

Nuffield Health Online GP

FAQs

What is Nuffield Health Online GP?

Nuffield Health Online GP is a service provided to eligible Nuffield Health members and employees by Doctor Care Anywhere. Nuffield Health Online GP offers you calm, reassuring support through secure video and phone GP consultations as well as providing private prescriptions, specialist referrals and fit notes, as appropriate. In addition to having 24/7 access to your Online GP medical record, there are various tools and healthcare tracking facilities to help you monitor and manage your own health and you can use the service wherever you are in the world.

Doctor Care Anywhere is a doctor-founded, patient-focused online international healthcare service that helps make it easy for you to look after your and your family's health. When it comes to health and wellbeing, we want to give you and your family the best possible medical advice and peace of mind, whenever and wherever.

What else do I get apart from GP appointments?

Doctor Care Anywhere GPs can speak to you no matter where you are in the world. With our consultations being 20 minutes in length, our GPs have the time to listen and discuss in detail anything that's concerning you. In addition to appointments, you get:

Private prescriptions - GPs can issue private prescriptions at no additional charge and you can have the medication delivered to your door or picked up from your local pharmacy (the cost of the private prescription medication and delivery is additional and is paid directly either to the local pharmacy or our pharmacy affiliate who provides the delivery service). As this is a private prescription the cost can vary to the standard NHS prescription charges. On average the cost of a private prescription including delivery is about £10-15.

Commonly prescribe drugs, such as pain relief cream, general pain killers, antibiotics tend to be at the lower end of the price range and combined asthma inhalers, some children antibiotics drugs, general drugs for chronic conditions will be at the higher end of the price scale.

Specialist referrals and fit notes - following your consultation, if appropriate, these are written up by the doctor and uploaded to your patient record for you to share with the relevant healthcare professional and/or insurance companies for your onward care; Referrals to an in-person Nuffield Health GP* – in the rare instance that you need to see an in-person GP for a test or a physical examination, then Doctor Care Anywhere GPs can refer you to a Nuffield Health in-person GP. Your medical notes from your in-

person appointment will be added to your Doctor Care Anywhere medical record for you automatically. Please note, that this is a self-pay option. There is no obligation for you to use this option and you are welcome to visit your NHS GP for further investigation instead. ;

24/7 access to your medical record – in case you want to go over the GP’s advice in your comprehensive, jargon-free consultation notes or update your medical record with new information;

Health tracking - you can take more control of your health and wellbeing by using the Doctor Care Anywhere Health Tracking app to monitor symptoms, conditions and lifestyle factors affecting your health and set up medication reminders to prompt you to take you medication at the right time;

NHS repeat prescriptions ordering – just order online through our application and we take care of the rest, making managing your health easier than ever.

By being responsive and not prescriptive, we’re constantly developing and building new additional services to meet our patients’ needs.

Are Doctor Care Anywhere GPs fully trained?

All our doctors are UK-trained General Practitioners (GPs) who are registered with the General Medical Council (GMC) and who qualified with the Royal College of General Practitioners (RCGP).

They have at least 5 years' post qualification experience and all undergo the regulatory monitoring of their medical practice.

All our doctors receive bespoke video consultation skills training designed by the former Royal College of General Practitioner (RCGP) president and consultations skills’ expert, Dr Roger Neighbour, OBE. We have rigorous recruitment, training and continuous performance management processes in place to ensure our GPs provide the best possible clinical service at all times. Customer feedback is also integral to the GPs’ continuous performance management ensuring that we always meet and strive to exceed our patients’ expectations.

Can I use Nuffield Health Online GP on my smartphone or tablet?

Yes, you can book appointments and have your consultation on either your computer, smartphone, tablet or landline. If you are using a smartphone or tablet, it’s best to download the Doctor Care Anywhere app which is available on both iOS and Android. You can also have your consultation on a landline or mobile telephone without the video facility but will need to book the appointment online and select the phone option at the point of booking.

Does Nuffield Health Online GP treat medical emergencies?

Doctor Care Anywhere GPs can treat and provide non-emergency medical advice. Examples of things we treat are: allergies, anxiety, asthma, backache, chest infection, childhood illness, cough, colds, cystitis, depression, digestive problems, ear, nose and throat problems (e.g. sinusitis, sore throat, earache), hay-fever, headache, migraine, men's health, skin problems (e.g. acne, rash, infection), stress, urinary tract infection and women's health.

Nuffield Health Online GP is not an emergency service. If you have a medical emergency, you'll need to call go to your nearest A&E in the UK or dial 999.

Here are some of the medical emergencies for which you should visit A&E immediately: chest pain, haemorrhage, obstetric/pregnancy complications, severe abdominal pain, suspected stroke, severe infections, severe mental health (such as severe depression, anxiety, psychosis or mania), traumatic injuries.

If you have any further questions, please visit our FAQs page (<https://doctorcareanywhere.com/what-we-do/faqs/>) on our website or contact our customer services team at contactus@doctorcareanywhere.com or call +44 (0)330 088 4980.

Do you have access to patient's NHS medical records?

We are planning to be able to automatically access your NHS primary health records, with your consent in 2018. For now, you can upload your NHS summary care record to your Doctor Care Anywhere medical record yourself (by requesting this from your NHS GP) and update your medical history on your profile, so that the GP has the most up to date information. Please rest assured that all your consultations with Nuffield Health Online GP will be shared back to your NHS GP, with your consent. So your NHS GP will have a full account of all interactions with our service.

How do I have appointments with my children?

You must book appointments for your children if they are under 18 years of age and you will receive notification emails confirming the appointment and reminding you that the consultation is about to start. All medical notes and documents such as prescriptions and referrals for your child will be added to their profile, but you have access to all of this information through your own account.

During the consultation our doctors prefer parents to be present, even if the child is 16 or 17 years old. However, you may consent at the time of the appointment for your child to conduct the consultation independently.