

# Second Medical Opinion



Being diagnosed with an illness or condition can be stressful and worrying. The Second Medical Opinion service is here to help provide peace of mind, by helping you to make informed decisions about your diagnosis and care.

This service is available to you and your immediate family\* if you have received a medical diagnosis. It offers access to a UK based specialist consultant who can provide a second medical opinion on a diagnosis or treatment plan.

\*Immediate family includes spouse, partner, registered civil partner, and children from birth up to 21 years old in full-time education living in the same household.

## How it works:

- 1 Call the dedicated helpline on **0808 168712** and speak to the team who will explain the process
- 2 Nurse consultation - a nurse will contact you within 2 working days to learn about your condition and then set up an appointment with a specialist consultant.
- 3 Attend appointment with the specialist consultant - this can be face to face or virtual, whichever format suits you
- 4 Receive a written medical report shared with you and your GP.
- 5 Follow-up support: you can book an appointment with a nurse for advice on the second medical opinion and for ongoing support and assistance.

This service is available Monday to Friday, from 9am to 5pm. You and your immediate family can have up to two Second Medical Opinions per household per year.

Please note that the consultation with the medical specialist is free of charge. However, costs such as travelling expenses, additional tests or ongoing treatment are not covered. The second medical opinion service is not available for a mental health related diagnosis. This service is provided by Spectrum.life.

### Alternative formats

If you would like this translated or have a copy in an alternative format such as large print, braille or audio please [email us](#) or call us on **0345 026 0094**. Lines are open from 9am to 5pm, Monday to Friday. We may record and monitor calls. Call charges will vary. BH4303 06/25

