need help. Our mutuality enables members to be one big community; a community that’s there for each other every day and a community where everybody is equal.

‘This is healthcare done different’.

Learn more:

civica.com/casemanagement

Contact email:

casemanagement@civica.co.uk