



Gro Health Heart Buddy



Intended Use

Gro Health is a virtual platform that provides precision (tailored) health programmes, coaching and support to provide multi-disciplinary engaging and effective care.

Gro Health is approved for use by people with:

- Cardiovascular disease
- Cardiac rehabilitation (Post-CABG, post-PCI, heart failure, heart attack and atrial fibrillation)
- Obesity (Tier 2 Weight Management)
- Obesity (Tier 3 Weight Management)
- Obesity (Tier 4 Weight Management)
- Pre-diabetes
- Type 2 diabetes
- Hypertension
- High cholesterol
- Polycystic ovary syndrome
- Non-alcoholic fatty liver disease
- Stress
- Anxiety
- Depression

Compatibility statement

In order to use Gro Health, you will need one of the following:

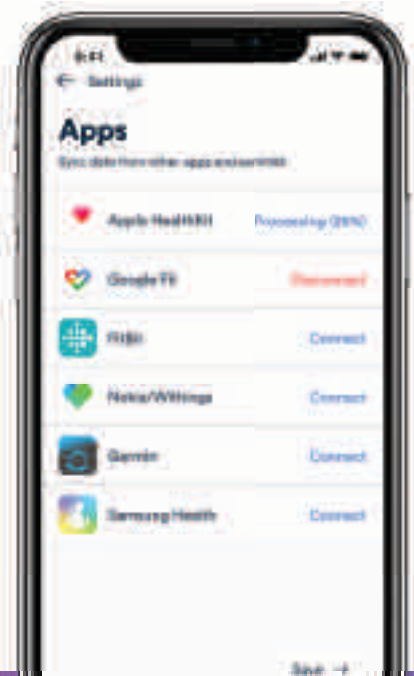
- iPhone running iOS 11 and above
- Android phone running Android OS 10 and above
- PC with access to the Internet
- Amazon Alexa or Google Assistant smart speaker

Registration on the web is available at GroHealth.com



Gro Health is compatible with a range of wearables and health apps:

- Apple Health
- Google Fit
- Google Health Connect
- FitBit
- Nokia/Withings
- Garmin

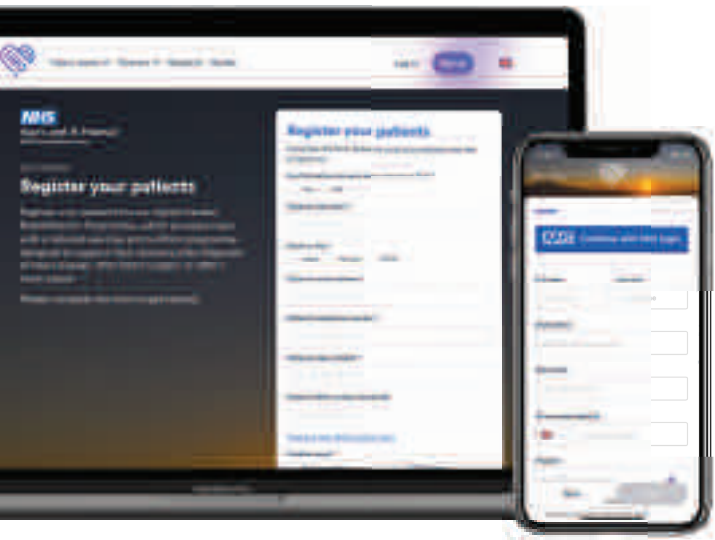


How to download Gro Health

Gro Health is a multi-platform app available on the web and following devices.

- Available as a mobile app on iOS and Android
- Available as a smart-speaker app on Google Assistant and Amazon Alexa
- Available on the web at GroHealth.com



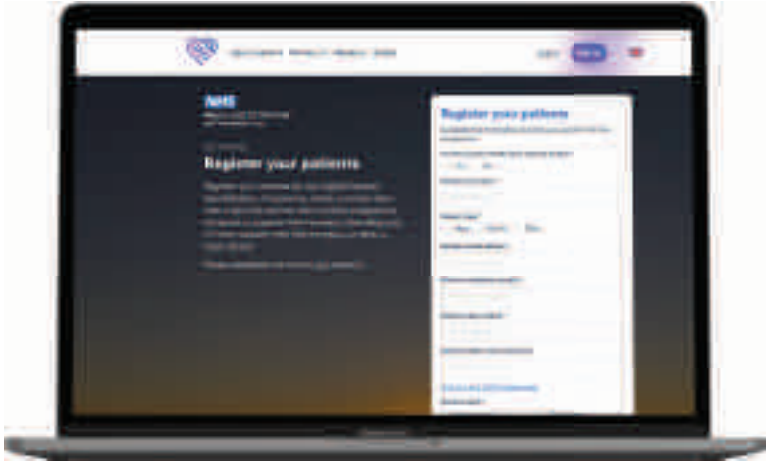


Choose to get started your way

- To get started with your Gro journey, you must register via our website to access your unique provider ID code, which will unlock the app.
- You can then choose whether to continue creating and personalising your account on the app or via the web.

To register via our website

- Visit www.grohealth.com/gstt
- This form can be filled out by healthcare professionals or patients (self-referral)
- We'll send you an email containing your Provider ID code, which you can enter into the app when you create an account.





Download and launch the app

- Download and open the app
- Choose your country
Your data will be stored in this location
- Choose your preferred language
- Enter your Provider ID if you have one
- Tap [Create an account](#) to register
- Tap [I already have an account](#) to login

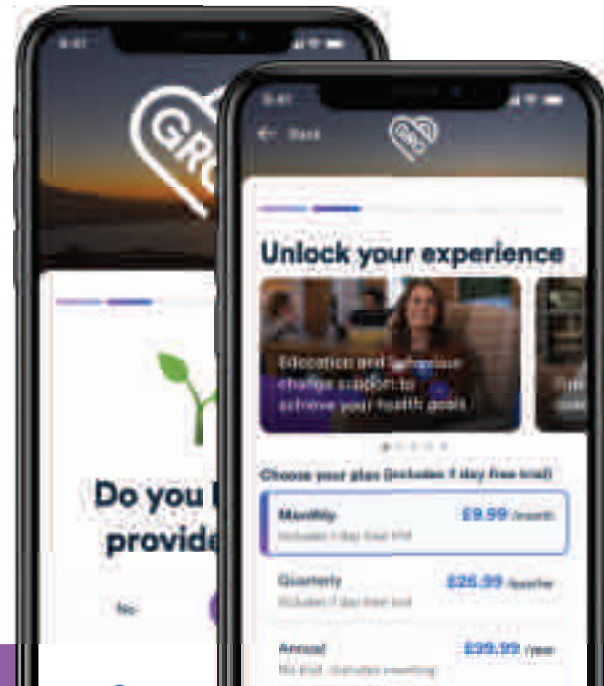
To register in the app

- Tap [Create an account](#) →
- Optionally, tap [Continue with NHS login](#) connect with NHS login to auto-fill your personal details.
- Enter your name, email address, phone number (optional) and password
Passwords must be 8+ characters long, contain one uppercase letter and one number
- Enter your date of birth
- Read and confirm agreement to the Terms and Conditions and Privacy Policy
- Tap [Continue](#) →



