

Adviser use only

Digital Healthcare with My HealthHero

Quick online access for our members and their families.



BRITISH
FRIENDLY

What is My HealthHero?

My HealthHero, powered by HealthHero, is accessible to our members at no extra cost, as part of our value-added services. It offers quick, convenient access to essential healthcare services.

Healthcare services available to our members which can also be shared with their partner/spouse and children, include:

Unlimited Digital GP Consultations

Unlimited Digital Women's Health
Appointments

2 Second Medical Opinions per year

6 Digital Mental Health sessions per year

6 Digital Physiotherapy Sessions per year

6 Digital Dietitian Appointments per year

Annual Health Check at discounted rate

These are discretionary benefits which means we can withdraw them at any time. To be eligible for our value-added services which gives our members access to My HealthHero, they must be a British Friendly member, aged 18 or older and a UK resident. They must also be up to date on their premium payments.

For more details, you can take a look at our Value-Added Services Terms and Conditions [here](#) and our Privacy Policy [here](#).



Digital GP Consultations

Members have access to practising GPs through My HealthHero, who can help with everyday illnesses or conditions, medication queries, dermatology concerns, or gastrointestinal issues.

Key Features

Unlimited Appointments: Members can book as many consultations as they need per year.

Flexible Consultations: Choose video or phone appointments available daily 24/7.

Digital-First Approach: Consultations are conducted online or via telephone. If a physical examination is necessary, they'll be referred to their own GP.

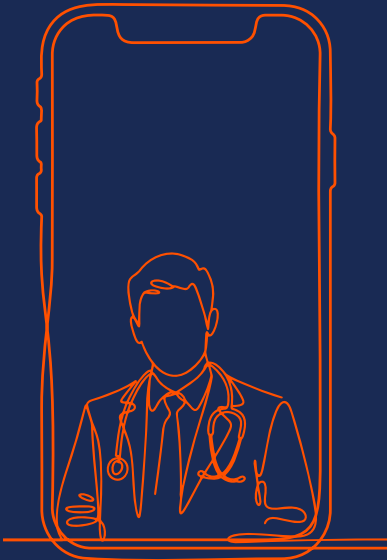
12-Minute Sessions: Each consultation lasts up to 12 minutes with GMC-registered, NHS-practising GPs.

Choice of GP: Select a male or female GP based on their preference, where possible.

Private Prescriptions: Collect prescriptions from most pharmacies or have medication delivered to their UK address.

Fit Notes: Fit notes can be issued at the clinician's discretion.

Family Access: Share this service with their partner, spouse, or children under 23 who are in full-time education and living at their address.



Additional Features

- ✓ **Confidential Service:** All appointments are private and secure, ensuring their information remains confidential. Notes are only sent to their NHS GP when prescribing or with the member's permission.
- ✓ **Prescription Costs:** There is no charge to issue prescriptions but as these are private, there is a charge for medication. For prescription delivery, there is also a charge for postage and packaging.
- ✓ **Private Referral Letters:** GPs can provide a referral letter to a consultant or specialist, which will be sent via email, available to view in the app or web browser. This referral letter cannot be used to access NHS services in the UK.
- ✓ **Not for Emergencies:** This service is not suitable for urgent or life-threatening situations. In emergencies, members must contact their local emergency services immediately.
- ✓ **Appointments for children under 16:** If the patient is under 16 years old, a parent or legal guardian must book the appointment and attend the consultation. For children under 6, any consultation notes will also be referred to the child's GP.
- ✓ **Pregnant Patients:** If pregnant, GPs can provide consultations. However, they will not diagnose or offer advice on conditions that may be affected by the member's pregnancy. Instead, they will refer them to their regular healthcare provider or maternity care team for appropriate care.

Digital Women's Health Appointments

Members have access to support specific to women's health needs through My HealthHero. This service connects them with GPs who have additional training in women's health to provide care and clear guidance on their treatment options.

Key Features

Unlimited Appointments: Members can book as many consultations as they need per year.

