



GP Services



NUMBERMILL



SantéGroup
Life that bit easier



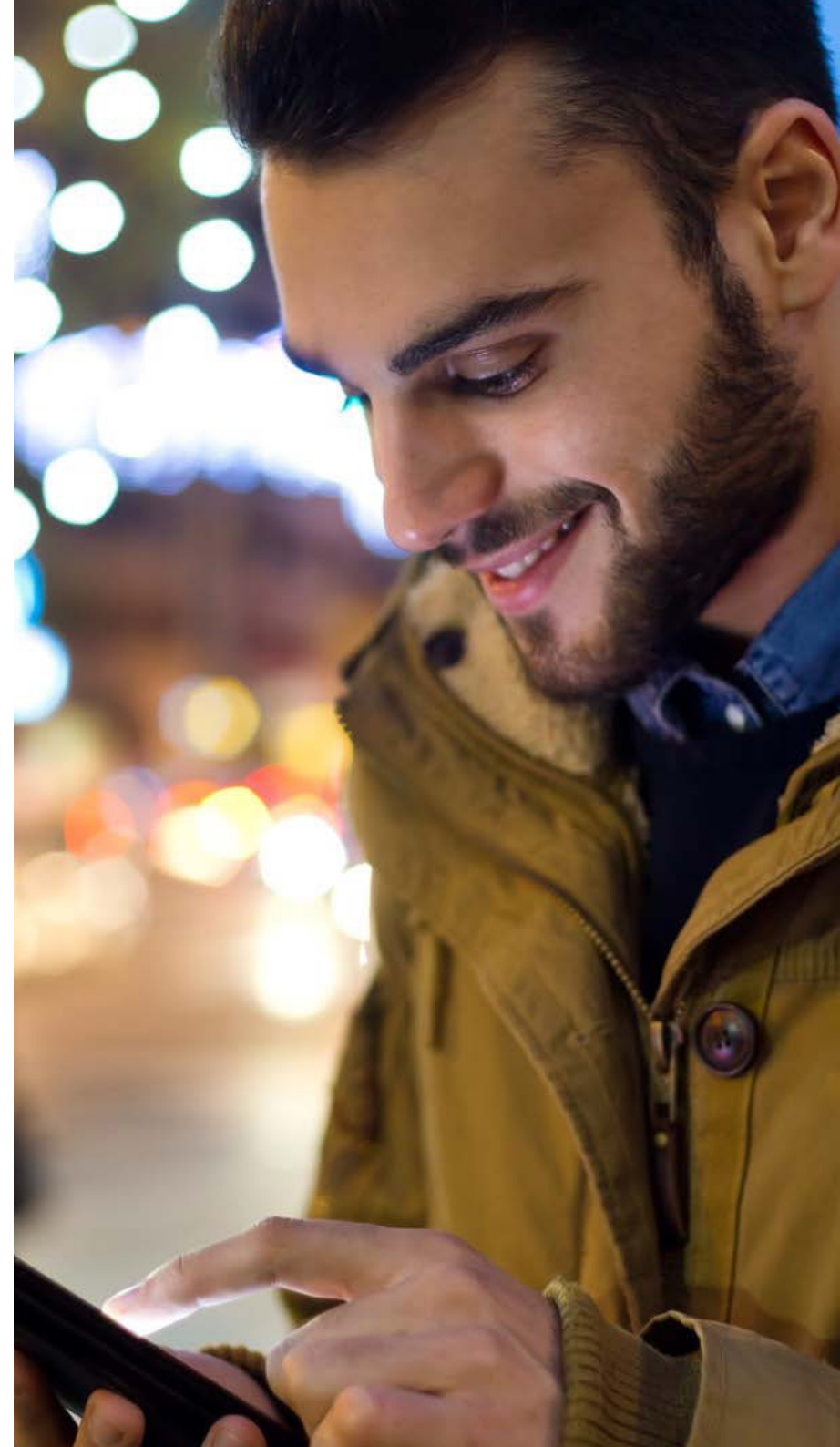
HEALTH
HERO


















GP Virtual GP

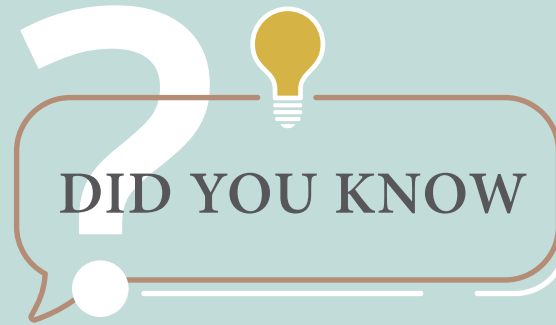
Our virtual GP service provides 24/7 unlimited access to GPs by video, phone, and message consultation, combining digital convenience with access to experienced healthcare experts, delivering high quality consultations by NHS practising GPs in the UK and IMC registered GPs in the Republic of Ireland.

Our highly qualified GPs provide advice, reassurance, diagnosis, private prescriptions, second opinions and advice on chronic disease management. They can also refer patients for further private treatment where clinically appropriate, and provide general advice relating to medication, travel and lifestyle.

- Access to +100 GMC or IMC registered GPs
- 24/7 365 days a year accessible from wherever you are
- Unlimited number and length of consultations
- Unlimited number of presented conditions
- Prescriptions fulfilled at leading pharmacy chains
- GPs with special interests including diabetes, women's health, sports medicine
- No charge to issue prescriptions, referrals, fit notes
- Same day prescription delivery in London, Birmingham and Manchester





-  Musculoskeletal
-  Mental Health
-  Second Opinion
-  Travel & Vaccinations Advice
-  Dermatology
-  Medication Queries
-  Paediatrics
-  Women's health
-  Men's Health
-  Heart problems
-  Ear, nose, throat
-  Stomach Problems
-  Rheumatology
-  Nervous system
-  Eye and vision care
-  Respiratory
-  Urinary issues





DID YOU KNOW


you could speak to the GP about:


 **Mr ST | 41 years old** Fearing a pinched nerve, Mr ST contacted the GP24 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.

 **Ms AH | 51 years old** Having recently been prescribed a second medication for an existing condition, Ms AH left her GP's office unsure of how best to take her multiple medications. With access to GP24, Ms AH contacted the service and was discussing her medication less than an hour later. The GP was able to take the time to clearly explain how best to take her medication so that they worked safely and efficiently together. Ms AH was happy with the information given and pleased that the GP service was on hand if she didn't wish to trouble her NHS GP.

 **Mrs RD | 30 years old** Mrs RD contacted the GP24 service worried as her heart had been pounding for a week. The patient was consulting with a GP 23 minutes later where she explained that she had recently been diagnosed with bronchiectasis and had a build-up of sputum in her throat. She had bought some herbal tea, turmeric and a digoxin substitute to help clear her throat but her heart had started pounding as a result. She had no chest pain or sweatiness, but the GP explained how digoxin toxicity can affect the heart and given it was being taken in tea, could potentially be at toxic levels. The GP recommended the patient head to A&E for a review and an ECG.

 **Mr GS | 25 years old** A patient contacted the GP24 helpline as he was struggling to get an NHS GP appointment. Mr GS was on anti-depressants but was finding that his symptoms were getting worse. During a 29-minute consultation, the GP took a full medical history before inquiring as to why the patient was feeling more depressed. Work stress and financial woes combined with relationship uncertainty had snowballed when his NHS counselling had run its course. The GP and the patient discussed a plan on how best to proceed. This included the local rugby club's mental health support club, CBT techniques, review of medication dosage and trying again to see a GP for a face to face consultation. The GP fed back the course of action to the patient's NHS GP so that the patient wouldn't have to explain himself 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 GP24 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.