

Virtual GP and Advanced Nurse Practitioner Service



We all know getting an immediate appointment with your GP can be difficult and frustrating. This is where our virtual **GP and Advanced Nurse Practitioner** (ANP) service can help. ANPs are registered nurses who have completed advanced education and training, typically at a master's degree level, and can provide a higher level of expert clinical care. Our Virtual GP and ANP service is available 24/7, so you can always arrange an appointment at any time you need to. Whether it's a video call or a phone chat, you can book a 15-minute appointment at a time that suits you, ensuring quick peace of mind for any non-emergency medical issue.

Fast, Convenient, and Reliable

Reduce the strain of waiting days to see your GP. The intelligent booking system is designed to book you an appointment the same or next day. Whether you need a private referral or a sick note, GPs are on hand to help, and both GPs and ANPs can prescribe medication. Prescriptions are issued electronically, so you'll receive a code to collect your medication from your chosen pharmacy. You can also opt for home delivery. While delivery and prescription issue are free, please note that you'll need to pay for your medication, even if you're entitled to free NHS prescriptions. If you select home delivery you can pay for your medication online.

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. BH4301 06/25

Appointment booking

The first time you book an appointment on Spark, you'll be asked for some details such as your contact information, GP name, notable medical conditions and allergies plus a photo ID. Acceptable photo forms of ID are your passport or your driving licence. You'll also be asked for consent to share information with your GP so that your medical records are kept up to date. You don't need to agree but if you don't, it could restrict the sick note and prescription service. The requested information only needs to be entered once, but if anything changes you can update the information at any time. This service is provided by Spectrum.life.

Non emergency medical appointments for your immediate family

If you have a child under 16, you'll need to make the appointment for them on Spark. Simply select "a child/young person (under 16)" when booking. The first time you book an appointment you'll have to complete the requested details (as outlined above) and upload photo ID on their behalf. If your child doesn't have any photo ID, you can upload a picture of their birth certificate

Any immediate family members aged 16 or over, can download the Spectrum.life app and register with their own email and your employer's organisation code. They can then create a password and set up their own account. They will need to complete the requested details (as described above) and upload a photo ID when they first make an appointment.