

Your Virtual GP Service

Convenient access to GPs



How we help you feel better

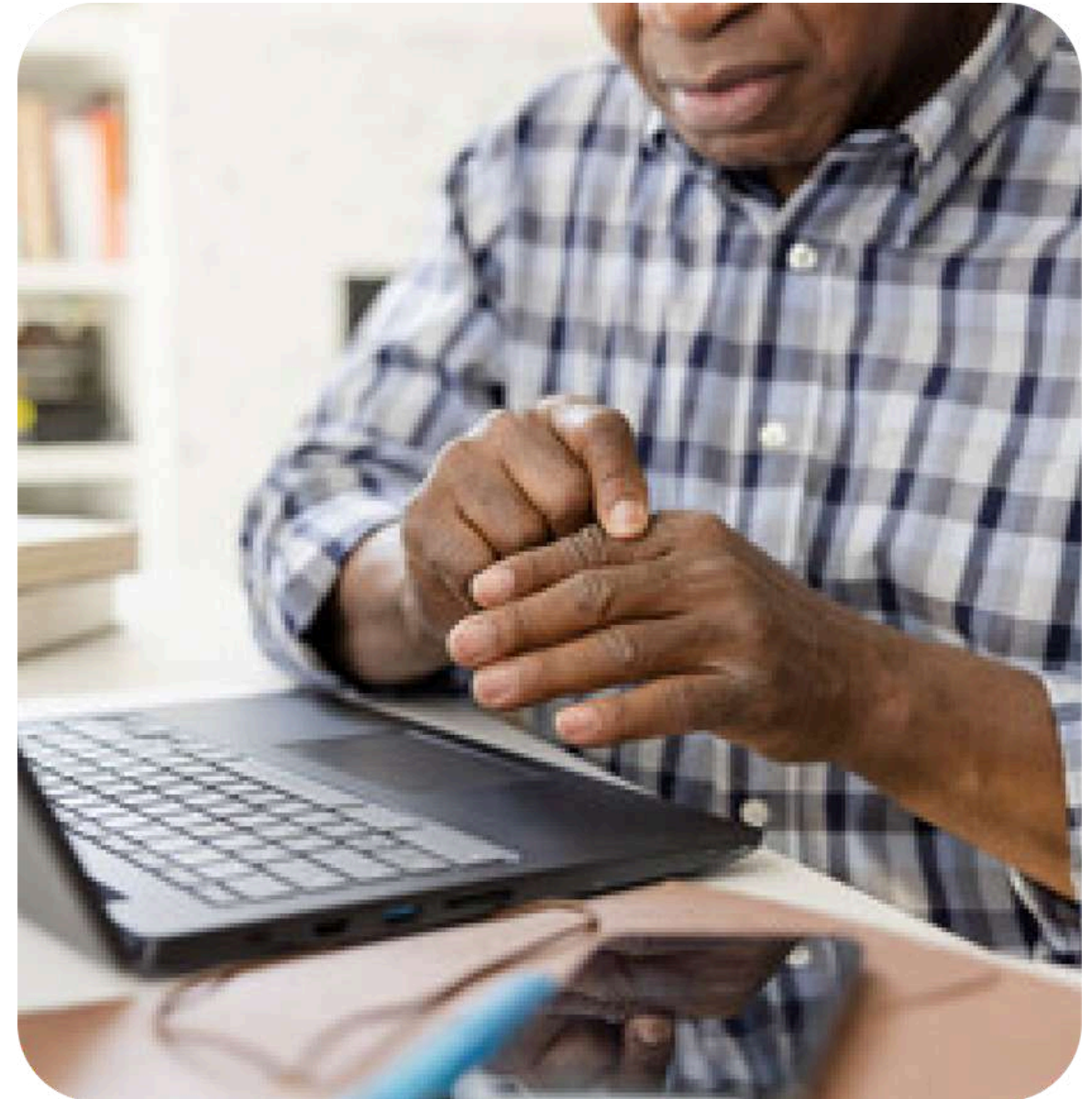
Convenient access to practising GPs

Our Virtual GP Service is available 8am-10pm, 7 days a week. That means you receive advice, reassurance and, where appropriate, diagnosis from wherever you are in the world.

You can book online in minutes using our web app (PWA). Once you book a consultation, a link to join will be sent to you automatically. If you need telephone assistance, you will find the telephone number in your PWA. For users who don't speak English we can offer a translation service for over 200 languages.

Private prescriptions, open referrals & fit notes

Where necessary our GPs can issue a private prescription for collection from a pharmacy or delivered direct to your door, whether at home, at work or elsewhere. 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:

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

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 call back, 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, especially the fact that it is available 24 hours 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.



