

Welcome to the ZGP24 service

Get fast, convenient access
to a **Virtual GP, Physiotherapist,
or Dietitian** through HealthHero

Flexible virtual appointments that fit around your work and
life, with access for **you and your immediate family**.

Book your consultation online through the **web app**,
or **phone** our friendly customer service team.

How to book a consultation

Book online through the web app:

<https://zgp24.onlinegp.co>

Or by scanning
this QR code:



Or call:

0345 319 0484

Please have your access code ready. If you do not
know your access code, contact your HR
representative for assistance.

A member of our 24/7 customer service team will
take down a few details and then book a
consultation at a convenient time.

Virtual GP appointments

What it offers:

- Unlimited virtual GP appointments
- Video appointments 7 days a week, 8am to 10pm*
- Phone consultations, 24 hours a day, 365 days a year

Benefits:

- Flexible appointments at a time that suits you
- Choice of GP gender
- Private prescriptions delivered to your home or local pharmacy
- Open referrals when further tests or treatment is needed
- Fit notes available where clinically appropriate

*excluding Christmas Day

Physiotherapy support

What it offers:

- Direct access to qualified physiotherapists
- Support for muscle, joint and movement issues
- Tailored exercise plans with clear guidance and follow-up
- Video consultations from home
- Access to up to 6 virtual sessions, subject to clinical appropriateness

Benefits:

- Quick access with no waiting lists
- Personalised treatment plans and ongoing support
- Option to book with the same clinician up to 6 weeks in advance
- Support focused on long-term improvements in movement and physical health

Dietitian consultations

What it offers:

- Direct access to qualified dietitians
- Practical, personalised nutrition advice
- Support for digestive issues, fatigue, weight concerns and more
- Phone or video consultations

Benefits:

- No waiting lists or travel time
- Flexible appointments at times that suit you
- Support to feel healthier and more energised
- Nutrition advice that supports long-term wellness