

# Virtual GP and Advanced Nurse Practitioner Service

We all know getting an immediate appointment with your GP can be difficult and frustrating. This is where our virtual **GP and Advanced Nurse Practitioner** (ANP) service can help. ANPs are registered nurses who have completed advanced education and training, typically at a master's degree level, and can provide a higher level of expert clinical care. Our Virtual GP and ANP service is available 24/7, so you can always arrange an appointment at any time you need to. Whether it's a video call or a phone chat, you can book a 15-minute appointment at a time that suits you, ensuring quick peace of mind for any non-emergency medical issue.

## Fast, Convenient, and Reliable

Reduce the strain of waiting days to see your GP. The intelligent booking system is designed to book you an appointment the same or next day. Whether you need a private referral or a sick note, GPs are on hand to help, and both GPs and ANPs can prescribe medication. Prescriptions are issued electronically, so you'll receive a code to collect your medication from your chosen pharmacy. You can also opt for home delivery. While delivery and prescription issue are free, please note that you'll need to pay for your medication, even if you're entitled to free NHS prescriptions. If you select home delivery you can pay for your medication online.

## Appointment booking

The first time you book an appointment on Spark, you'll be asked for some details such as your contact information, GP name, notable medical conditions and allergies. These details will only need to be entered once and can be updated if anything changes. Each time an appointment is made, you'll need to upload a form of photo ID. This can be a passport, driving licence, National ID Card or birth certificate. This is so the clinician can verify your identity on the call. You'll also be asked for consent to share information with your GP so that your medical records are kept up to date. You don't need to agree but if you don't, it could restrict the sick note and prescription service. This service is provided by Spectrum.life.

## Non emergency medical appointments for your immediate family

**If you have a child under 16**, you'll need to make the appointment for them on Spark. Simply select "a child/young person (under 16)" when booking. The first time you book an appointment you'll have to complete the requested details (as outlined above) and then upload photo ID for every appointment booked on their behalf. If your child doesn't have any photo ID, you can upload a picture of their birth certificate. **Any immediate family members aged 16 or over**, can download the Spectrum.life app and register with their own email and your employer's organisation code. They can then create a password and set up their own account. They will need to complete the requested details (as described above) and upload a photo ID whenever they make an appointment.

# Online Physiotherapy Service

**Fast access when you need it** You and your immediate family (aged 16 and over) can have access to a qualified physiotherapist without the need for a GP referral. Immediate family includes spouse, partner, registered civil partner and children aged 16 to 21 in full time education and living in the same household. Appointments are available within two working days and can be conducted via telephone or video – whichever suits you best. Each session lasts for up to 30 minutes and this service is available from 8am to 8pm, Monday to Friday, excluding bank holidays.

## Personalised Care

After your appointment, your physiotherapist will provide you with self-managed exercises and access to digital resources tailored to your recovery. Your personalised treatment plan will be sent to you via a link in an email immediately after your consultation. If needed, the physiotherapist can also refer you to a specialist consultant. This service is provided by Spectrum.life.

## Booking an appointment

The first time you book an appointment on Spark, you'll be asked for some details such as your contact information, GP name, notable medical conditions and allergies. These details will only need to be entered once and can be updated if anything changes. Each time an appointment is made, you'll need to upload a form of photo ID. This can be a passport, driving licence, National ID Card or birth certificate. This is so the clinician can verify your identity on the call. Once you've entered your details, you'll be asked "What's the reason you're booking today". Select the "muscle, bones or joints" option and you'll have a list of physiotherapists to choose from.

## Immediate family appointments

Any immediate family aged 16 or above can also use this service and will need to set up their own account. They can download the Spectrum.life app and register with their own email and your employer's organisation code. They will then need to create a password and their account will be set up. The first time they make an appointment, they will need to complete the requested details as described in the "Booking an appointment" section and then upload photo ID whenever they make an appointment.

