

Your Virtual GP Service



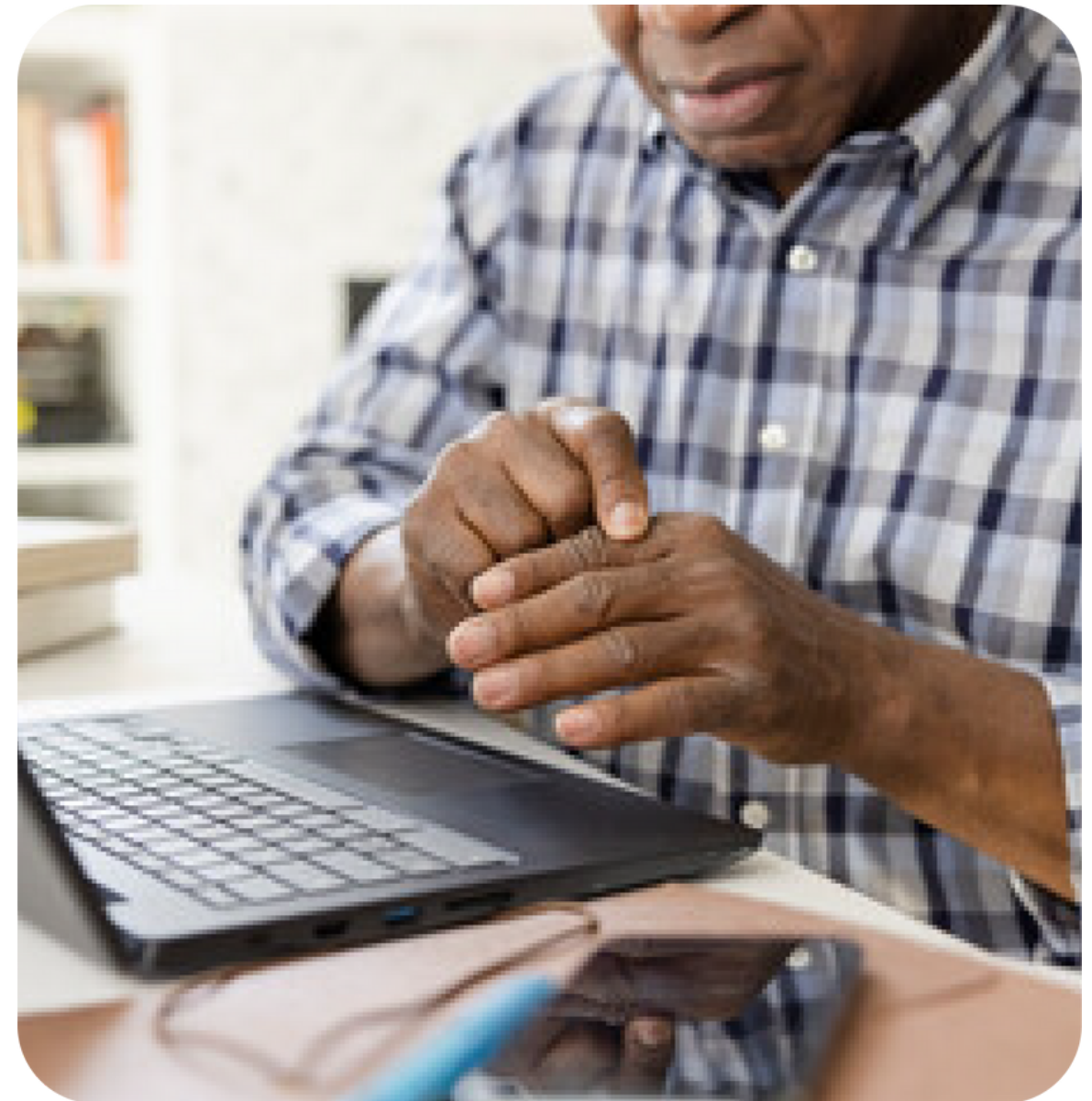
How we help you feel better

Convenient access to practising GPs

Our Virtual GP Service is available for video and phone consultations from 8am to 10pm, 7 days a week. That means you receive advice, reassurance and, where appropriate, medication when you need it most. By booking through our web app, in minutes you can choose a time and day that suits you, whether to have a video or phone appointment, and to speak to a male or female doctor if you have a preference.

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, whether at home, work or on holiday. If one of our NHS practising doctors considers symptoms require further investigation or treatment, our doctors can issue an open private referral letter to enable access to continued treatment. If it is clinically appropriate, our GPs can also issue private fit notes.



Patient case studies

You can speak to your GP about:

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| Musculoskeletal | Ear, nose, throat |
| Mental health | Stomach problems |
| Dermatology | Rheumatology |
| Medication queries | Nervous system |
| Paediatrics | Eye and vision care |
| Women's health | Respiratory |
| Heart problems | Urinary issues |
| Travel & vaccinations advice | Men's health |

Mr ST | 41 years old Fearing a pinched nerve, Mr ST contacted the Virtual GP Service for advice regarding neck and shoulder pain. Having to wait just 42 minutes for a consultation, Mr ST was talking a GP through his symptoms and how his pain worsened when turning his head to the left. As the patient hadn't suffered from any arm or leg weakness, the GP concluded that the patient had an acute neck muscle spasm and therefore advised on the best over the counter analgesics available. Should the pain worsen, or should the patient experience any weakness in his legs or arms, he was instructed to contact his local out of hours or walk in centre for examination.

Miss AI | 6 days old A concerned parent called seeking advice about their 6-day-old baby girl who was vomiting after each feed. The doctor discussed the birth and the baby's feeding patterns and established that the baby had no temperature or other symptoms. They mentioned that the baby was feeding very fast and the doctor suggested that they try a different type of teat and if there was no improvement to take her to see her own doctor. The caller commented that the GP Advice Line is a great service and that they would definitely use the service again.

Mrs RH | 25 years old Mrs RH was experiencing throat and chest pains for a few days which led to an A&E visit. A couple of days later, still not feeling better, she contacted Virtual GP Service and spoke with a GP for over 20 minutes. During the consultation, the GP diagnosed her with a digestion related problem and prescribed an antacid for immediate relief from the symptoms.