Activate your account

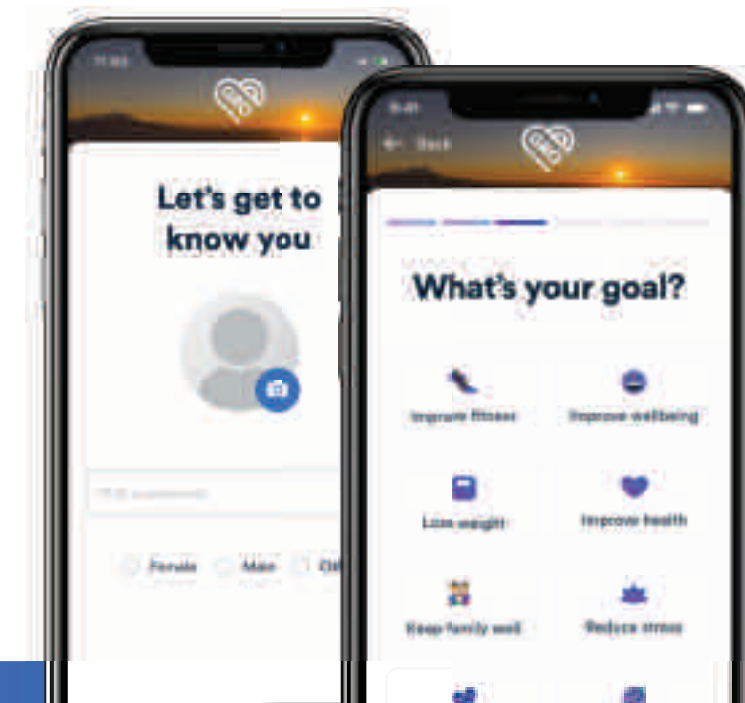
- If you have a Provider ID, tap **Yes →**
- Enter your Provider ID
- Alternatively, tap **No →**
to purchase your subscription

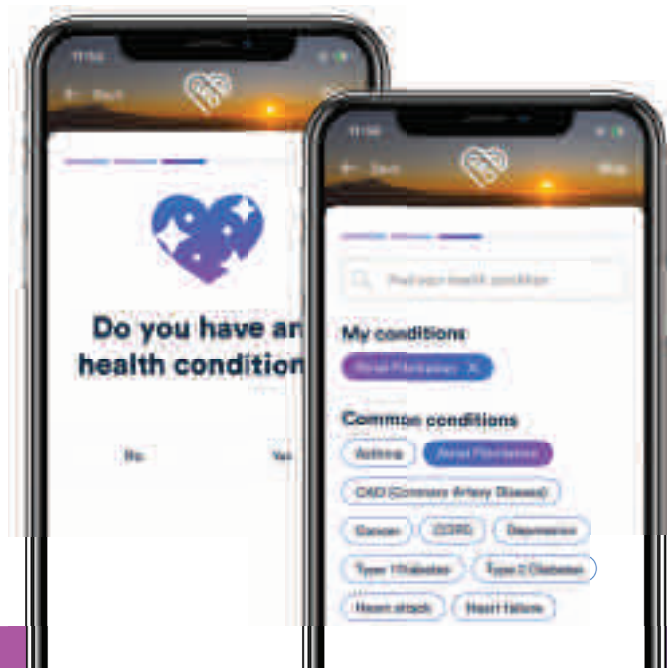


Personalise your experience

Personalise your experience to tailor the education, behaviour change support and resources you receive from Gro.

- Enter your preferred username. Remember, these will be visible to other community members.
- Select your sex.
- (Optional) Add a profile picture
- Tap **Next →** to continue.
- Select a goal, then tap **Next →** to continue





Health conditions

- Next, you'll be asked if you have any health conditions. Tap **Yes** or **No**, depending on your answer.
- If you tapped **Yes**, you can then enter in your health conditions. You will see a list of common conditions, and also have the ability to search. To save, tap **Next →**

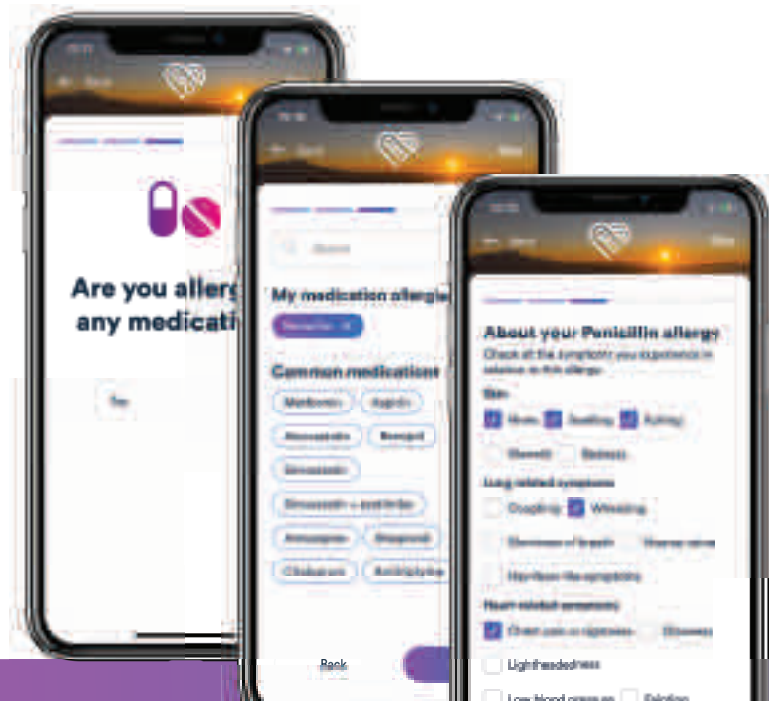
Medications

- Next, you'll be asked if you take any medications. Tap **Yes** or **No**, depending on your answer.
- If you tapped **Yes**, you can add the medications you are currently taking. You will see a list of **common conditions**, and also have the ability to search.
- When you select a medication from the list, you will be prompted to enter your **dosage** and **how often you take it**. To save this to your list of medications, tap **Add →**
- When your medication list is complete, click **Next →** to continue.