Flexible Consultations: Choose video or phone appointments available daily 24/7. Video consultations online or via the app can be scheduled between 8am and 10pm.

Digital-First Approach: Consultations are conducted online or via telephone. If a physical examination is necessary, they'll be referred to their own GP.

Longer Sessions: Each consultation lasts up to 15 minutes to address specific needs.

Comprehensive Support: Advice on a range of concerns, including menopause, hormone replacement therapy (HRT), menstrual health, fertility, breast health, and osteoporosis.

Private Prescriptions: Collect prescriptions from most pharmacies or have medication delivered to their UK address.

Fit Notes: Fit notes can be issued at the clinician's discretion.

Family Access: Share this service with their partner, spouse, or children under 23 who are in full-time education and living at their address.

Service Availability: While primarily designed for adult members, this service is also available to teenage girls who require specialist support for hormonal or menstrual health.



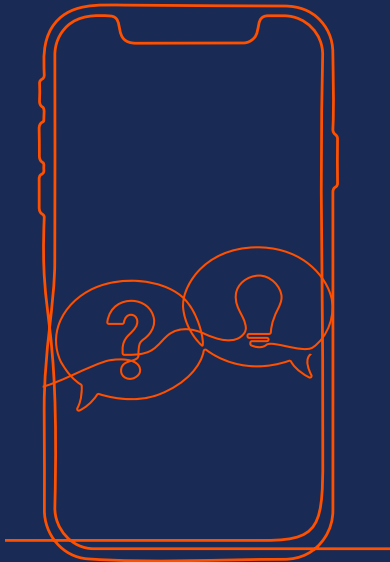
Additional Features

- ✓ **Confidential Service:** All appointments are private and secure, ensuring their information remains confidential. Notes are only sent to their NHS GP when prescribing or with the members permission.
- ✓ **Prescription Costs:** There is no charge to issue prescriptions but as these are private, there is a charge for medication. For prescription delivery, there is also a charge for postage and packaging.
- ✓ **Private Referral Letters:** GPs can provide a referral letter to a consultant or specialist, which will be sent via email, available to view in the app or web browser. This referral letter cannot be used to access NHS services in the UK.
- ✓ **Not for Emergencies:** This service is not suitable for urgent or life-threatening situations. In emergencies, please contact local emergency services immediately.
- ✓ **Appointments for children under 16:** If the patient is under 16 years old, a parent or legal guardian must book the appointment and attend the consultation.

Digital Second Medical Opinions

Members have access to two Second Medical Opinion consultations through My HealthHero. If they're seeking confirmation of a diagnosis, they have access to specialists who can provide independent, expert advice for conditions like Alzheimer's disease, kidney failure, Parkinson's disease, life-threatening cancers, and Multiple Sclerosis.

Key Features



2 Consultations Per Year: Members can access up to two specialist consultations per year.

Convenient Appointments: Book video or phone consultations available from 9am to 5pm, Monday to Friday (excluding Bank Holidays).

Extended Support: A dedicated phone line is available for enquiries from 8am to 10pm, 7 days a week (excluding Bank Holidays).

Digital-First Approach: The service will start with an initial digital GP consultation to assess their needs.

Specialist Review: After an initial GP consultation, they'll be matched with a relevant specialist to review their case.

Family Access: Share this service with their partner, spouse, or children under 23 who are in full-time education and living at their address.

Additional Features

- ✓ **Confidential Service:** All appointments are private and secure, ensuring their information remains confidential.
- ✓ **Ideal Use Cases:** Suitable for members with a confirmed diagnosis or those who have completed all necessary tests without a clear explanation of their condition.
- ✓ **Not for Emergencies:** This service is designed for reviewing existing diagnoses and treatment plans, not for new diagnoses or urgent medical situations.

