

Terms and Conditions

General:

1. If you are from a Denplan Plus practice you will be able to access these services until your practice's agreement with Denplan ends.
2. Denplan/Simplyhealth reserve the right to withdraw these services at any time. Should we decide to withdraw these services, you will be notified one month prior.
3. GP Service Times: Telephone appointments are available 24 hours a day. Video appointments are available between 8am – 10pm.
4. Physiotherapy Triage Service times are Monday-Friday, 9am-5.30pm (excluding bank holidays)
5. GP and Employee Assistance Programme is only available to staff members of Denplan dental practices.
6. Family members are not covered by any of the services offered.
7. GP consultations are provided by HealthHero - <https://www.healthhero.com>
8. The EAP service is provided by Health Assured - [Health Assured | EAP, Workplace Health & Wellbeing Provider](#)
9. By booking a GP consultation you are agreeing to HealthHero's [terms and conditions](#) and consenting to data being collected and shared for legitimate purposes as detailed in HealthHero's [privacy policy](#).
10. Simplyhealth/Denplan reserve the right to refuse access to these services.

GP 24/7

1. Simplyhealth will not be held responsible if you experience any delay or failure in the provision of this helpline that is beyond our control, or that of the service providers.
2. Controlled medication cannot be prescribed. The GPs comply with the General Medical Council code for remote prescribing. If you cannot satisfactorily answer the GP's questions, they may not be able to raise a private prescription.
3. The issuing and postage of privately prescribed medication incurs an additional cost to you. It is not included as part of the GP service.

EAP 24/7

1. Simplyhealth will not be held responsible if you experience any delay or failure in the provision of this helpline that is beyond our, or the service provider's, control.