Medication allergies

- Next, you'll be asked if you are allergic to any medications. Tap **Yes** or **No**, depending on your answer.
- If you tapped **Yes**, you can add the medications you are allergic to. You will see a list of **common medications**, and also have the ability to search.
- When you select a medication from the list, you will be prompted to enter information about symptoms.
- When your medication allergy list is complete, tap **Next** → to continue.

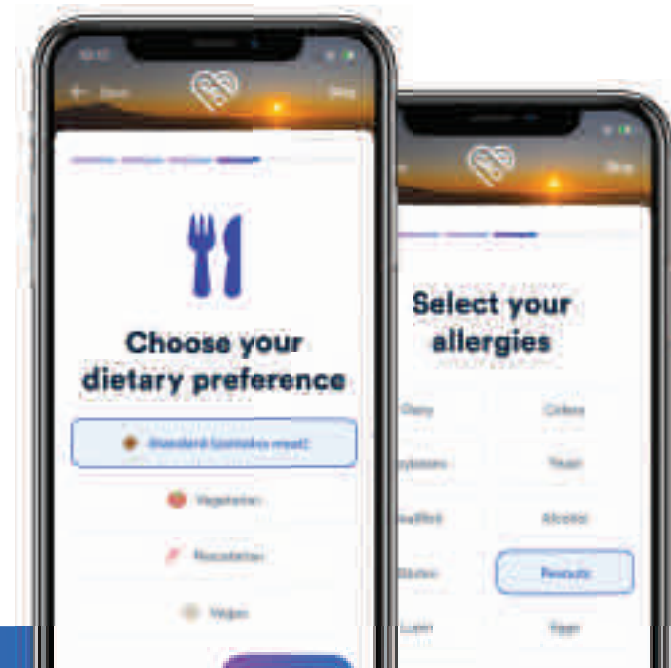


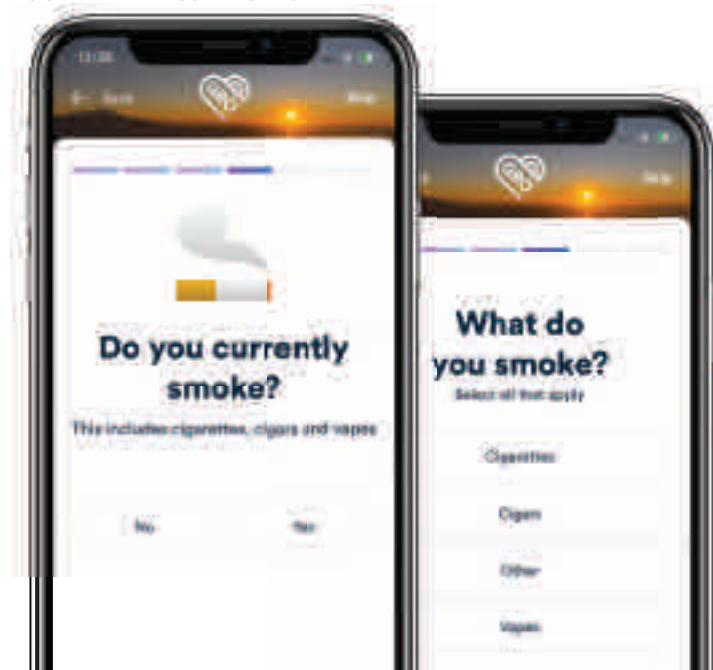
Dietary preferences

- Next, you'll be asked about your **dietary preference**. This will help personalise the types of meals and recipes you will see in Gro. Tap **Next** → to continue

Choose from:

- Standard (Contains meat)
 - Vegetarian
 - Vegan
 - Pescatarian
- Next, you can input any **food allergies** you have. This will also be used to help personalise the meals and recipes you see. Tap **Next** → to continue





Smoking status and history

- Next, you will be asked whether you currently smoke, or have ever smoked.
- Tap **No** if you **do not use** tobacco or vaping products, or tap **Yes** if you **currently smoke or vape**.
- If you tapped **Yes**, on the next screen, check all products that apply (e.g., cigarettes, vapes).
- Tap **Next** → to save your selections.

Blood glucose testing

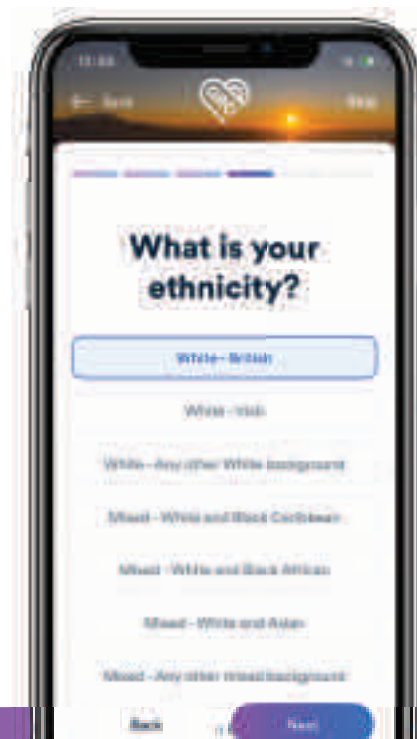
- Next, you will be asked whether or not you test your blood glucose levels.
- Tap **No** if you **do not** monitor your blood sugar.
- Tap **Yes** if you **check your glucose levels** (e.g., with a glucometer).
- If you select Yes, you will see glucose-friendly meal plans and activity tips in the app.



Ethnic background

We ask this because it helps us provide culturally relevant recipes and support.

