

What is Aviva Digital GP?

A personal GP service enabling you to get a video consultation with a GP and pharmacy service at the touch of a button. The Aviva Digital GP service is provided by Aviva in collaboration with Now Healthcare Group (NHG).

Please note, Aviva Digital GP is available to residents of Great Britain and Northern Ireland at home or abroad. Residents of the Channel Islands or the Isle of Man are not eligible for this service.

How do I register for Aviva Digital GP?

To start using the service, download the Aviva Digital GP app. You can do this for free from the App Store or Google Play (mobile data charges may apply).

Then follow these five simple steps:

1. Open the app and choose how to sign in by selecting 'Other'.
2. On the next page select 'Sign Up' to register your details.
3. You'll then need to upload your photo and provide some personal details.
4. Activate the service using access code:
5. Accept the in-app terms and conditions and you're ready to go.

What healthcare services can I get through Aviva Digital GP?

- Video consultation with an NHS registered GP, providing you with a professional medical diagnosis or advice for peace of mind – including advice on pre-existing conditions.
- Electronic prescriptions.
- NHS repeat prescription ordering.
- A referral letter for further UK based specialist care, if further assessment or treatment is recommended.
- 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. Fit notes are sometimes referred to as medical statements or a doctor's note.
- Self-test kits, with the ability to book a video consultation with a GP to provide you with a further explanation of your test results.

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

- Emergency treatment.
- Physical examination.

- Oral surgery.
- Referrals for cosmetic treatment.
- Lifestyle advice.

Aviva Digital GP also can't provide vaccines. Please refer to the Aviva Digital GP app for further Terms & Conditions.

Who are Now Healthcare Group (NHG)?

Now Healthcare Group is operating under strict regulation by the GMC and Care Quality Commission (CQC). All doctors available through NHG are members of the Royal College of General Practitioners and are registered with the General Medical Council (GMC). Read the latest full report at: [cqc.org.uk/location/1-2500498725](https://www.cqc.org.uk/location/1-2500498725).

More information about NHG can be found at [nowhealthcaregroup.com](https://www.nowhealthcaregroup.com)

Using the Aviva Digital GP service

How do I book an appointment?

As soon as you've signed into the app you can go to 'Appointment'. This will show you the next available appointments and allow you to filter for GPs based on your preference.

You could have an appointment within as little as 15 minutes. Appointments can be booked 24/7 and most are available on the same day – all are guaranteed within 48 hours. You may also book up to one week in advance to fit around your lifestyle.

When booking a GP appointment, can I select a GP from my home country?

You will be unable to select a GP from a specific country. The good news is you will be able to choose your GP by gender and from a range of languages.

How long will my appointment last?

Your appointment slot with your selected GP will last for up to 8 minutes from the booked appointment start time. If the GP feels you need more time to complete the assessment, they'll advise you to book an additional appointment. If you require more time with the GP you can book a further appointment through the app after your appointment ends and select the same GP at their next available slot.

What can I use the chat function for?

You can use the chat function to:

- Ask NHS registered GPs for advice without booking a consultation.
- Ask Now Pharmacy medication related questions.
- Chat to NHG support team for help using the app.

The GP will respond within 24 hours. If you require a quicker response, we would recommend that you book a video consultation appointment.

Are the GPs or pharmacy on the chat function able to provide prescriptions and referrals?

No. You'll need to book a video appointment with a GP to request the prescription or referral letter through the app.

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 an open referral. An open referral states the type of specialist and the sub-specialism required – but it doesn't name a specific specialist or hospital.

The referral will be sent directly to the referral section of your app, you will then be able to request this from Now Healthcare Group. A copy of the signed document will be emailed to you for you to provide to Aviva to progress with your claim.

If you don't have private medical insurance, you'll still be issued with an open referral, if you wish, and 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 sent directly to the fit notes section of your app, you'll then see in-app options on how to receive this.

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

The prescription will be sent through to your app. You then have the option to choose delivery to your home, office or other nominated location, or you can 'click and collect' from a local pharmacy.

Will I have to pay for my prescription & medication?

All prescriptions issued through a video consultation via Aviva Digital GP are private prescriptions and can be viewed in the app.

Costs are set out as follows:

1. Provision of a prescription
2. Cost of your medication
3. Delivery charge (if applicable)

In most instances only two of the above charges will apply, depending on which collection or delivery option you choose.

