

Terms and Conditions

General

1. If you're from a Denplan Plus practice you'll 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'll 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. Digital Muscle and Joint Pain Assessments, available 24/7.
5. Muscle and Joint Pain Assessments are provided by [EQL](#).
6. GP and mental health support is only available to staff members of Denplan dental practices.
7. Family members are not covered by any of the services offered.
8. GP consultations are provided by [HealthHero](#).
9. Mental health support services are provided by [Spectrum.Life](#).
10. 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](#).
11. Simplyhealth/Denplan reserve the right to refuse access to these services.

GP 24/7

1. Simplyhealth/Denplan 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.

Mental Health Support Services 24/7

1. Simplyhealth/Denplan 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.



Certified



Corporation