

GP24

with all individual protection policies



Giving you control over your daily life

When life gets busy, its important people can access the medical support and advice they need when they really need it, and in a way that's convenient for them. Whether that's during working hours or in the middle of the night, we know people don't just worry about themselves, but their family too. That's why all our individual protection policies feature unlimited access for policyholders, and their families, to GP24.

24/7, unlimited access to GPs, every day of the year

In partnership with Health Hero, GP24 is available 24 hours a day, every day of the year, and can provide unlimited advice, reassurance – and where appropriate – medical diagnosis anywhere in the world. It's also available in more than 200 languages.

A dedicated customer service team is on hand day and night to book consultations, organise prescriptions, and write referral letters. Customers can choose the best time and day for an appointment, whether to have a video or phone consultation, as well as whether to speak to a male or female doctor. And it's easy to book online in minutes using the web app.

Private prescriptions, open referrals, and fit notes

Where necessary, GPs can issue private prescriptions for collection from a pharmacy or delivered to a UK address. If an NHS practising doctor considers symptoms to require further investigation or treatment, the doctor can issue an open private referral letter for continued treatment. If it's 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 stressful and worrying. If someone has been diagnosed with a condition but would like a second opinion on the diagnosis or treatment of the condition, GP24 can be used to 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 to provide peace of mind, better understanding of the condition, as well as an opportunity to ask the many questions someone might have around treatment, and alternative options available.

In partnership with HealthHero

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



**24/7 support,
365 days a year**



**#01 Largest digital-
first healthcare
provider in Europe**



**200+ languages
available**

Find out more

To find out more about GP24 or MetLife protection policies, speak to our protection team today on **0800 917 0100**, or email us at protection@metlife.com

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.

protection@metlife.com

[metlife.co.uk/protection](https://www.metlife.co.uk/protection)

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