Heading on Holiday? Take a Doctor with You with Thomas Cook

Tuesday 21 June, 2016

Thomas Cook, in partnership with Now Healthcare Group, is the first travel company to offer Now GP – an app connecting holidaymakers with UK-based GPs while abroad. Complementing the tour operator's existing travel insurance policy, the app provides holidaymakers an enhanced level of customer care and an even greater peace of mind.

Raising the benchmark among its competitors, Thomas Cook's newly improved policy reflects the tour operator's commitment to customer welfare, experience and satisfaction.

Those who have taken out an insurance policy with Thomas Cook (through White Horse Insurance Ireland Ltd) can connect with a qualified, English speaking doctor online. Customers can travel safe in the knowledge that in the unfortunate event of illness, free face-to-face consultations with a GP via video calls are guaranteed within ten minutes of a request being made.

Aiming to boost confidence among travellers and alleviating any cause for concern, medical advice can be sought both in and out of the EU. Furthermore if treatment is required to combat any prolonged periods of illness, electronic prescriptions can be made available to collect from any local pharmacy.

Chris Mottershead, Managing Director at Thomas Cook says: "Now GP is a great enhancement to our insurance policy and enables our customers to travel abroad with an even greater peace of mind. Customer welfare and satisfaction is very much at the heart of what we do and it's through listening to customer feedback that we decided to improve our offering. We hope that our customers feel even further protected by having free access to an NHS-qualified GP from anywhere in the world where they can connect to the internet."

Founder and CEO of Now Healthcare Group, Lee Dentith, says: "Thomas Cook customers will benefit significantly from the convenience of being able to speak to an English-speaking doctor when abroad through our innovative video consultation platform. Now GP will provide holidaymakers with access to a qualified doctor at the touch of a button and we're delighted to be working alongside such a recognised global travel brand."

View the Now GP promotional video here: **https://www.youtube.com/watch?v=rHcdD0YKdbs**

Download the app from the **App Store** and **Google Play**.

ENDS

Notes to editors:

- Now GP , formerly known as Dr Now

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