Examples of Conditions for a Second Medical Opinion:

- Alzheimer's disease
- Aortic surgery
- Bacterial meningitis
- Blindness
- Cancer (life-threatening)
- Coma
- Deafness
- Heart attack
- Heart valve replacement
- Kidney failure
- Loss of limbs
- Loss of speech
- Major organ transplant
- Motor neurone disease
- Multiple sclerosis
- Occupational HIV infection
- Paralysis
- Parkinson's disease
- Severe burns
- Stroke (Cerebrovascular accident)

Digital Physiotherapy

Members have access to expert physiotherapy consultations through My HealthHero. This service can help members restore movement following injury or illness, offer advice on problems affecting the bones, joints and soft tissue, and design exercise plans to be completed from their home.

Key Features

6 Sessions Per Year: Members can access up to six physiotherapy sessions available per year.

Convenient Appointments: Video consultations are available from 8am to 8pm, Monday to Friday (excluding Bank Holidays).

Digital-First Approach: An objective examination will assess functional movements, range of movement and strength where needed via a video consultation.

Flexible Sessions: Each consultation lasts up to 30 minutes to address specific needs.

Choice of therapist: Following the assessment, they will have the option to book with the same clinician for continuity of care.

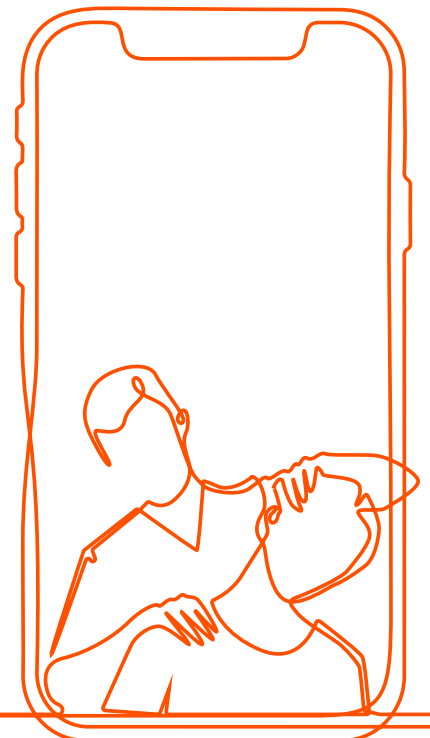
Personalised Home Treatment Plan: Receive a custom exercise plan designed to support recovery.

Advanced Booking: Schedule appointments up to 6 weeks in advance for added flexibility.

Family Access: Share this service with their partner, spouse, or children aged 5 or above who are in full-time education and living at their address.

Additional Features

- ✓ **Confidential Service:** All appointments are private and secure, ensuring their information remains confidential.
- ✓ **Not for Emergencies:** This service is designed for reviewing existing diagnoses and treatment plans, not for new diagnoses or urgent medical situations.



Digital Mental Health Support

Counselling can be helpful for a range of life experiences and issues, whether it's for stress, grief, or to improve or influence change in a relationship. Sometimes talking to friends or family can be difficult, so counselling through My HealthHero is here to help and support in the moment.

Key Features



6 Sessions Per Year: Members can access up to six structured counselling sessions available per year.

Convenient Appointments: Book video or phone consultations available from 8am to 8pm, Monday to Friday (excluding Bank Holidays).

Digital-First Approach: All sessions are conducted online or via telephone.

Personalised Support: During the session, a counsellor will listen, explore their concerns, and recommend helpful resources or coping strategies tailored to their needs.

Family Access: Share this service with their partner, spouse, or children aged between 16 - 23 who are in full-time education and living at their address.

Additional Features

- ✓ **Confidential Service:** All appointments are private and secure, ensuring their information remains confidential.
- ✓ **Tailored Approach:** Counsellors provide personalised guidance, avoiding a one-size-fits-all approach, and focus on their specific goals and concerns.
- ✓ **Additional Resources:** For further support, access useful phone numbers within My HealthHero, including emergency contacts, NHS 111, and the Samaritans, if members need additional help outside of scheduled appointments.

Digital Dietitian Appointments

Members have access to personalised nutrition and lifestyle advice through My HealthHero. Whether they are looking to improve their energy, manage a medical condition, or reach specific health goals, they will have access to experienced dietitians to provide practical guidance.

