



Aviva Digital GP

FAQs



Accessing Aviva Digital GP

What is Aviva Digital GP?

A personal GP service enabling you to get a video consultation with an NHS-registered private GP and receive NHS repeat prescriptions - all at the touch of a button.

The Aviva Digital GP smartphone app can be downloaded from the App Store or Google Play. Mobile data charges may apply. This service may be a non-contractual benefit that could be changed or withdrawn at any time. Please therefore check all of the relevant terms and conditions that apply and the privacy policy - these can be viewed in-app before you sign up.

The Aviva Digital GP service is powered by Square Health (SQH), and is available to residents of Great Britain, Northern Ireland, the Channel Islands and the Isle of Man, at home or abroad.

Who is Square Health (SQH)?

Square Health has been a medical expert for over 25 years, working with over 5,000 UK based doctors, who are all highly experienced and registered with the GMC (General Medical Council) and Care Quality Commission (CQC). All doctors available through SQH are members of the Royal College of General Practitioners and are registered with the General Medical Council (GMC).



Read the latest full report here.

More information about SQH can be found at www.squarehealth.com.

Can I use the Digital GP service when I'm away on holiday or working abroad?

If you are a resident of Great Britain, Northern Ireland, the Channel Islands or the Isle of Man, you can use the service abroad. If any medication is required, SQH will confirm within the consultation notes within the app the type of medication required for you. You will be able to show the consultation notes to a local pharmacist to help facilitate the relevant medication being provided. This will be treated as an advice note and the decision to dispense lies with the local pharmacist, SQH has no authority over this. It is possible you may need to see a local physician to have a local prescription issued.

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What healthcare services can I get through Aviva Digital GP?

Video appointments: you can book a video appointment with a GP. These appointments can provide you with a medical diagnosis, including advice on medical conditions or concerns, as well as a private prescription. Please note, all GPs available through the Aviva Digital GP service are working in a private capacity.

When registering with the app you will need to complete a Medical Profile. This will ensure that when you book a consultation, the GP has an understanding of your medical background. When booking future consultations, you will be given the option to update your Medical Profile if your medical circumstances have changed.

Private prescriptions: if required, following your appointment, GPs can provide a private prescription. Private prescriptions can be issued by GPs who are working in a private capacity (i.e. not for the NHS). If a private GP issues you with a private prescription, this cannot be fulfilled by the NHS and therefore the cost must be met by you. You will have the choice of collecting your medication from a pharmacy or via a home delivery service.

For prescriptions being issued when travelling abroad, please see page 2, 'Can I use the Digital GP service when I am away on holiday or working abroad?'

Referral letter: if further assessment or treatment is recommended, you will be provided with a referral letter for further UK based, private specialist care.

Fit notes: if you're off work sick for more than seven days, your employer will normally ask for a fit note (or Statement of Fitness for Work) from your GP or hospital doctor. If clinically appropriate, a fit note can be provided following your GP consultation. There is a charge of £15 for your fit note to be issued. Any fit note issued by a GP through the service will be a private fit note, however not all employers accept fit notes issued privately. You should therefore check with your employer before requesting one.

Repeat Prescriptions: Repeat prescriptions are used when your doctor wants to prescribe medicine that needs to be taken on an ongoing basis. The prescription is an instruction from your GP that says you can be issued this medication again in the future, without having to have an appointment.

Aviva Digital GP appointments aren't suitable when the following is required:

- Emergency treatment.
- Oral surgery.
- Referrals for cosmetic treatment.
- Physical examination.
- Vaccines.
- Management of long-term conditions or chronic illnesses.

Please refer to the Aviva Digital GP app for further Terms & Conditions.

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Video appointments

How do I book an appointment?

As soon as you've signed into the app, select 'Services', then 'GP Appointment'. You will be asked to consent to the terms and conditions and privacy policy related to using this service feature. You will then be prompted to provide details and you will then be able to choose your preferred appointment time and date. If you have seen a GP on the app within the last 6 months, you can select them as your 'preferred GP'.

Please provide any additional notes related to your symptoms, including any image attachments. The notes and attachments are not mandatory but will help your GP prepare for your consultation.

