



## NEW DOC ON THE BLOCK



### Important changes to Aviva Digital GP

From the end of May 2020 we're making some changes to our Aviva Digital GP app that we'd like to share with you. It's part of the range of added-value wellbeing services from Aviva and continues to support eligible employees with unlimited video consultations with NHS-registered private GPs for themselves and eligible dependants.

In these challenging times the app has become more relevant than ever. Here's a summary of what's happening:

#### We're changing providers

As a major health insurer we regularly review our service providers and are pleased to advise that Square Health will be powering the new Aviva Digital GP service. Square Health is part of a wider healthcare group providing expert medical services for over 25 years and working with over 5,000 UK based doctors

The terms and conditions for this value added benefit have changed to reflect the new version of the Aviva Digital GP app and the change in provider. **You will need to review the new terms and conditions and ensure you remain comfortable to receive the service.** Revised terms and conditions for [Aviva Digital GP](#) only and combined [Aviva Digital GP and Aviva Wellbeing](#) are here.

#### How this will be communicated to your employees

We'll also be contacting each of your employees about the changes and to let them know what they need to do to download or update to the new app – you can see an example of the email below.

If you have an intranet site hosting any of our Aviva Digital GP material, this will need replacing at the point we go live. Plus, you'll need to replace any onsite registration materials, such as posters and flyers you use in your offices. Below you can access these items.

Content	Link
Intranet Copy	<a href="#">Download</a>
Poster 1	<a href="#">Download</a>
Poster 2	<a href="#">Download</a>
Employee Email	<a href="#">Download</a>
Registration flyer	<a href="#">Download</a>

### Aviva Digital GP changes

Aviva Digital GP will continue to support your employees with the main features you have come to expect but, like many apps, nothing stands still for long. Here's a brief summary of the service changes:

Enhancements	Other changes
<b>Video consultations:</b> time for consultations has almost doubled, from eight to 15 minutes. Video consultations are now available 24/7, instead of between 7am and 11pm	The pharmacy, nurse or GP chat functionality has been removed
<b>Tech boost:</b> there's a real-time signal strength locator to improve connectivity	Medication reminders are no longer available
<b>App storage:</b> consultation advice and history are now stored in app	Monitoring and self-testing kits (which were an additional charge) are no longer available
<b>Geographical coverage:</b> includes cover for residents of the Channel Islands and the Isle of Man	Private prescription charge is now £10 Next day delivery is now £10 Same day delivery in central London is now £35 Cost of a fit note is now £15

If you want further information, full detail on the changes or have any other questions please read our helpful FAQs document:

[Aviva Digital GP FAQs](#)

We are delighted to launch the new Aviva Digital GP app as it is a valuable part of your businesses health and wellbeing cover.

If there's anything more you'd like to know about the new service, please get in touch with your usual Aviva Account Manager or contact the Aviva Wellbeing Support Team on [avivawellbeinghelp@aviva.com](mailto:avivawellbeinghelp@aviva.com)

Kind regards

Nick Reynolds  
Health and Wellbeing Sales Director

### Guidelines during COVID-19 pandemic

**Our guidelines to end users:** During this uncertain time, please use Aviva Digital GP as usual for non-COVID-19 related illnesses or questions. We are here to help, particularly when it maybe harder to get into your usual primary care practice, or you may be self-isolating and unable to go out. If you have any symptoms or questions regarding COVID-19, please follow the latest NHS guidance detailed at [nhs.uk/coronavirus](https://nhs.uk/coronavirus).

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