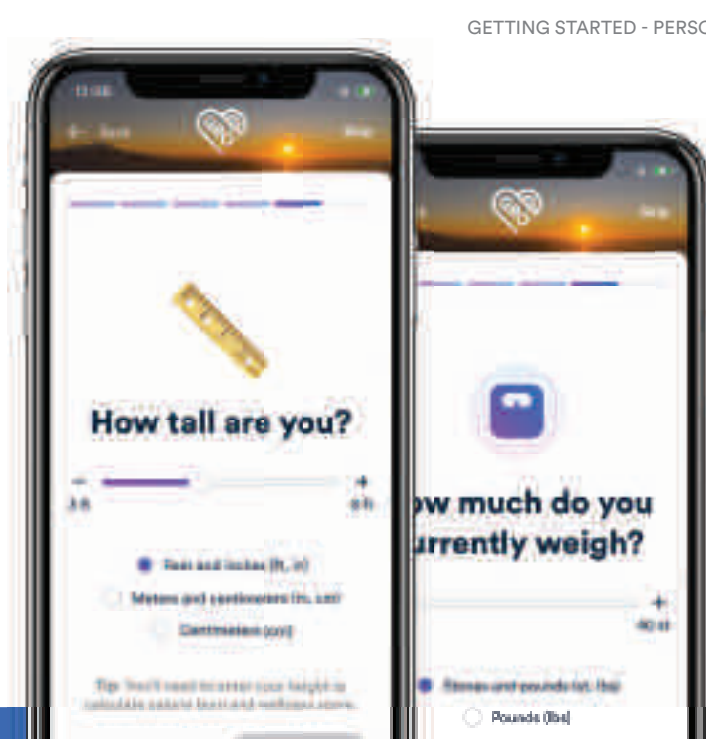
- Tap the option that best describes you.
- Tap **Next** → to confirm.

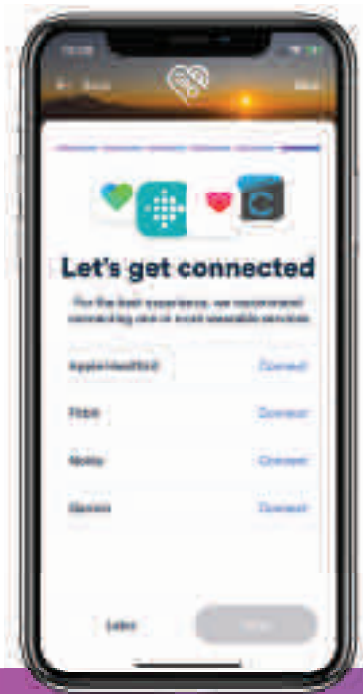


Height and weight

Enter your current **height** and **weight**

- You can also change your **units of measurement**.
- For **height**, you can choose from Feet and Inches (ft, in), Meters and Centimeters (m, cm), or Centimeters (cm).
- For **weight**, you can choose from Stones and Pounds (st, lbs), or Kilograms (kg).
- To save, tap **Next** →





Connect with wearable devices & services

- You can always connect later via **Settings → Devices**.
- Select your wearable brand (e.g., Fitbit, Garmin, Apple Health) from the list and tap '**Connect**'
- Follow the on-screen prompts to log into your wearable account and grant GRO Health access.
- Tap **Next** to complete the setup.
- Alternatively, tap '**Later**' if you want to skip connecting a device now.



To log in

- Tap **I already have an account →**
- Enter your chosen email address and password
- Tap **Log in →**

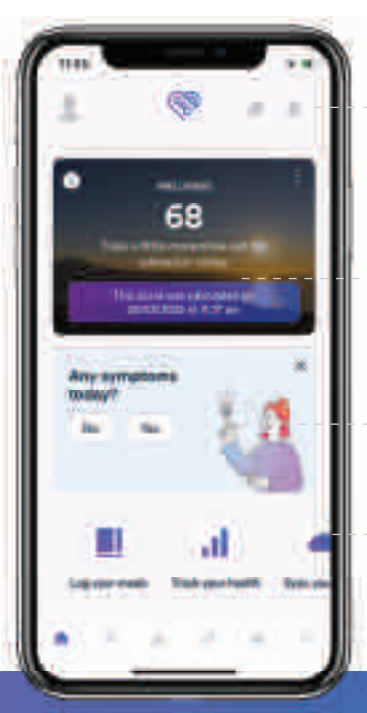
If you have forgotten your password:

- Tap **Forgotten your password?**
- Enter your email address and tap **Reset password →**
- Follow the instructions sent to your email address



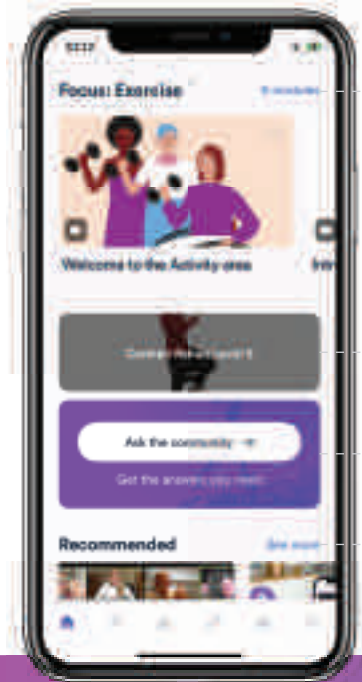
Welcome to Gro

- On first use, you will be asked to choose our focus
- Choose from activity, nutrition, sleep, and wellbeing
- Tap [Choose your focus](#) → to select your focus



Home screen

- [Notifications & messages](#)
Read notifications and messages, manage your notification preferences
- [Wellness score](#)
Data-driven health insight to empower your decisions
- [Symptoms prompt](#)
A daily reminder to log any symptoms you may have.
- [Shortcuts bar](#)
Handy shortcuts to areas of the app you might find useful.



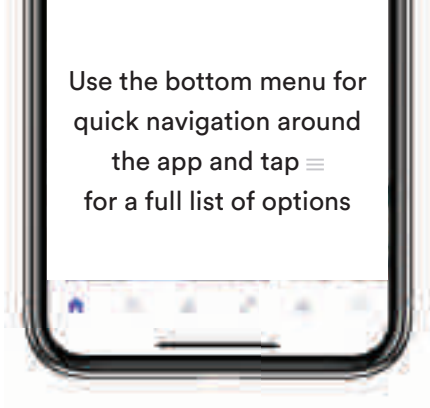
Home screen (continued)

- Education**
Explore and engage in education tailored to your goals
- Personalised workouts**
Quickly access workouts tailored specifically for your level of ability.
- Community**
Get involved in the conversation and chat with your peers and mentors for support.
- Recommended content**
Discover a wealth of articles and weekly scheduled content just for you.