Both male and female GPs will be listed as those available within your specified time slot, enabling you to choose your GP by gender. You can view their personal bios first, to help you decide and then follow the steps to confirm your appointment. We recommend that you opt for a SMS text reminder service to remind you of the appointment 10 minutes prior to it starting.

You could have an appointment within as little as 30 minutes. Video consultations can be booked 24/7 and most are available on the same day. You may also book up to one week in advance to fit around your lifestyle.

How do I connect to the appointment?

Ensure that you are in an area with either a strong WiFi signal or 4G connection. The service operates best where either signal is stronger. Log into the app prior to your video consultation start time. If you have been inactive in the app for longer than 60 minutes, you will be required to sign in again. If you have requested a SMS reminder of your appointment, you will receive this 10 minutes prior to it starting.

Once you have signed into the application, you will be invited to join the consultation. This will start the video consultation with the GP. If your connection or signal strength is weak, the app will detect this prior to your call attempting connection and advise you to move to find a stronger signal. If you cannot connect to your GP by video or lose connection during the consultation due to a weak signal, you will be given the option to reconnect or for the GP to call back. Please note: your appointment slot with your selected GP will last for up to 15 minutes from the appointment start time. If your doctor feels you need more time to complete the assessment, they will advise you to book a further appointment. You can do this through the app after your initial appointment ends - simply select the same GP as your 'preferred GP' when selecting your next consultation time and date.

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Video appointments cont.

Can I choose a GP?

Subject to availability at your chosen appointment time, you will be offered both male and female GPs to choose from. You can also select to search for a GP you have seen previously through the app within the last 6 months in order to book again with them directly if they are available. You can also review GPs' bios and select a GP best suited to your needs based on their profile.

How long will my appointment last?

Your appointment slot with your selected GP will last for up to 15 minutes from the booked appointment start time.

Who will my appointment be with?

All GPs providing services on the Aviva Digital GP app are UK based and NHS registered but are operating in a private capacity. They are registered with the General Medical Council (GMC), hold appropriate insurance, have passed the entry exam for the Royal College of General Practitioners and are annually appraised within their NHS settings.

What do I do if I miss my appointment?

You must be logged into the Aviva Digital GP app in advance of your appointment taking place. At the time of booking, you have the option of setting an SMS reminder of your appointment 10 minutes before it is due to start. If you miss an appointment you can book another appointment at a different time. If you have an appointment allowance applied to your account, all booked appointments that are not cancelled at least 1 hour in advance will still be counted as part of your annual allowance.

What do I do if my appointment doesn't work?

If you are logged into the app it will check your WiFi signal is strong enough. If it's not, it will show a message on screen advising your signal is too weak to connect to your consultation and to try moving to find better connectivity.

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You can then click the 'retry' or 'call me' option.

Alternatively, you can get in touch with the SQH support team and they will be able to investigate this for you. You can contact them on **0333 023 2609** between **9am and 5pm Monday to Friday** or by email on **avivadigitalgp@squarehealth.com**.

Please confirm the date and time of your appointment when making contact with the support team. Calls may be monitored and/or recorded.

Can I cancel an appointment?

Should you wish to cancel your appointment, you can do this by logging into the app, clicking 'GP Appointment', 'Upcoming Appointment' then the 'Cancel Consultation' button. You must cancel at least 1 hour before the appointment is due to start otherwise it will still be counted as an appointment you have used.

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Registering your dependants

Can my partner or spouse use the service?

Any dependants over 16 who are also covered on your health insurance policy can set up their own account following the same steps as provided to you. Each adult account must register with their own unique email address.

Can my children use the service?

Yes. You can register dependants under 16, providing they reside at the same address as you. This includes time spent between you and another parent/legal guardian. You can do this by logging into the app, tapping the menu button and selecting 'My Family'. You can then tap 'Add Account' to create a new child account. Each adult account can add up to 10 dependants. If you need to exceed this, please contact the wellbeing team avivawellbeinghelp@aviva.com.

How do I book an appointment for my dependants?

