

## Menopause Support Through Aviva Digital GP

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We're delighted to let you know that we've partnered with Aviva to bring you access to the **Menopause Service** through **Aviva Digital GP** – provided by Square Health – meaning you can look after your health whenever it suits you.

Through the menopause service within the app you can book a consultation with a menopause trained health professional. Since menopause can affect both the individual and those closest to them this service can be used by anyone else over the age of 16 who's covered on the scheme. There is an information hub offering a wealth of practical tips and support as well as a symptom assessment tool.

As a feature with the Aviva Digital GP app, the **Menopause Service** gives you access to the following benefits:

- Six consultations per year lasting up to 30 minutes each – with a menopause trained health professional.
- Symptom assessment tool\* that generates a tailored pre-consultation report.
- Information hub – providing practical tips to understand, address and manage symptoms, whether being experienced personally or by an individual close to you.
- Since the menopause can affect the individual or those closest to them, the service can be used by anyone over the age of 16 with eligible access to Aviva Digital GP

The Aviva Digital GP service provides you with the opportunity to consult with a GP or **menopause trained health professional** on a private basis. GPs within the app are on the General Medical Council (GMC) GP register. This is separate to services provided on the NHS. You may be required to pay a nominal fee for other services in the app that you may wish to use. The service will always notify you of any fees for services available within the app prior to any charge being made. You are under no obligation to use these additional services. Repeat prescriptions are available in-app via NHS England rates and exemptions, with free trackable UK delivery.

*\*Only available to the individual experiencing the symptoms and not to be completed on behalf of someone else.*

## Additional benefits through Aviva Digital GP you can look forward to:

- **Unlimited video consultations, 24/7** – book a 15 min appointment in-app with an NHS-registered private GP.
- **Choice of GP** – choose your GP by gender or choose to see the same GP who you've seen previously via the app within the last six months. Review GP bios and select a GP based on your needs and the GP's profile.
- **Repeat NHS prescriptions** – order prescribed repeat medication within the app (all NHS England exemptions accepted) and get free UK delivery.
- **Consultation advice** - after your GP consultation, view the advice you've been given and consultation history within the app.
- **Your children under 16** – you can add your children under the age of 16 to your account for paediatric consultations, with a limit of 10 children per member.
- **When time matters** – video consultations can help save time, without the need to visit your GP surgery. You could have an appointment in a little as 30 minutes and appointments can be booked 24/7. Your appointment slot will last up to 15 minutes.

## It couldn't be easier to access the Aviva Digital GP app:

1. **Download the Aviva Digital GP smartphone app** from the App Store or Google Play. Mobile data charges may apply.
2. **Activate** your service using **Pearson's unique Access Number: 826645**
3. You'll also receive an email asking you to validate your email address to complete your registration

The registration process for Aviva Digital GP is similar to other apps that maintain security and confidentiality around your personal information. You'll be asked to enter a few personal details – the rest is straightforward.

## If You Have Questions

If you have any questions, please contact the Aviva Wellbeing Support Team by emailing them at [avivawellbeinghelp@aviva.com](mailto:avivawellbeinghelp@aviva.com).