- 
Home
Go to the main home screen
- 
Nutrition
Structured nutrition education and resources to help form healthy habits

- 
Sleep
Sleep education, resources and activities to help you sleep

- 
Activity
Education and workouts tailored to your fitness levels



Use the bottom menu for quick navigation around the app and tap  for a full list of options

- 
Menu
Tap to access your profile and see a full list of navigation options
- 
Wellbeing
Education and activities to improve your mental and emotional resilience

Menu navigation

Health tracking

Track your health markers

Lifestyle

Daily updated informational guides tailored to your preferences

Community

Find support from peers and Behaviour Change Mentors

Profile

View and update your profile



Food diary

Keep a log of your nutrition

Settings

Manage your account preferences

Favourites

Saved education, resources, audios and activities

Help

Explore questions, send feedback and read terms

Choose your health focus

Multi-award winning structured education, activities and resources on nutrition, activity, sleep, and wellbeing.

Tap [Let's go!](#) → to choose what is pinned to your home screen.

You can change your focus any time by going to [Menu](#) → [Settings](#) → [General](#) → [Current Focus](#)



Lessons

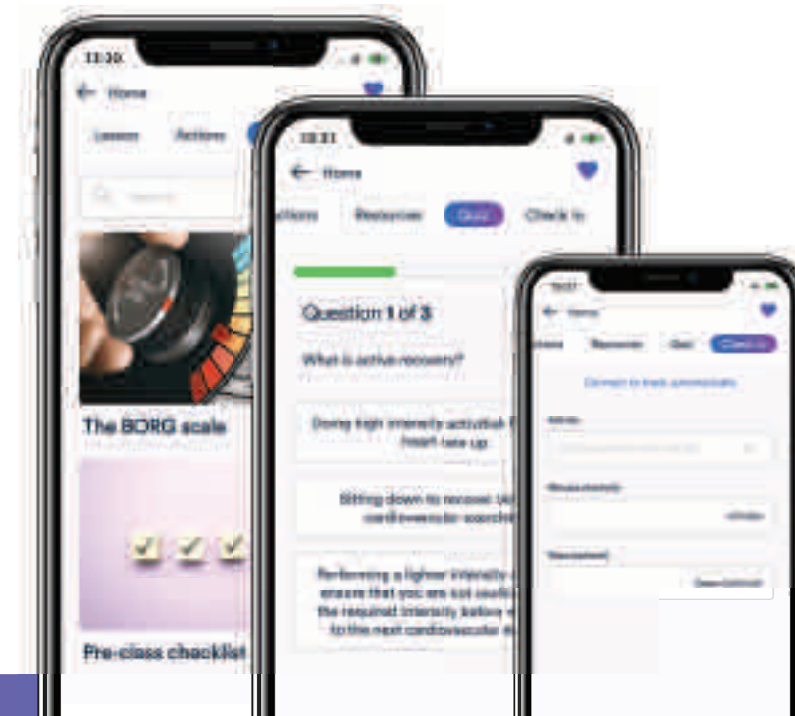
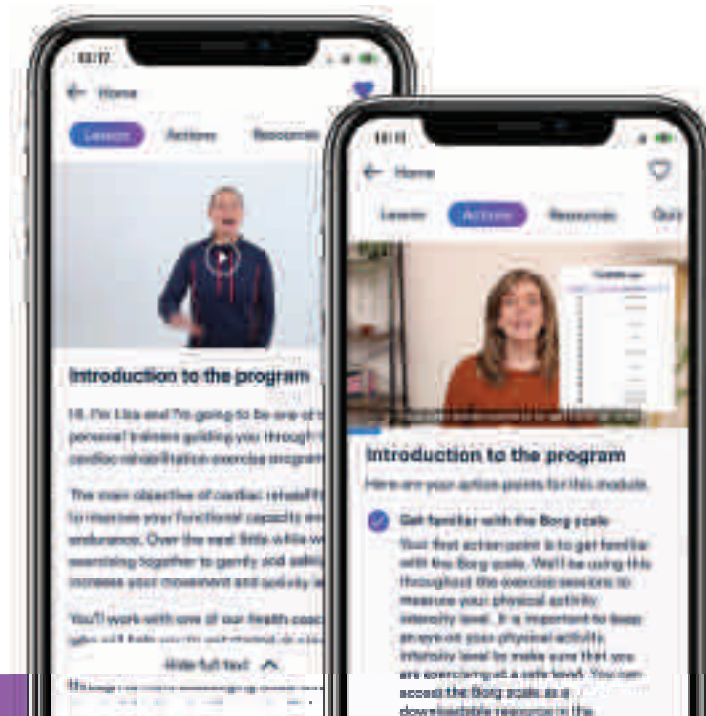
Each individual lesson is broken down into 5 different sections: Lesson, Actions, Resources, Quiz and Check-in.

Lesson

Tap  to watch the lesson or [Show full text](#) → to read the lesson.

Actions

Weekly action points for you to follow to make healthier habits.



Resources

Behaviour change resources to help implement healthy habits. Tap  to save a resource to your favourites.

Quiz

Assess your learning on the chosen module.

