



Access to UK GP's 24/7



## GP ON DEMAND 24/7

The average waiting time for a routine GP Web Appointment in the UK is 13 days .\*

As many as 90% of GP's are concerned at their ability to see and treat their patients.\*

For most of us, that is an unacceptable waiting time and is extremely worrying. It seems that everyday we read more about the issues that our local GP's are facing.

Sources - \*<http://www.pulsetoday.co.uk/your-practice/practice-topics/access/average-gp-waiting-times-remain-at-two-weeks-despite-rescue-measures/20034534.article>





## WHY A GP 24/7 SERVICE?

If you have children, care for an older family member or are simply concerned with your own health, this is just too long to wait to speak to a doctor.

With no need to de-register from your present GP, our GP on Demand service provides the solution to this huge issue.

It gives our members the peace of mind and assurance that they can speak with a UK GP any time, day or night, any day of the year.

This offers incredible peace of mind regarding your health or the health of our family.

Our simple and highly effective plan gives you access to speak to a qualified, NHS practicing GP, 24 hours per day 7 days per week, wherever you are, at home, or even if you are travelling or on holiday.

You have the option of a telephone-based appointment to discuss your needs or you can arrange a Video call appointment if you wish to see the doctor you are speaking with.

Calls are unlimited so you can call as often as you need. The service covers you as the member as well as your partner and any dependent children\*\*. For a small additional charge the GP can even arrange a prescription for you and have this sent to your home or office or wherever is most convenient for you.

All GP's are qualified, NHS practicing GP and already cover 4.0 million\*\*\* people in the UK and Republic of Ireland. They will give you advice, reassurance, diagnosis and prescriptions as appropriate. Just as you're own local GP will.

**Join GP on Demand and get all these benefits as a member...**

Access  
to UK GP  
appointments  
24/7 365 days

Unlimited  
Use

All Family  
Covered\*\*

Prescription  
delivery

The doctor calls the patient back within 15 minutes of the appointed time; service standards are monitored and achieved. Telephone consultations typically last around 10 minutes but can be as long as necessary. All calls are recorded providing accurate auditing.

Sources:

\*\* Partner and dependent children must be residing at the same address

\*\*\* <https://www.medicalsolutions-uk.com/about-us/#vision>.

## HOW DOES IT WORK



### How do I initially access GP service?



Once Registered you can call the GP telephone number direct from your App, which is answered 24/7 by a team of trained operators



A specially trained operator verifies you and books an appointment with a doctor. You can select a Telephone Consultation or Video Consultation



The doctor calls the patient back within 15 minutes of the appointment time; service standards are monitored and achieved

## HELPING YOU & YOUR FAMILY 24/7



### Once I've signed up, what's the GP Consultation process?

The doctor calls the patient back within 15 minutes of the appointed time – service standards are monitored and achieved. Telephone consultations typically last around 10 minutes but can be as long as necessary. All calls are recorded providing accurate auditing.



#### **1 Consultation Appointment**

Patient phones to book a consultation appointment with a GP.



#### **2 Speak to a Doctor**

Doctor takes presented symptoms from patient and patient history to establish diagnosis.



#### **3 Prescription if required**

If required, the doctor can offer a private prescription to the patient & send electronically to the dispensary.



#### **4 Dispense Prescription**

Pharmacist checks patient information and which delivery method is required, before dispensing.



