

## MediPartner Virtual GP – Getting Started

MediPartner Virtual GP is accessible via the MORE app if you have signed up to and agreed to pay the monthly subscription.

The first time you access the MediPartner virtual GP service, you will need to create an account.

1. Please click the 'Create an account' button on the landing page.
2. Enter your Serco Leisure membership number and your date of birth.
3. Enter your first name, last name and email address and tick the boxes if you agree to the terms and conditions and consent to the data processing terms, and then click 'Create account'

4. Once you have clicked 'Create an account' you will then be prompted to create a password.
5. To log in you will be asked to enter the email address and password you used to create an account.
6. Once you are logged in you can select the service you require; Nurse Support, Virtual GP from the home page or via the menu button where you can also access FAQs and support from the 'Help' option.

## **MediPartner Virtual GP - Frequently Asked Questions (FAQs)**

### **Who is providing the MediPartner Virtual GP?**

MediPartner Virtual GP is provided to you by HPD Health Solutions Limited

**The Nurse Service** is provided to you by CP Nursing (CPN). CP Nursing is a trading style of HPD Health Solutions Limited

CPN provide qualified nurse who are registered with the Nursing and Midwifery Council (NMC)

**The GP service** is provided to you by Partnering Health Limited (PHL)

PHL provide qualified doctors who are registered with the GMC with a licence to practice and are on the NHS Performers list for England for General Practitioners (GP's).

PHL is registered with the Care Quality Commission, the English independent healthcare regulator, under registration number 1-1928886453. This registration permits PHL to provide medicines and provide testing services without meeting patients face to face.

### **Nurse Support**

#### **How do I access the Nurse Support service?**

If you have a referral from a GP to a medical specialist, you can access the Nurse Support service.

From the Home screen of the portal, click on the 'Book Now' button under Nurse Support, and follow the instructions presented to you.

#### **What can I use the Nurse Support Service for?**

The Nurse Support services provides a telephone-based support service, supporting individuals to navigate and efficiently access appropriate health care, whether through the NHS, a private medical scheme or via a 'self-pay' private health care approach.

Please note, you will need to have a referral to a medical specialist from a GP or other UK based medical professional, to access the service.

#### **What is not included in the Nurse Service?**

The Nurse Service is only available to you if you have a referral to a medical specialist from a GP or other UK registered medical professional.

The service is not a primary care or triage service.

The nurses provide information, support and guidance for the navigation of the UK health system, NHS or private.

### **Virtual GP**

#### **How do I access the Virtual GP service?**

To access the Virtual GP, simply click on the "Start now" button under Virtual GP option on the home screen of the MediPartner platform

#### **Is MediPartner Virtual GP an NHS service?**

The Services are intended to act as an online primary care alternative and is not part of the NHS

The Services involve the provision of information, advice, reassurance, and guidance for a range of medical conditions.

The Services are provided via remote video link using the platform provided by MediPartner.

**Will you share my appointment notes with my NHS GP?**

MediPartner Virtual GP will only share information with your GP if you want them to.

**Can I book more than one appointment?**

You can only book one appointment at a time.

**How long does the appointment last?**

Appointments are typically up to 10 minutes long.

**How soon can I get a MediPartner Virtual GP consultation?**

You can typically get an appointment with MediPartner Virtual GP, same or next day, subject to availability.

**I think I'm having a medical emergency or an urgent problem, can I book an appointment?**

No, the best thing to do is call 111 or 999, go to A&E, your local walk in centre or minor injuries unit.