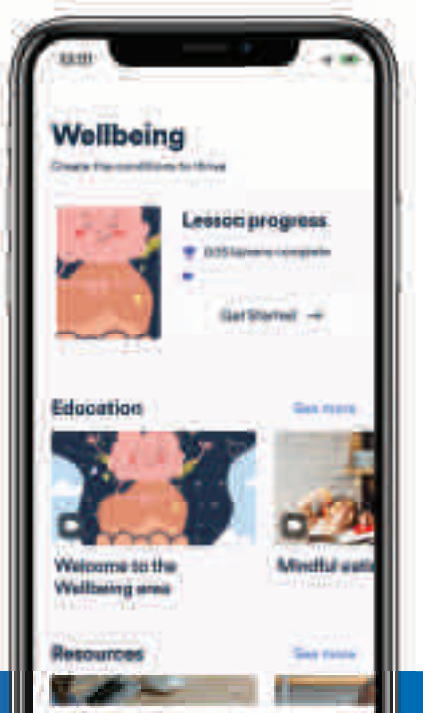
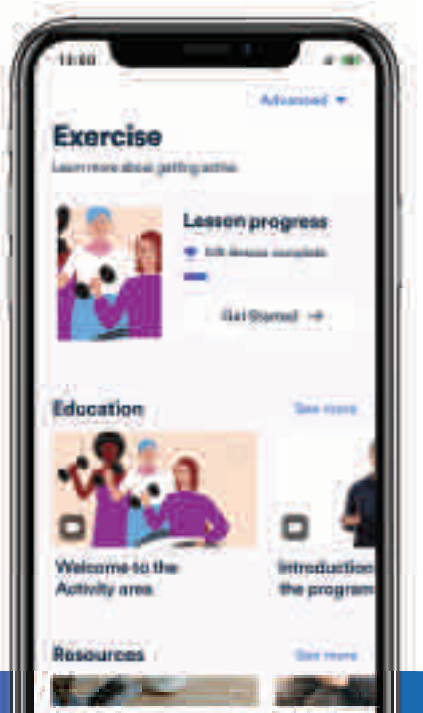
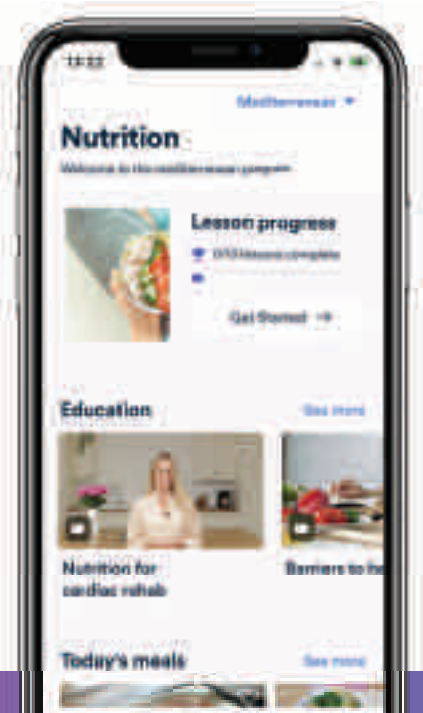
Check-in

A point of reflection for the week, and a chance to catch up on entering any activity you haven't logged yet.

Focus areas

Each health focus has a dedicated area containing education and behaviour change activities, resources and techniques.

Explore 4 therapy areas containing education and tailored behaviour change resources.





Nutrition

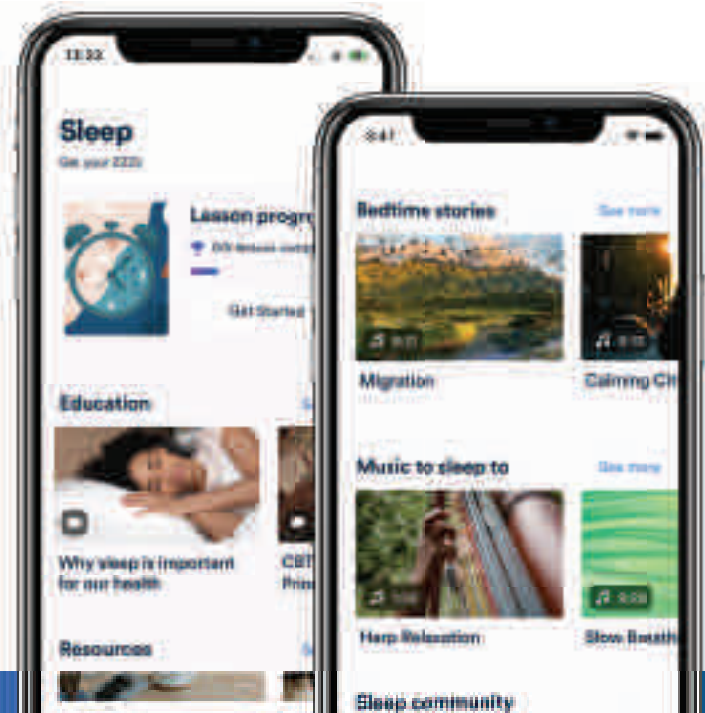
Award-winning education and resources to help you adopt a heart-healthy mediterranean way of eating.

- **Education:** tap on a module to start a lesson
- **Resources:** browse meal plans tailored to your dietary preferences
- **Food diary:** use the AI food diary to track what you eat
- **Recipes:** browse over 2,000 recipes and search by preferences

Sleep

Explore education and resources to help you optimise your sleep:

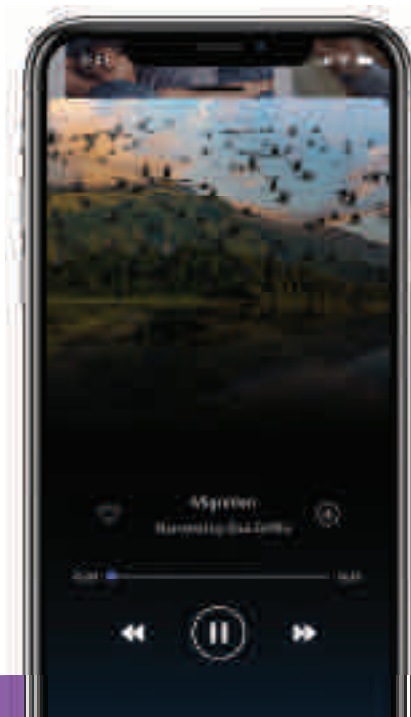
- **Education:** tap on a module to start a lesson
- **Resources:** find resources to help optimise your sleep
- **Bedtime stories:** stories to help you fall asleep. Tap on a story to start
- **Music to sleep to:** music to help you fall asleep. Tap on a music item to start



Audio player controls

Tapping on a Bedtime story or Music to sleep to will launch the audio player. Once the audio player has started:

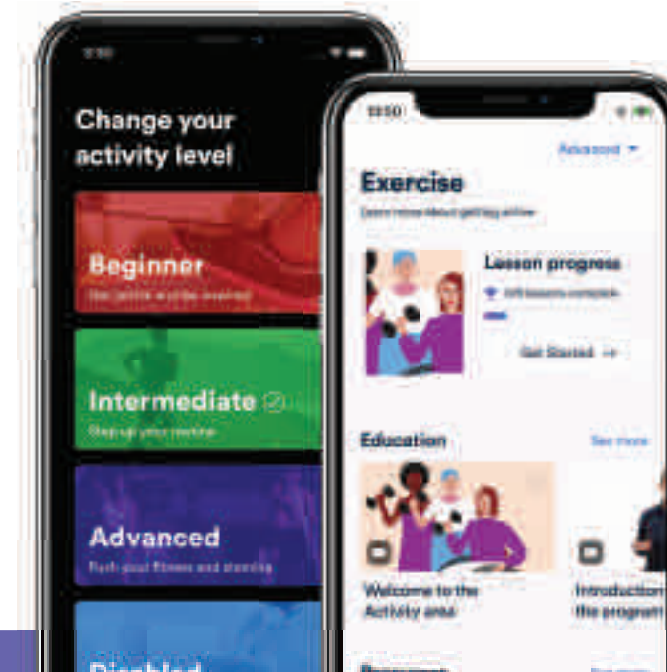
- To maximise the audio player, tap on ^
- To minimise the audio player, swipe the screen down
- To dismiss the audio player, swipe the minimised bar down, then tap ■



