

Telephone-Based GP Helpline

24/7 access to professional medical guidance for your people

The Telephone-Based GP Helpline is a virtual medical support service that gives employees and their families unlimited access to qualified general practitioners (GPs) day or night.

Available 24 hours a day, 7 days a week, 365 days a year, this service offers practical health advice, reassurance and clinical insight when it's needed most. It's designed to complement other wellbeing services, such as an Employee Assistance Programme (EAP), by providing direct access to medical expertise outside the usual working day.

What it is

This helpline connects users quickly and confidentially with practising doctors by phone or video. Whether an employee needs immediate reassurance, a clinical opinion about a health concern, or guidance on next steps, the service provides professional support without the delays often experienced in traditional primary care pathways.



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Core features

- **Unlimited GP access:** speak to a qualified doctor as often as needed, without counting sessions.
- **24/7 telephone availability:** support any time, in the middle of the night or at weekends.
- **Video consultations:** offering a more interactive option for health discussions, typically available throughout daytime and evening hours.
- **Private prescriptions and referrals:** when appropriate, GPs can organise prescriptions and open referrals for further investigations or treatment.
- **Language support:** translation services in over 200 languages help ensure clear communication.
- **Confidential and secure:** consultations take place in a professional, private setting with secure PIN access for peace of mind.

Who it supports

The service is available to all eligible employees and typically their immediate household members. It's particularly helpful for people with busy schedules, those working remotely or internationally, or anyone seeking medical insight outside normal GP surgery hours. Consultations can be chosen by time, communication method (call or video), and even doctor gender preference, making the experience more personalised and accessible.

How it works

Employees access the helpline through a secure process using their organisation's dedicated login or number. A customer service team supports appointment bookings, while the GPs handle the clinical consultations themselves. Users can choose how and when they talk to a GP, whether by voice call or video session, and can request preferences such as the gender of the doctor.

Why it matters

Accessing reliable medical advice quickly can reduce uncertainty, improve confidence in health decisions and help people take appropriate action sooner. In an employment context, this service can reduce the stress associated with health worries, support wellbeing strategies, and help organisations demonstrate a thoughtful approach to employee care. By making GP expertise accessible virtually and without limits on consultations, the helpline bridges gaps in traditional primary care and helps people stay informed and supported.

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