To book, click on 'Services' and then choose which user you'd like to book an appointment for. Then follow the steps above for booking and connecting to your GP appointment. Please note, it's important that you are logged into your dependant's account (by switching user in your profile) before accepting the video consultation.

If you'd like more information, please contact Square Health, who provide a dedicated point of contact for Aviva Digital GP enquiries. You can call the Support Team on **0333 023 2609** between 9am and 5pm Monday to Friday. Calls may be monitored and/or recorded. Alternatively, you can contact them by email on avivadigitalgp@squarehealth.com.

Do I need to be present for my child to have a consultation?

The adult whose account the child is registered under will need to be present at the outset for ID validation but may not be required to stay for the entire video consultation with the GP.

How do I leave feedback on my GP consultation and the service?

After your GP appointment, you'll have the option to rate it. If you have any queries about the services that haven't been answered by these FAQs, the SQH Support Team are available on **0333 023 2609** between **9am and 5pm Monday to Friday**, or by email on avivadigitalgp@squarehealth.com. Calls may be monitored and/or recorded.

Can my immediate family members use this service if they aren't covered on my policy?

No, this service is for insured members only.

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Referrals and secondary care

How do I get a referral if further investigations or treatment are recommended by the GP?

If during a consultation the GP feels you require further investigation or treatment with a specialist, they'll issue you with a private open referral. This states the type of specialist and the sub-specialism required – but it doesn't name a specific specialist or hospital.

A copy of the signed document will be emailed to you within 8 hours, which you can then use for an onward referral into private specialist care.

If you don't have private medical insurance, you'll still be issued with an open referral if you wish, but you would be advised to visit your NHS GP to discuss a referral within the NHS.

How do I access the fit note for my employer, if the GP recommends one?

The fit note will be emailed to you and this will be separate to any payment request. Your email should be received within 8 hours.

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Private prescriptions

How do I view my prescription?

To view the details of any medication prescribed, log into the Aviva Digital GP app and select the 'Consultation History' icon.

How long does the process take?

All prescriptions are processed within 24 hours of your consultation finishing.

If I've been issued a private prescription, how do I receive my medication following my in-app video consultation?

You have the option to choose delivery of medication to your home, office or other nominated location, or you can choose to collect from your local pharmacy.

Will I have to pay for my prescription & medication?

You will pay the pharmacy directly for your medication upon collection and costs will vary depending on the pharmacy. If you choose to have medication delivered, a delivery charge will also apply. Payment will be taken online.

All GPs available through the Aviva Digital GP service are working in a private capacity. This means that private prescription charges will apply.

Collection from pharmacy

If you choose to collect your prescription from a pharmacy, you will pay the following:

- 1. Your private prescription:** This will be a flat fee of £10 - you will receive an email containing a link enabling you to make your payment online.
- 2. Your medication:** You will pay the pharmacy directly for the medication upon collection. The cost of this is set by the pharmacy.

Delivery of your medication

This will be a flat fee of £10. Guaranteed next day. A same day service is available within the M25 area at a cost of £35. All charges will be made clear before you are asked for payment.

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NHS repeat prescriptions

How do I set up my repeat prescription?

You can sign up for NHS repeat prescriptions within the new version of the Aviva Digital GP app. To access the NHS repeat prescription service, log into the Aviva Digital GP app, select the 'Services' icon and then 'Repeat Prescriptions' and confirm your details. Then follow the prompts accordingly.

Is this available in Scotland, Wales and Northern Ireland?

This service is available to residents of Scotland, Wales and Northern Ireland. However, as the service is provided by NHS England, NHS England rates will apply.

 More information on prescription charges including exemptions can be found [here](#).

Who is RX Live?

RX Live is Square Health's existing pharmacy provider, facilitating both on demand and repeat prescription services. RX Live are an established partner of the Square Health business and have full integration with the necessary NHS systems to manage seamless repeat prescriptions.

How long does the process take?

Once you have registered, RX Live will retrieve your prescription details by matching with the NHS core system. They will then send a request to your registered NHS GP to approve RX Live as your dispensing pharmacy. If your NHS GP has not responded within 48 hours, RX Live will inform you by email and make further contact with your NHS GP to try to gain a response.