Key Features

6 Sessions Per Year: Members can access up to six dietitian appointments available per year.

Convenient Appointments: Video consultations are available from 8am to 8pm, Monday to Friday (excluding Bank Holidays).

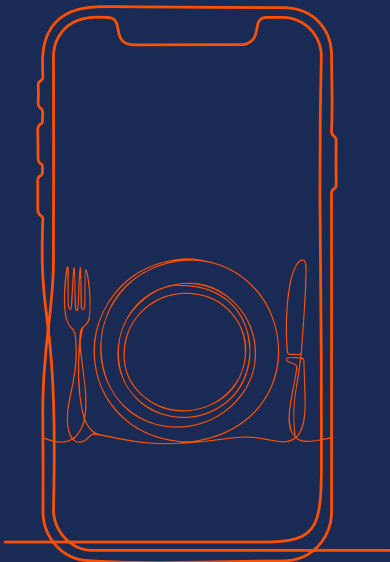
Flexible Sessions: Each consultation lasts up to 30 minutes to address specific needs.

Follow-up Support: Further sessions are offered as appropriate to help members stay on track with their goals.

Personalised Care Plans: Receive a nutrition care plan including dietary advice, supplement recommendations if needed, and sample healthy eating recipes.

Paediatric Care: Specialised support for children, covering fussy eating, digestive issues, and general healthy eating.

Family Access: Share this service with their partner, spouse, or children aged 5 or above who are in full-time education and living at their address.



Additional Features

- ✓ **Confidential Service:** All appointments are private and secure, ensuring their information remains confidential.
- ✓ **Tailored Approach:** Dietitians provide personalised guidance, avoiding a one-size-fits-all approach, and focus on their specific goals and concerns.
- ✓ **Not for Emergencies:** This service is for nutritional and lifestyle guidance and is not suitable for urgent or life-threatening situations.

Health Check

Members have access to one, optional annual Health Check through My HealthHero, at a cost of £75. The Health Check kit will be delivered right to them by post, and their results by email.

Key Features

Annual Health Check: Access one health check per year.

Family Access: Health Check kits can also be ordered for their partner, spouse, or children aged between 18-23 living at the policyholder's address.

Home Testing: Receive their Health Check kit with easy-to-follow instructions.

Simple Process: Collect a finger-prick blood sample (no fasting required), send it back in the provided freepost envelope, and receive their results via email within 5 working days.

Comprehensive Insights: The check provides a full picture of the member's health, including assessments of liver, kidney, and immune system performance.

Additional Features

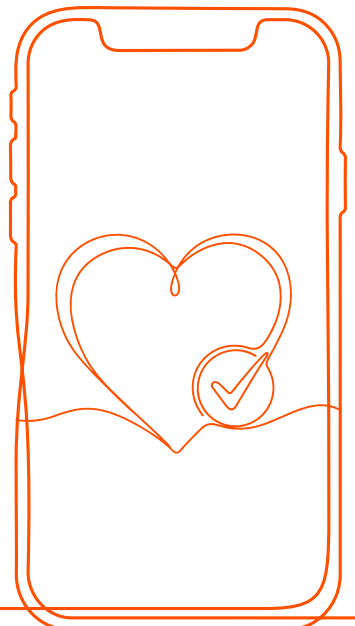
- ✓ **Confidential Service:** All appointments are private and secure, ensuring their information remains confidential.
- ✓ **Comprehensive Testing:** The health check includes a full lipid profile, HbA1c, Vitamin B12, Vitamin D, Thyroid Function, Liver Function, Urea, Creatinine, Iron Levels, and eGFR.*
- ✓ **Follow-Up Support:** If members would like to discuss any anomalies from their results, they can schedule a GP appointment in My HealthHero.

* Please note some of the tests included within the Health Check may vary from time to time.

Got a question?

If you need some help, or have some questions about our value-added services or if your client is having trouble accessing the service, please get in touch.

You can call our team on **01234 358344** or drop us an email at enquiries@britishfriendly.com. Alternatively you can write to us at **British Friendly Society, 45 Bromham Road, Bedford MK40 2AA** and we'll be happy to help.



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