A prescription is an instruction, written by a medical practitioner, which authorises a patient to be issued with medicine or treatment. Private prescriptions issued by Now Healthcare Group on Aviva Digital GP are chargeable.

Medication charges are made by the dispensing pharmacy and vary according to the medication required.

Delivery charges vary and are clearly displayed within the app.

All prescriptions issued from video appointments through Aviva Digital GP are private prescriptions and can be viewed in the app within 4 hours of your consultation finishing.

When you opt for your medication to be delivered your private prescription is free (you only pay for the medication and the delivery costs). If you opt for 'click and collect' a prescription charge will apply, you will be able to see this in app, you will then pay the dispensing pharmacy for your medication upon collection.

All payments in Aviva Digital GP can be made securely in app. Now Healthcare Group use a tertiary payment provider and don't store any of your payment details.

You aren't obliged to accept NHG private prescriptions. Prescriptions will remain active on the user's account for 28 days (this is in line with NHS standards).

I am based in Scotland, Wales or Northern Ireland. Will I have to pay for my prescription and medication issued through the app?

NHG GPs are working in a private capacity. This means the private prescription charges documented above will apply.

Can I get NHS repeat prescriptions?

NHG own Now Pharmacy, an NHS accredited pharmacy, meaning NHG can fulfil NHS repeat prescriptions. You'll be able to sign up to this feature and request your repeat NHS medications in app. Once nominated Now Pharmacy will contact your NHS GP and ask them to raise the NHS repeat prescription. Once raised, Now Pharmacy will dispense at the same cost you would normally pay (exemptions apply, if you have one) and deliver for free. You'll also receive an in app reminder to alert/remind you to request your next lot of medication.

I am based in Scotland, Wales or Northern Ireland. Can I use the NHS repeat prescription service?

You can choose to have NHG fulfill your current or new NHS prescription instead of your local pharmacy. As Now Pharmacy is registered with NHS England, NHS England charges will apply. This means, for customers based in Scotland, Wales and Northern Ireland, you will have to pay the NHS England rates in order to use this service.

What about medication adherence?

Once you've signed up for the NHS repeat prescription service and your medication has been dispensed, you can customise reminders for each of your NHS repeat medicines. This assists you to take your medicines at the advised time.

Once you've set up reminders you can also opt to set up a family member alert. If you set this up and you mark your medication as not taken or missed, when prompted by the reminder, it will notify your chosen family member that your medicine has not been taken.

What is EPS?

EPS is the NHS's Electronic Prescription Service. It allows GPs to send your prescriptions electronically to your chosen pharmacy. The NHS have estimated EPS has saved them £130 million over the last 3 years. You can find more information on EPS [here](#).

What is the Summary Care Record?

The Summary Care Record (or SCR) is an electronic record of important patient information, created from GP medical records. It can be seen and used by authorised staff in other areas of the health and care system involved in the patient's direct care. Now Healthcare Group need access to your SCR to enable NHS repeat prescriptions to our app. Once enabled, you can order them directly through the app, rather than having to go to your GP.

What happens after I register?

Once you have registered, Now Healthcare Group will retrieve your repeat prescription details and upload them into the app. You will then be able to order your medications using your phone or tablet.

This process usually takes less than two days but at peak periods of demand can take up to a week. If your medications are due within the next seven days please contact NHG directly at pharmacy@nowhealthcaregroup.com

How long after registering before I can order my repeat prescription?

The process of uploading your medications to the app usually takes less than two days but at peak periods of demand can take up to a week. If your medications are due within the next seven days, please contact us directly at pharmacy@nowhealthcaregroup.com

How do I order using the app?

You need to log in using the details and password you entered during the registration process. Please then tap on the "NHS Repeat Prescriptions" button and you will be taken to the ordering screen containing your repeat medications.

How long before my medication is due should I order it on the app?

The ideal time to order is 7-8 days before the medication is due. Any earlier than this and your GP may not sign off your prescriptions as it is too soon after your last instalment.

Not all my medications have been loaded on the app, what should I do?

We are only able to upload medicines that your GP has marked as for repeat prescription. You may have other items that you have regularly but are not designated as repeat. These will not be automatically uploaded to the app.

If you believe that you should have other medications on the app, please contact NHG directly at support@nowhealthcaregroup.com or through the app's chat function and a member of the support team will be delighted to help.

