

Terms and Conditions

The website and content and material contained in it are available for use subject to the following terms and conditions.

By using Virtually you agree to these terms and conditions of use.

Background

This website and app.virtually.healthcare (containing your personal data) are owned and operated by Virtually Health Systems Ltd whose registered office is 580 Holloway Rd, London N7 6LB.

The GP clinical service is provided by Archway Medical Centre, 652 Holloway Rd, London N19 3NX. Archway Medical Centre is regulated by the Care Quality Commission <https://www.cqc.org.uk/location/1-547846390?referrer=widget3#accordion-1>

The website must only be accessed and used in accordance with these terms and conditions. If you not agree to these terms and conditions do NOT use the website.

Virtually is a registered trademark of Virtually Health Systems Ltd.

Eligibility

To use the Service and Website you must be, and represent and warrant that you are, at least 15 years of age and competent to agree to these Terms.

Account Registration and Confidentiality

To access the Service and Website, you must register for a Virtually account using your email address and creating a password.

You agree to provide us with accurate, complete, and current registration information about yourself. It is your responsibility to ensure that your password remains confidential and secure. We may assume that any communications we receive under your account have been made by you.

You are responsible for notifying us through HelpDesk on your Virtually dashboard if you become aware of any unauthorized use of or access to your account. You understand and agree that we may require you to provide information that may be used to confirm your identity and help ensure the security of your account.

Use of information

Your information helps us understand your needs and provide a better response/service. Below is why we may keep the aforementioned data: Internal records To improve our products and services To contact you regarding your enquiry We do not: sell, lease or distribute your data to third parties.

Archway Medical Centre Patient Registration policy

We will accept any patient with an address in an N19 or N7 postcode. New out of area patients.

We will accept anyone who lives, works or studies in London. Existing in-area patients moving out of the area

We will allow a patient to remain on our practice list if they live, work or study in London.

Fees for non-NHS services

Archway medical centre is an NHS GP practice. We do not see private patients.

We do provide a limited range of non-clinical services to our NHS patients such as examination and report for driving an HGV. Such services are not covered by NHS funding.

Once a request for a service has been made and a fee paid this fee is not refundable.

Our clinicians will endeavour to fulfil your request and upload the medical report or supporting letter you request into your documents on Virtually within 10 working days. In exceptional circumstances for example, if a clinician is on leave it may take longer. If this is the case, we will make you aware of the likely timescale in which your request will be fulfilled. If this timescale is not acceptable, we will refund the fee in full and cancel your request.

If any supplementary letters or reports need to be issued these will be chargeable.

As registered medical practitioners we have a duty to be truthful. Please refrain from asking our clinicians to make statements in any letter or report which are untrue or cannot be evidenced.

Please note that in many circumstances a copy of your medical record may suffice for your need. This can be uploaded into your documents on Virtually without charge. Please use the GP Subject Access Request questionnaire in Book an appointment.

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