

Frequently Asked Questions

Who will I speak to when I call?

When you first call, you'll speak to a specially trained operator who takes some details and arranges for a GP to call you back at a convenient time. If you are calling for a webcam consultation the operator will ask for your email address.

Can I choose to speak to a male or female doctor?

Where possible, we will always try to accommodate your preference to speak to a male or female doctor. All of our GPs are friendly, experienced, NHS practising GPs, with exactly the same qualifications as your own NHS GP.

What sort of things can I ask about?

Anything you would normally ask your own GP. For example, about any vaccinations you might need if you're travelling, sensitive or confidential concerns, explanations of diagnosis or treatment, aches and pains or any health issues related to your age or any other health-related query you might have.

Will I still need to see a GP?

Many of our callers receive the advice, reassurance and, where appropriate, diagnosis they need from our doctors. Our doctors can assist with most questions you may want to ask a GP, but if you have symptoms which require a physical examination, or you need a repeat prescription, you may have to see your own GP.

Is there any limit to the number of calls?

No. You can call the GP advice line as often as you need, there is no limit on the number of phone or webcam consultations you can have.

Can users have a consultation and prescription for their children too?

Dependents are able to use the GP advice line, but we would recommend where a member, or dependent, requiring GP services is under the age of 18, it is advisable for their legal guardian to call on their behalf.

How long will my personal data be held on your systems?

At least 10 years and in the case of someone under the age of 18, it is held for 10 years after they reach this age.

can the GPs issue a prescription?

Yes, if the GP you speak to thinks it's appropriate. They can arrange and electronically authorise private prescription medication. Should the patient wish to accept the medication and delivery costs, the pharmacy warehouse will take the patients payment details and preferred delivery address over the phone and despatch the medication.

Private prescription medication is subject to a full consultation with the GP taking in to consideration presented symptoms, medical history, any current medication. Medication will only be issued where the GP believes it is clinically appropriate for the patient, on a case by case basis.

Approximately only 15% of consultations require a private prescription.

What are the prescription medication delivery charges?

Provided medication is in stock and raised before 3pm on a week day and 12pm on a Saturday the medication can be delivered the next working day to the patient's home or place of work. We offer a choice to patients on speed of delivery which are as follows:

Royal Mail 24 Signed: Delivered next working day - **£6.50** + medication cost

Royal Mail Special Delivery: Guaranteed the following working day before 1pm - **£8.50** + medication cost

Saturday Special Delivery: **£12.50** + medication cost

Medication costs vary, however as an example Amoxicillin is charged at the base rate of £5.50.

How is the medication packaged?

It depends on the size and type of medication but most smaller items are sent in cushioned securely sealed packets.

Are there any limits as to what the doctor can prescribe?

The service follows GMC best practice guidelines for remote prescribing. Should the GP feel it was necessary they can raise short-term medication for acute conditions. If you think you require on-going medication or you are seeking a repeat prescription, it is in your best interest to see your own GP to be examined.

Can the GPs issue sick notes?

Yes, should the GP feel it was necessary they can issue private fit notes. Please check with your employer that they will

Can the GPs issue referrals to specialists?

Should the GP feel you would benefit from a specialist assessment or further treatment they can provide you with an open private referral letter. This referral is for Private Medical Care only and will not be accepted for services in the NHS. Referral letters can be posted or emailed directly to you. Please note the private referral is not a claims authorisation and you will need to speak to your Private Medical Insurance company prior to receiving any treatment, unless you will be funding this yourself.

What about confidentiality?

Patient confidentiality is very important and your record remains confidential unless you provide permission to share it with a third party such as your own NHS GP or a specialist.

How will the GP service communicate with the user's own GP in the case of a private prescription being issued?

Where the doctor feels it is appropriate (especially where a prescription is issued), they will ask for the patient's permission to send a copy of the consultation notes to their NHS GP. Communication is by secure email, fax or post depending on how the surgery can receive the notes.

How do you ensure the GPs are vetted on an ongoing basis?

As all of our GPs are NHS practising GPs they all have a responsible officer they report to and have an annual 360 degree assessment to ensure they are fit to practise. In addition to this, we clinically audit them, hold bi-annual performance reviews with their peers and have extensive protocols and regular system training.