I am exempt from paying for prescriptions; how should I tell you about this?

We will ask you for your exemption status during the registration process. You can also confirm your exemption when you order your medications using the app.

I have to pay for my prescriptions. How do you take payment?

If you order using the app you will be able to pay using credit or debit card. If you order another way (such as direct with the pharmacy) we will email or text you a payment link.

What happens after I order?

Every EPS repeat prescription request must be approved by your GP before NHG can process it and dispense your items. You do not need to do anything about this. We handle this communication and send your prescriptions to the GP on your behalf.

In the vast majority of cases, the prescription is signed off by the GP within 48 hours and your medicines can be delivered shortly after. In some cases, however, the GP does not sign off the prescriptions within this timescale. If this happens, we will chase the GP on your behalf. We may need to contact you to discuss your individual case.

What if my GP doesn't use EPS?

If your GP does not use EPS it may be more difficult to fulfil your order. Please contact NHG on support@nowhealthcaregroup.com to discuss.

What if my GP doesn't allow pharmacies to order on my behalf?

Under NHS England rules, every patient has the right to choose which pharmacy will dispense their medication. If you have ordered using the app, you are exercising your right to have Now Healthcare Group deliver your medications. If your GP is preventing this, they may be in breach of the NHS regulations. You should firstly contact your GP to re-state that it is your patient preference that you use Aviva Digital GP and Now Pharmacy and they should not be preventing this. You should also contact NHG at support@nowhealthcare.com and they will assist you in the communications with the GP.

How do I set up reminders to order my medication?

To do this, please log into the app and select "Manage Medication". You can then follow the instructions to set up reminders.

How will you get my medications to me?

Medications are delivered using the Royal Mail 48 hour tracked service.

How long does it take from ordering my prescription to receiving the medication?

This is dependent on when your GP signs off the prescription request but typically five working days from time of ordering.

Can I choose a delivery time?

Unfortunately, due to the nature of Royal Mail's service, we cannot guarantee a specific delivery slot.

What happens if I am not in when the delivery arrives?

If the package fits through your letterbox the order will be delivered so it is waiting for you upon your return. If it will not fit through the letterbox, unless otherwise instructed it will be returned to the nearest Royal Mail sorting office for collection.

Can you leave the delivery with a neighbour?

Due to patient protection guidelines, packages cannot be left with a neighbour, unless you have given instructions to do so. If you would like the package to be left with a neighbour, please contact NHG at support@nowhealthcare.com to arrange.

Can you deliver to my work address?

Yes. When you make your order using the app you can specify which address you would like the delivery to be sent to.

Is delivery free?

Yes, there is no delivery charge for using the NHS repeat prescription services within Aviva Digital GP.

Not all my items have been delivered. What should I do?

If not all your items have been delivered, it is likely that the GP has not signed certain items off. This may be for a number of reasons. Usually, it's too soon since your last instalment of medicines, the GP would like to review the prescription with you directly, or the prescribed course has expired. If this happens, we will continue to chase outstanding items on your behalf but we may be in touch to direct you on any actions that you need to take.

How do I nominate Now Pharmacy as my pharmacy of choice?

By registering with the NHS repeat prescription services within Aviva Digital GP app you are automatically nominating Now Pharmacy as your pharmacy of choice to dispense any EPS prescriptions.

What if I change my mind and want another pharmacy to dispense my medications?

Now Pharmacy are not able to change your nominated pharmacy. If you would like another pharmacy to dispense your prescriptions you will need to get them, or your GP, to change your nomination. Until this change has taken place Now Pharmacy will continue to dispense and deliver any EPS prescriptions that are sent to NHG on your behalf.

Can my GP or previous pharmacist tell me which pharmacy to use?

No. Under NHS England rules, every patient has the right to choose which pharmacy will dispense their medication without direction from GPs or pharmacists. If your GP or pharmacist attempts to influence you, they may be guilty of breaching the NHSE Pharmacy Direction rules. You should re-state that your preference as a patient is to use Aviva Digital GP and Now Pharmacy to dispense your medication and contact NHG at support@nowhealthcaregroup.com so they can support you in this matter.

For how long will you remain my nominated pharmacy?

Now Pharmacy will remain your nominated pharmacy until you actively transfer your nomination to somewhere else.

What happens if my GP gives me a paper prescription?