Exercise

Explore education, resources and workout to help you optimise your activity. On first navigating to Activity, you will be asked to confirm your activity level. Once confirmed, you will see the following, tailored to your activity preferences:

- **Education:** tap on a module to start a lesson
- **Resources:** find resources to help optimise your fitness levels
- **Workouts:** cardio, strength and mobility workouts and exercise snacks to get you moving and delivered by BACPR accredited physiotherapists.



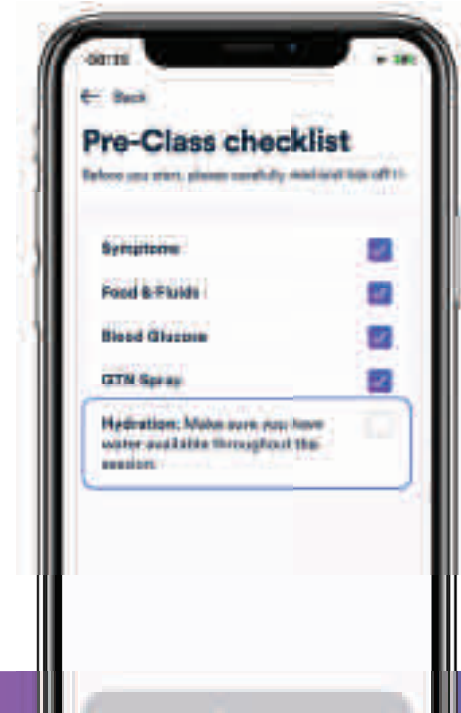
Pre-class checklist

In order to ensure your personal safety, you will be asked to complete a short pre-class checklist before beginning any workout. Some items in the list may not be applicable to you, so read them carefully.

To complete the checklist:

- Tap ☐ to mark a checklist item as 'Done'
- Once all items are checked off, the [Continue](#) button will activate.

On the next page is a brief explanation of each item in the checklist so you can decide whether they are applicable to you.



Checklist items

☐ **Symptoms Check**

- Tick the box if you have no new/unusual symptoms (e.g., chest pain, dizziness).
If symptoms are present, do NOT proceed. Contact your clinician.

☐ **Food & Fluids**

- Tick after eating and drinking fluids 2 hours before class.

☐ **Blood Glucose (If Diabetic)**

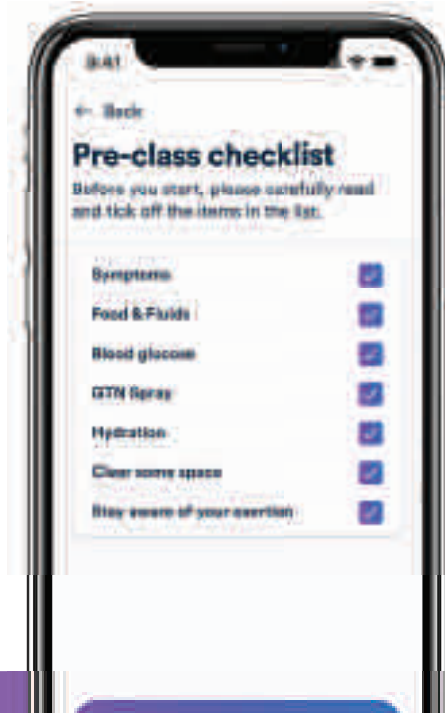
- Tick if you've tested your blood sugar. You may have been directed to do this if you have Type 2 Diabetes.

☐ **GTN Spray (If Prescribed)**

- Tick to confirm it's on hand. **Note:** Use GTN spray as directed for chest pain. Call 999 if pain persists.

Checklist items (continued)

- ☐ Hydration
 - Tick to confirm you have water nearby.
- ☐ Clear Exercise Space
 - Tick after removing trip hazards (e.g., cables, rugs).
- ☐ Borg Scale of Exertion
 - Tick to confirm you'll monitor exertion during class. This is a scale (6–20) to rate effort. Stay within your clinician's advised range.
- ☐ Final Check
 - Tap **Continue** to start your class.



On-demand classes

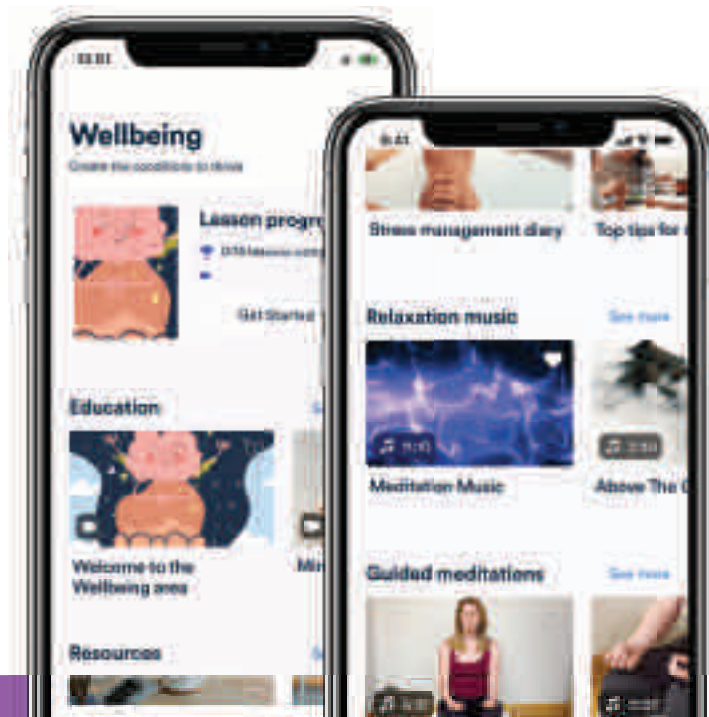
- Tap to watch
- Tap to start an exercise timer
- Tap **+ Log** to save the workout to your Health Tracking
- **Halfway through each workout**, you will be prompted to select how the exercise is making you feel.
- Based on your answers, Gro will intelligently re-calculate your **optimal ability level** and suggest more suitable workout options.



