

Aviva Smart Health

Discover how Aviva Smart Health's virtual GP service helped Sophie's three-year-old.

One Saturday, my son woke up in pain with an ear infection. He was crying, saying 'help me, help me' because he didn't understand what was wrong. This wasn't the first time he'd woken up like this - my partner and I immediately knew we had to get antibiotics as soon as possible.

Last time, I called NHS emergency services and it took them seven hours to call me back. With a three-year-old in pain, it was very stressful for us to be waiting for so long.

The NHS eventually directed us to a clinic. Where we live, it's difficult to go and see someone out of hours. Going to the NHS clinic meant travelling over an hour with a very upset child.

This time I decided to use Aviva Smart Health. My employer had recently made this available for us. **I logged my request on the app and the doctor called me in less than five minutes.** It's great how quickly they responded.

The doctor went through my son's symptoms and offered to send me a prescription by email - which I was grateful for. **In less than ten minutes of requesting the call, I got an e-prescription for the antibiotics needed.** I sent my husband to get the medicines from a pharmacy close by.

I'm so impressed with Aviva Smart Health. The system's easy to use, the doctor called me quickly and I received the prescription by email. When you have an unwell child, the hassle-free nature is great.

I'm very grateful to my employer and Aviva for this service. The app's so easy to use.

Aviva Smart Health real-life case study - February 2024. The image shown is for illustration purposes only.

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“Aviva Smart Health's something I would consider if I ever thought about changing jobs. I really wouldn't want to lose access to this fantastic service.”

Sophie, Aviva Smart Health customer
Aviva policyholder

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