

vdoc: an award-winning transformation

Macfarlanes, one of the highest-profile UK law firms, recently took home the award for Best Health & Wellbeing Initiative (for firms of up to 750 employees) at the HR in Law Awards and the award for HR Innovation at the Legal Week Innovation Awards.

In both cases, judges assessed that working with us had made a huge difference for many people in the firm. Rob Hind, Head of HR at Macfarlanes, described our offering as

“exceptional, because it allows immediate access to a GP at a time convenient to Partners or employees”.

Macfarlanes were initially prompted to act from concerns about the costs of medical absenteeism (estimated at £400,000 in 2015 alone). However given their size as a firm, Macfarlanes had felt it was uneconomical to employ a permanent on-site doctor. They were not sure whether there was any alternative.

They came to know us as a client before taking us on for a three-month trial in January 2016. Based on positive outcomes and feedback, our contract was extended until a review date in December 2017.

Since we manage the entire patient pathway, from an initial video consultation to arranging same-day visits to hospitals or our clinic in Canary Wharf, we are able to significantly cut down on the opportunity cost of addressing employee illness.

As the average waiting time for a GP continues to increase (expected to go over two weeks in 2017¹), the need for a more efficient system becomes more pressing. This is our key strength – we’re often able to resolve medical issues on the day, and start the process of treatment far earlier than conventional channels.

Appointments are anonymous and confidential, run by experienced GPs, and available from 8am-4pm, Monday to Friday. Private prescriptions can be offered on the spot, tests and examinations booked or even carried out by one of our GPs. Results are often processed within 24 hours.

Since the initiative’s inception, a quarter of Macfarlanes’ employees have attended a vdoc appointment, across 200 separate visits. This is estimated to be a minimum of 600 hours saved on arranging and visiting out of office GP surgeries alone, according to a BUPA model.

One of the most eye-opening statistics was the initial spike in visits – suggestive that many employees were leaving minor medical issues untreated due to the fact that arranging proper medical treatment was too difficult during work hours.

Our GPs have the time to be thorough and make confident treatment decisions. It is a combination of time efficiency and top flight medical care, at a low per-employee cost.

We offer a thoroughly modern way for businesses to take stress away from their employees while offering them a better level of healthcare. It’s part of our vision to be the ultimate healthcare concierge, and we are keen to share our healthcare solutions with businesses across the globe.

Contact us at 020 7112 7580 to see if vdoc could be right for your business.

¹Survey of over 700 GPs across the UK.

Testimonials from Macfarlanes' employees

You don't just have to take our word for it. Macfarlanes received a lot of unsolicited positive feedback from their employees on what vdoc did for them:

“

I just wanted to say what a brilliant service vdoc is. I recently hurt my knee, and over the weekend it became increasingly swollen and painful, so I made an appointment with vdoc for the Monday morning. I was referred to an orthopaedic surgeon and had the appointment at noon the same day, followed by an immediate MRI scan. Everything was done within 4-5 hours of my initial appointment! It was all very impressive.”

“

I visited my doctor, had an X-ray and was told nothing was wrong. I then attended A&E and was told I had tissue damage. As I was still in pain I arranged an appointment with vdoc. Following an X-ray I was advised that I had two fractures; one in my pelvis and one in my hip. I was very impressed with vdoc.”

“

I just wanted to give you some feedback as I had a vdoc appointment this morning. I thought vdoc was excellent, and so easy to set up. The “concierge” service is fantastic and very helpful, I was offered a slot within 24 hours of my call, the session started on time, and really covered everything (and more) I would expect from a visit to the GP...except that I didn't have to wait three weeks for a GP appointment and I was away from my desk for 20 minutes rather than having to come in or leave early to go to my GP surgery.”

“

Just wanted to let you know that I was very impressed with the vdoc service – it gets my thumbs up. I had two video consultations and then they squeezed me in for a personal appointment at Canary Wharf on the same day when I was very anxious about my ailment and also followed up with texts and phone calls to make sure I was OK. Shame the NHS doesn't have time to be like that!

I think the service is great for peace of mind when you can't get an appointment with your GP or you can get an appointment but only in the middle of the day which is problematic for work.”