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# I SAW A GP WITHIN 30 MINUTES AT THE HEIGHT OF THE COVID-19 PANDEMIC”

What mattered most to 84 year old Mrs Jones was getting a virtual GP appointment after suffering a fall.



**Our member benefits app, HealthWise provides a range of services designed to keep our members healthy.**

Mrs Jones suffers from both pulmonary fibrosis and diabetes. She was shielding at home during the COVID-19 pandemic.

After a fall in the bathroom, she suffered a badly bruised and swollen knee. She knew she needed to see a doctor but did not want to put herself at risk by going to A&E during the height of the COVID-19 pandemic.

She used her iPad to book a virtual consultation through HealthWise and was relieved to get a GP appointment within 30 minutes of signing up for the app. The whole process was very straightforward.

She had a consultation with the GP who arranged for her to have an X-ray at the local private hospital, which was covered by The Exeter. This was arranged very quickly and the hospital was near to Mrs Jones' home. Thankfully, she had not suffered a fracture.

The doctor followed up to discuss the results and to check how Mrs Jones was getting on. Mrs Jones described the doctor as 'very thorough, helpful and professional'.

Accessing a fast and caring virtual GP service through HealthWise has given Mrs Jones and her family the support they needed, particularly as Mrs Jones was classed as high risk for COVID-19 and needed to shield.

**'I have always been impressed with The Exeter but being able to get a virtual appointment with a GP just 30 minutes after signing into the app was excellent.'**

Find out how you can feel better, faster with HealthWise: [www.the-exeter.com/member-benefits](https://www.the-exeter.com/member-benefits)

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