If you have a paper prescription you should ask your surgery to recreate it as an EPS one and send it to us. Alternatively, the surgery can fax a copy of it to NHG and also place it in the post to Now Pharmacy, Unit 15 & 16, Mill Lane Trade Park, Liverpool, L13 4BF

I want to buy a self-test kit, how can I do this?

Certain medical tests can be done simply from the comfort of your own home, rather than having to make a trip to the GP or hospital. You can buy a selection of test-kits for different conditions on the app. The test-kit is sent to your home – some will provide you with an immediate result, while others will require you to send a sample in the post for further assessment. Results are communicated to you directly. You can also book an in-app video consultation with a GP to discuss further.

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

If you're a UK resident, you can use the service abroad. If a prescription is issued overseas this will be a cross-border prescription. A cross-border prescription will be sent to you in the app. It'll be for a generic medication. You'll have the option to have a prescription link emailed to you - this is a secure link and will enable you to print the prescription. You can then take this into a local pharmacy. The decision to dispense lies with the local pharmacist, NHG has no authority over this. Within an EEA country the cross-border prescription should be accepted, outside an EEA country it can be used as an advice note.

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

After your GP appointment, you'll have the option to rate it and provide comments. You'll also be emailed a link to a satisfaction survey. Alternatively, if you've any queries about the service that aren't answered by these FAQs, the Support Team is available via the in app chat, at support@nowhealthcaregroup.com or on 0808 301 8067 between 8am-8pm, 7 days a week. Calls may be monitored and/or recorded.

Confidentiality and my personal data

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

Yes, a prescription, referral or fit note can't be issued legally without your name, home address, date of birth, accessible email address and contact phone number. We request that you also provide your NHS GP details so your medical notes can be forwarded to them to ensure continuity of care, but this isn't mandatory.

Are my personal details 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 Now Healthcare Group staff. NHG won't share any of your personally identifiable data to Aviva Group, your employer, or any other third party. 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.

Can my NHS GP see notes of consultations I have through the service?

Continuity of care is extremely important and sharing your medical information with your NHS GP constitutes good medical practice and enables your GP to have a full medical history. After each consultation you will see a consent box asking if you wish your notes to be shared. Please complete your NHS GP details in your account to ensure this is possible.

What happens if I don't consent to my appointment notes being shared with my NHS GP?

Your notes won't be shared unless you consent. Patient confidentiality laws apply as standard for all clinical practitioners. The clinician only has the legal right to breach confidentiality in cases where the individual is deemed to be at imminent risk of harming themselves or others.

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

All data is held securely on Now Healthcare Group's system within the EEA. To read more information about how they use your data, please read the Privacy Policy.

How can I verify 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 NHG's internal systems.

How is my Financial Data stored?

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

Where is my health data stored?

Health data is stored by Now Healthcare Group securely within the EEA. A world class leading platform that meets a broad set of international and industry-specific compliance standards, such as ISO 27001, HIPAA, FedRAMP, SOC 1 and SOC 2

Is my health data shared with the NHS?

After each Aviva Digital GP consultation, if you give explicit consent, medical notes are securely sent to your NHS GP.

Who has access to my medical data?

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

I want you to send me the data you hold on me. How do I do this and what is the format?

To request the data that Now Healthcare Group hold on you please email dpo@nowhealthcaregroup.com. You will then be sent an online request form to complete. Your request will be processed within 7 days. Data is supplied in excel format.

Other useful information

What do I do if I miss my appointment?

You'll receive a notification reminding you of your appointment 10 minutes before it's due to take place (make sure you are logged into the app in advance). If you miss your appointment you can book another for a later time. If you miss an appointment it'll be counted as one of your provided appointments.

Can I cancel an appointment?

Should you wish to cancel an appointment please call the NHG Support Team on 0808 301 8067 a minimum of 3 hours before it is due to begin to request cancellation. The support helpline is available between 8am and 8pm, 7 days a week. Calls may be monitored and/or recorded. Cancellation of appointments cannot always be guaranteed.

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

Yes, you can add dependants who are age 16 and under onto your account and book appointments for them. They must be accompanied by you as their legal guardian.

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

Now Healthcare Group provide a dedicated point of contact for Aviva Digital GP enquiries. You can call the Support Team on 0808 301 8067 between 8am-8pm, 7 days a week. Calls may be monitored and/or recorded. Alternatively, you can contact them by email on support@nowhealthcaregroup.com or by using the in app support chat functionality.

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