How do I order my medication?

Once you have registered with the service and you have received a confirmation email advising that RX Live is now your nominated pharmacy, your medication will automatically be dispensed and processed for delivery according to the frequency and dates confirmed by your NHS GP.

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How much will my order cost?

RX Live will dispense your medication at the same cost you would normally pay on the NHS. All NHS England exemptions are accepted. Please note, NHS England rates will apply to those who live in Scotland, Wales and Northern Ireland. More information on prescription charges including exemptions can be found here:

 www.nhsbsa.nhs.uk/help-nhs-prescription-costs

Where can my medication be delivered?

You can choose free delivery to your home address, or another nominated UK location only.

What happens after I place my order?

Your repeat prescription order request will be sent to your NHS GP for approval, after which RX Live will process and dispense your medication.

How will my medication be delivered?

It will be sent via the Royal Mail 48 hour tracked service. You will be sent a tracking ID in your confirmation email which is sent upon dispatch of the items. We recommend that you use your tracking ID to ensure you have selected a safe place to leave the package if it might be too big for your letterbox and nobody will be home to take collection.

If you are not available to take delivery, the package does not fit in the letterbox, and no safe place is advised, the package will be returned to the pharmacy. RX Live will receive a notification to advise of any unsuccessful delivery, and will contact you to rearrange your delivery.

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Your data and security

Do I have to enter all of my personal details on the app?

Yes, a prescription, referral or fit note can't be issued without your name, home address, date of birth, accessible email address and contact phone number. These details need to be provided upon registration.

For clinical safeguarding and to enhance your consultation experience, you will be required to complete a Medical Profile in-app. This includes details on current medication, existing conditions and co-morbidities as well as your registered NHS GP. Whilst data you provide will be used only for the purpose of consultations, there is a 'Prefer not to say' option available.

Is my personal data secure?

Yes, all details are fully encrypted and stored electronically. Details are held in line with the Information Governance Alliance recommendations after an account has closed, in line with requirements for medical data protection. The personal data that you provide and that's stored from previous appointments can only be accessed by authorised SQH staff. SQH won't share any of your medical information with Aviva, your employer, or any other third party, unless you provide consent for them to do so. The GP will only share your medical notes with your NHS GP for the purpose of continuity of care, if you give express permission for them to do so.

Where is my data being held and who has access to it?

To read more information about how SQH use your data, please read:

 [the Privacy Policy.](#)

How can I verify that my data is securely held?

All consultations are recorded and fully encrypted. All confidential information is stored and communicated securely using industry leading, AES 256 end-to-end encryption. All access is controlled and audited via SQH's internal systems.

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Your data and security cont.

How is my financial data stored?

SQH do not store any patient's financial information. All payments in-app are made securely through a tertiary payment provider.

Who has access to my medical data?

Only authorised individuals at SQH have access to your medical information, which is determined by role and necessity. The SQH GP can access your medical data which has been input to the app during a consultation. You can also access your own medical information which you have put into the app. Authorised SQH employees can access your medical data in line with audit requirements. This is a controlled process and systems are password protected with limited employees having access.

Where is my health data stored?

Your health data is stored on secure AWS servers, within the European Union.

Is my health data shared with the NHS?

Your health consultation record will be shared with you directly giving you the opportunity to share this with your NHS GP or any other clinician you wish to.

I want you to send me the data you hold on me.

How do I do this and what is the format I will receive it in?

To request the data that SQH hold on you please email avivadigitalgp@squarehealth.com. You will then be sent an online request form to complete. Your request will usually be processed within 7 days and will be sent to you in 30 days. Data is supplied in PDF format, where appropriate.

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Is my appointment recorded?

Yes. All video appointments within the Aviva Digital GP app are recorded and stored securely with full end-to-end encryption. SQH record appointments for auditing and monitoring purposes to ensure we continue to provide access to the best possible care.

Can I request a copy of my recorded appointment?

Yes, however you can only request copies of your own appointment recordings or those of the child/children under the age of 16 to whom you are a parent or guardian.

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Other useful information

My app isn't working, how do I get help and support with this?

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