#### **5 Payment**

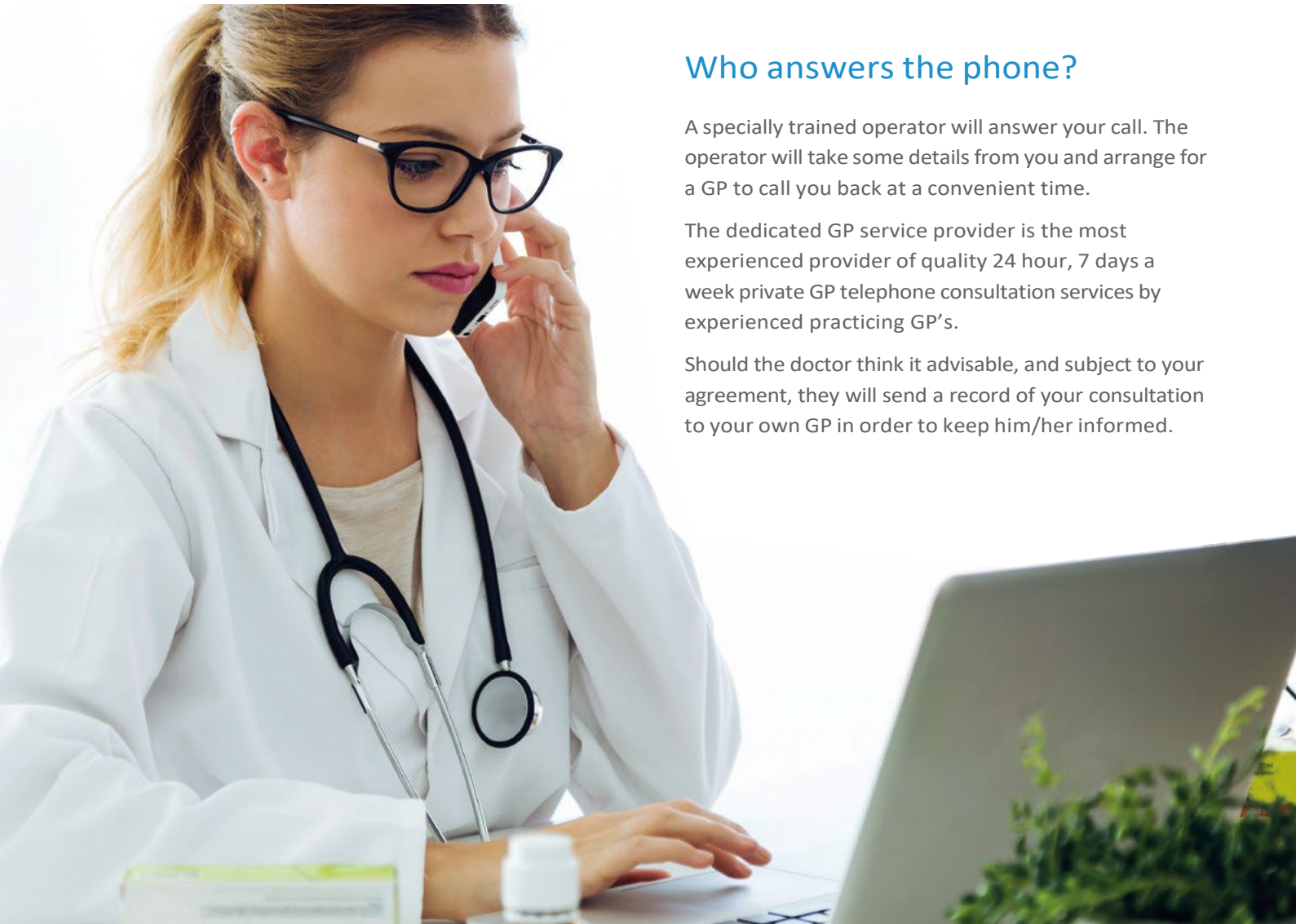
Patient makes payment using debit or credit card.



#### **6 Delivery**

Prescription is picked, packed, checked once more and dispatched. 99% of prescriptions received before 4pm on working days are dispatched same day.





## Who answers the phone?

A specially trained operator will answer your call. The operator will take some details from you and arrange for a GP to call you back at a convenient time.

The dedicated GP service provider is the most experienced provider of quality 24 hour, 7 days a week private GP telephone consultation services by experienced practicing GP's.

Should the doctor think it advisable, and subject to your agreement, they will send a record of your consultation to your own GP in order to keep him/her informed.

## What can the GP do?

The large team of GP's allows unlimited, convenient telephone consultations, accessed via trained dedicated operators in conjunction with specialist software and appropriate medical protocols.

70% of the consultations result in an effective diagnosis, meaning no further medical contact is needed.

The service provides the patient with reassurance and advice about treatment. The service has been delivered to a high standard since its inception in 1998 with exceptionally high customer satisfaction results and minimal customer complaints. The customer satisfaction surveys conducted with clients show the satisfaction levels to be consistently in the 95 – 98% range over the term.

The telephone consultations conducted by the GP's cover the full range of subjects seen in general practice and include advice on chronic disease management, minor illness, acute presentation of serious clinical conditions and general questions about prescriptions, travel and lifestyle. The practising GP is the accepted authority on healthcare and is uniquely qualified and insured to provide diagnosis and advice.



## Prescriptions - available in the UK only

Should a doctor wish to raise a prescription following a consultation, they can select the Prescription option within the patient management software. Each GMC registered doctor has their own unique username and password to log in and follows the process to raise and authorise the prescription.

Should a patient have had a previous prescription raised by another doctor, this will show on the system so the doctor can ensure it is appropriate to raise a second prescription. The process requires the doctor to raise the prescription then make a second check before authorising it with a digital signature.

Once submitted, the prescription is received by the dispensing company, Pharmacy2U for checking, processing and dispatch.

Prescriptions can be raised for one-off occasions such as prescription-only painkillers/anti-inflammatory drugs, digestive medication, NHS prescription medication where the patient is away from home and has forgotten/has insufficient prescription medication, antibiotics, and hormonal medication e.g. temporary management of menstrual cycle. Prescriptions cannot be issued for controlled drugs.



## ABOUT US

GP On Demand - works exclusively with BHSF Ltd to source specialist benefit products and services for their users and members.

GP on Demand provides a direct to market distribution process where retail users can access these specialist services. We are your membership and payment point of contact.



**BHSF Ltd** – established as a specialist benefits group since 1873, BHSF has over 1 million users. BHSF provide an exclusive corporate relationship to a specialist GP service provider to provide a bulk delivery of their GP 24/7 consultation service to their distribution Partners and their users. BHSF supply this access to GP On Demand. BHSF are our Corporate Product interaction point.

**The specialist GP service provider; Health Hero Ltd** has over 4.0 million UK users. They provide access to their services by contract to BHSF Ltd. Established since 1998. ISO, Care Quality Commission (CQC) inspected and rated, Clinical Guardian Audited. The GP Specialists are the provider of the Personal GP and clinical services direct to our individual users / members.

To find out more about GP on Demand

Visit us at: [www.gpondemand.co.uk](http://www.gpondemand.co.uk)