

# Your Virtual GP Service

Your 24/7 integrated GP  
surgery app



# How we help you feel better

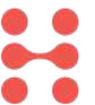
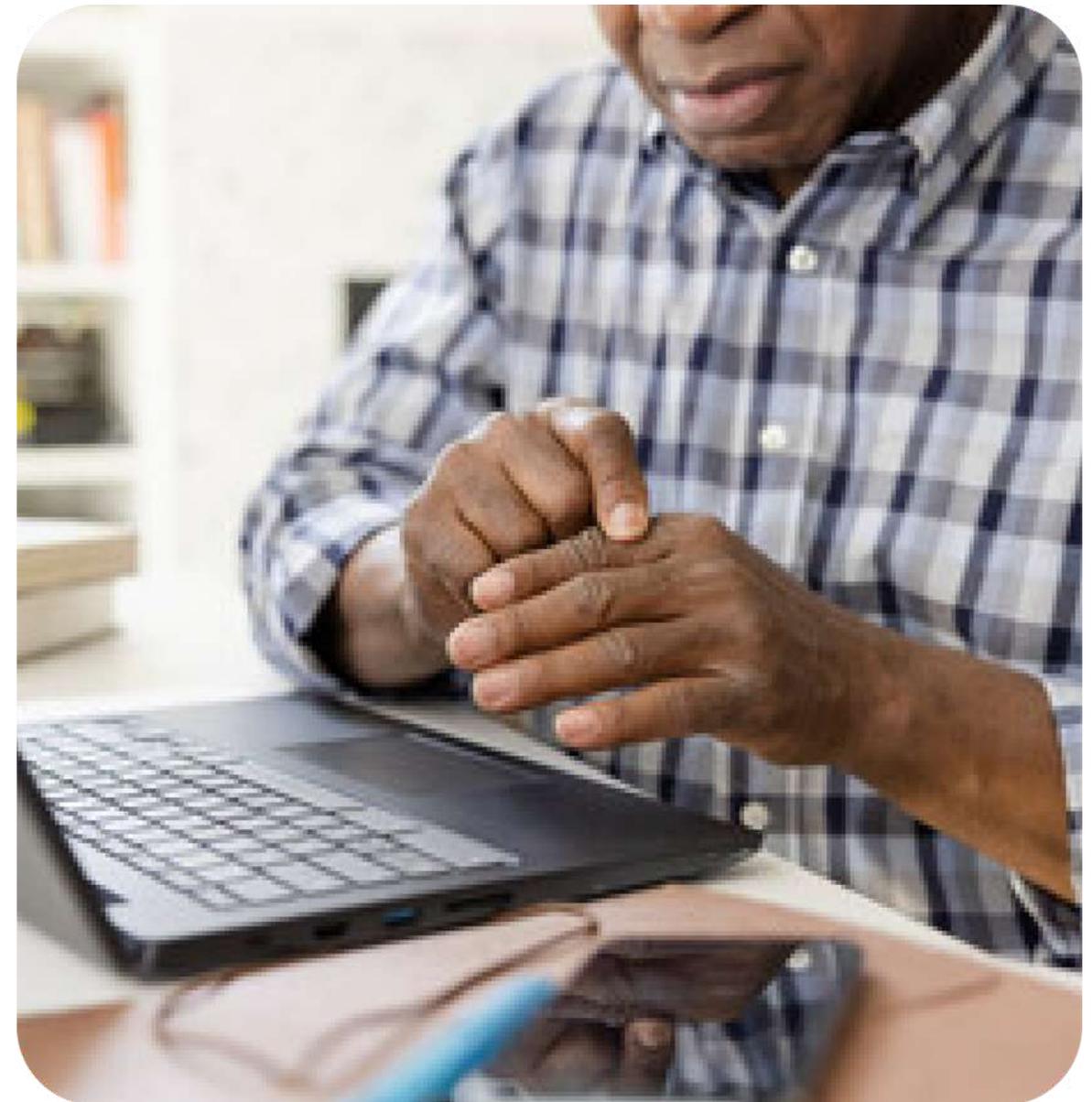
## **24/7 access to practising GPs**

Our virtual GP service is available 24 hours a day, 7 days a week, 365 days a year. That means you receive advice, reassurance and, where appropriate, diagnosis from wherever you are in the world. Your partner or children are also eligible to use the service. Using our personalised app, you can choose a time and day that suits you, whether to have a video or phone appointment, and whether to speak to a male or female doctor if you have a preference. For users who don't speak English we offer a translation services for over 200 languages.

Please note: each Member is eligible for up to four consultations per year. This includes consultations for your partner or children.

## **Private prescriptions, open referrals & fit notes**

Where necessary our GPs can issue a private prescription for collection from a pharmacy or delivered to any UK address. For medication delivery there is a separate charge for postage and packaging. If one of our experienced GPs considers symptoms require further investigation or treatment, our doctors can issue an open private referral letter to enable access to continued treatment. This is an open private referral, which means it can be presented to any consultant with the stated specialty. The referral is for private use only and may not be accepted for services provided by state funded healthcare. If it is clinically appropriate, the GP can also issue private fit notes.



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## **Video consultation**

Our video consultation service enables you to speak to a GP face to face in the comfort of your own home or place of work.

## **Request an appointment**

The request an appointment service offers the privacy to book a telephone appointment through the app without the need to pick up the phone. Our experienced customer service team will confirm the time of your appointment via email.

<https://cirencesterfriendly.gp-24.com/>



# About HealthHero

## Simplifying healthcare, improving lives.

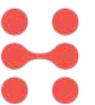
As Europe's leading digital-first healthcare provider, we connect smart technology and gold-standard clinical expertise to make high quality healthcare accessible to millions.

All of our GPs are experienced, practising doctors who have exactly the same qualifications as your NHS GP.

Our Customer Service team are available 24/7 to book your consultation and answer any queries you have on the process.



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