

Virtual GP services with GP24



Helping you to feel in control

When life gets busy, it's important individuals have the support they need, when they need it. Whether it's during working hours, or the middle of the night, having access to medical advice and support in the moment is invaluable. And we know they don't just worry about themselves, but their closest family too. That's why we provide unlimited access to individuals and their family.

24/7, unlimited access to GPs with GP24

Delivered through HealthHero, all MetLife Group Life and Group Income Protection policies covering up to 1,000 employees have access to the virtual GP service – GP24. GP24 is available 24 hours a day, 365 days a year, providing unlimited advice, reassurance and where appropriate, diagnosis from wherever they are in the world.

The dedicated Customer Service team are on hand, 24/7 day and night to book consultations, organise prescriptions and referral letters. Individuals can choose a time and day that suits them, whether to have a video or phone appointment, and to speak to a male or female doctor if they have a preference. They can also book online in minutes using the web app.

Private prescriptions, open referrals & fit notes

Where necessary GPs can issue a private prescription for collection from a pharmacy or delivered to any UK address. If an NHS practising doctor considers symptoms require further investigation or treatment, a doctor can issue an open private referral letter to enable access to continued treatment. If it is clinically appropriate, GPs can also issue private fit notes.

Second Medical Opinion – for greater peace of mind

Being diagnosed with a serious condition can be confusing and stressful. If an individual has been diagnosed with a condition but would like a second opinion on the diagnosis or treatment, we can organise face-to-face, telephone or video consultations with a specialist consultant.

The Second Medical Opinion service provides a patient with access to an experienced specialist with relevant experience in the appropriate specialty to offer greater peace of mind and an opportunity to ask unanswered questions around treatment and alternative options available.

Introducing HealthHero

Built on the foundation of proven healthcare companies, HealthHero is the largest digital-first healthcare provider in Europe - supporting 35m individual lives, and the preferred partner for over 1000 businesses.



#01 Largest digital-first healthcare provider in Europe



24/7 support, 365 days a year



200+ languages available

Find out more

To find out more about putting a comprehensive Group Life solution in place, so employers can help employees and their family all year round, contact your MetLife Account Manager or Group Risk Adviser today.

Important information

- 1. Pregnancy** - Services cannot be provided to women who confirm (upon being asked) that they are or may be pregnant, even if the health concern does not directly relate to the pregnancy. In the event that HealthHero considers that it can provide such services, it shall notify the Customer and the services shall be included as Services from the date of such notification.
- 2. Second Medical Opinion** – Individuals are entitled to use the Second Medical Opinion Services no more than twice per annum.
- 3.** Services do not form part of the insurance policy and can be amended and/or withdrawn at any time. Insurance premiums are unaffected by the provision of these services and there will be no difference in the cost of the premiums should a client decide not to take up these services.

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