



making a healthy difference

# FITNESS & WELLBEING

# GP TELEPHONE CONSULTATION

Have you ever struggled to see the Doctor when you were most in need? Or perhaps you feel that your particular symptom isn't quite serious enough or feel a little embarrassed to see the Doctor in person? Well, your employer has opted for you and your resident family to enjoy convenient and speedy access to completely confidential telephone consultations with a qualified practising GP, 24 hours a day - everyday.

## **Diagnosis and advice over the phone**

Because the consultation is carried out by a fully qualified GP, who will take into account your personal medical history, the Doctor will in many cases be able to provide a diagnosis of your symptoms and recommend an appropriate course of action. With your consent a report of the telephone consultation can be forwarded to your GP within 2 working days, if required.

The GP can discuss all areas relating to health from surgical procedures, diseases, injuries and prescription medicines to new treatments, foreign travel, exercise and nutrition.

Many callers are able to obtain a diagnosis and reassurance so that they don't need to seek further medical advice.



### How does it work?

You can arrange a telephone consultation in three easy steps even if you are overseas!

1. Call the GP Telephone Consultation service on **08456 123 861\*** from the UK, Channel Islands or Isle of Man or if calling from overseas on **44 (0) 118 936 5633\***.

Firstly, you will speak with an experienced and friendly healthcare operator who will ask for the policyholder's Westfield account number and some preliminary information regarding the nature of your enquiry. The operator will arrange a time, convenient to you, for the GP to call you back.

2. The GP will call you back, even if you are temporarily outside of the UK, Channel Islands or Isle of Man. You will only pay the cost of the initial telephone call to book the consultation\*\*.
3. Sit back and recover. A worry off your mind!

There's no limit to the duration of the telephone consultation or number of times that you can use the service.

This is not an emergency service. The GP Telephone Consultation service is not intended to replace the personal care offered by your Doctor and cannot be used to obtain a referral for treatment that can be claimed under the plan.

- \* For your protection calls will be recorded. Please be assured that all consultations remain confidential.
- \*\* Your network provider may charge for a call received to your mobile telephone while you are outside the UK.

The GP Telephone Consultation service is only available as part of your corporate paid cover and is provided on behalf of Westfield Health by Medical Solutions UK Ltd.



# GET FIT FOR LESS! HEALTH CLUB CONCESSION

We've opened the doors to a national network of health and fitness clubs who will offer you membership at a concessionary rate. Helping you to get fit for less!

By constantly updating the offers available, we aim to find you some of the best health club membership deals in your area. Even if there are presently no health clubs listed within 15 miles of your home or workplace able to offer you a special deal, the service will endeavour to locate a club willing to participate in the scheme.

## How do I access this service?

1. For information on the range of health club deals currently available log on to [www.westfieldhealth.com](http://www.westfieldhealth.com), go to the My Westfield section and follow the instructions on the screen. Or call us on **0845 123 5327** (available 9am-5.30pm, Monday to Friday, except public holidays).

2. Select your preferred deal and we will email you, the policyholder, a voucher that contains all the necessary information for you to present to your chosen health club. If you decide to register by telephone, the voucher will be posted to you.

3. Get out your trainers and track-suit and get ready to enjoy a healthier new you!

This service is only available as part of your corporate paid cover and is provided on behalf of Westfield Health by roadtohealth Ltd., PO Box 2877, Eastbourne, East Sussex BN22 0WD.

## DID YOU KNOW?

Exercise helps to...

- Prevent heart disease, as well as reduce the severity of existing heart disease
- Reduce blood pressure
- Improve cholesterol levels
- Reduce inflammation, which is linked to health problems
- Reduce stress and depression
- Prevent cancer, diabetes, obesity and osteoporosis
- Retain your strength, balance and flexibility as you get older

Remember, always consult your Doctor before undertaking a new exercise routine.

## A-Z HEALTH WEBSITE

You and your resident family can access a wide range of health information. Simply log on to [www.westfieldhealth.com](http://www.westfieldhealth.com) where you can browse through our essential guide to everything you need to know about your health including an A-Z of medical conditions, first aid, diet and nutrition, health while travelling abroad and much more. We even publish the latest health news to keep you up to date on any health warnings and developments.

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