Wellbeing

Explore education and resources to help you destress.

- **Education:** tap on a module to start a lesson
- **Resources:** find resources to help optimise your mental and emotional wellbeing
- **Relaxation music:** music to help you relax. Tap on an item to start.
- **Guided meditations:** guided meditations to help you become more mindful. Tap on an item to start.
- **Classical music:** chosen classical pieces to help you relax. Tap on an item to start.



Listening to music

Tapping on an item from Relaxation music, Guided meditations and Classical music will launch the audio player. Once the audio player has started:

- To maximise the audio player, tap on ^ or swipe up
- To minimise the audio player, swipe the screen down
- To dismiss the audio player, swipe the minimised bar down once more





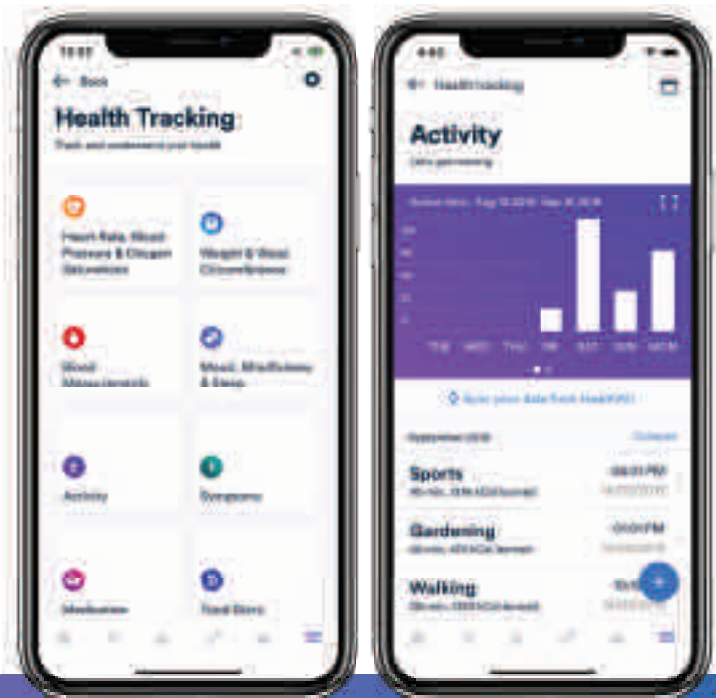
Exploring 360° immersive mindfulness

Immersive mindfulness exercises allow you to explore the environment you are in.

Non-immersive mindfulness exercises do not allow exploration of the environment. Exercises labelled 360° denote availability in 360° augmented reality.

Tap on a Mindfulness resource to start it.

- To maximise a video, tap []
- Move your phone or headset to explore the 360° environment
- To dismiss the video player, tap [] and exit



Health tracking

Track your health by adding your latest readings or connect to a range of apps. Customise what you track in [Settings](#).

- Tap on a block to view more about the health markers within, then select any item to see your tracking screen.
- Tap + on any screen to add a reading
- Tap : to edit or delete a reading
- Tap [] to maximise the graph
- Tap [] in the top right of any screen to change the date

You can track the following, either by inputting your own data or syncing with third-party apps and services:

Heart health and vital signs

Log heart rate, blood pressure (systolic/diastolic/variability), heart rate variability (HRV), and oxygen saturation (SpO2).

Weight and body measurements

Track weight, waist/hip circumference, and waist-to-hip ratio (WHR). Add progress photos.



Blood glucose and HbA1c

Track glucose levels and long-term HbA1c trends.

Cholesterol and triglycerides

Monitor HDL, LDL, total cholesterol, and triglycerides.

Activity

Log steps, active minutes, and specific exercise types (e.g., yoga, walking). Sync wearables for automatic tracking.



Sleep

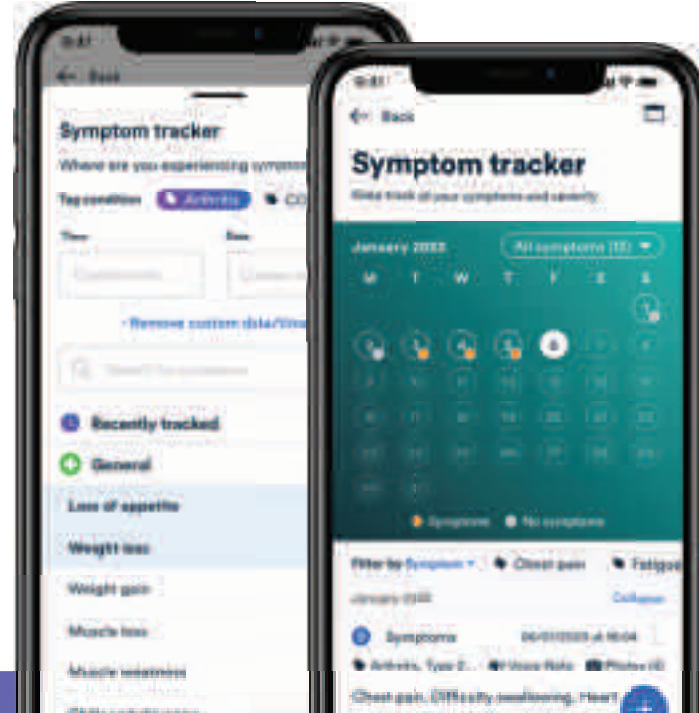
Track your sleep duration, quality and browse historical readings.

Mood

Record daily emotions (e.g., calm, stressed). Use AI selfie analysis for mood insights.

Mindfulness

Track your minutes of mindfulness, mindfulness activities and browse historical readings.



Symptom tracking

Log your symptoms at any time of the day.

- Tap + to add a reading
- Choose the symptom(s) you are experiencing and answer the related questions
 - (Optional) Attach an image to your entry
 - (Optional) Attach audio to your entry

Your symptoms will be saved under [Health Tracking](#) → [Symptom Tracker](#)

Medication tracking

Track your medications and check which ones you've taken.

- Tap **+** to track a medication
- Select a medication and enter the dosage you have taken
- To save your medication entry, tap **Save** →

You can add or remove medications from your profile from **Settings** → **Medication**



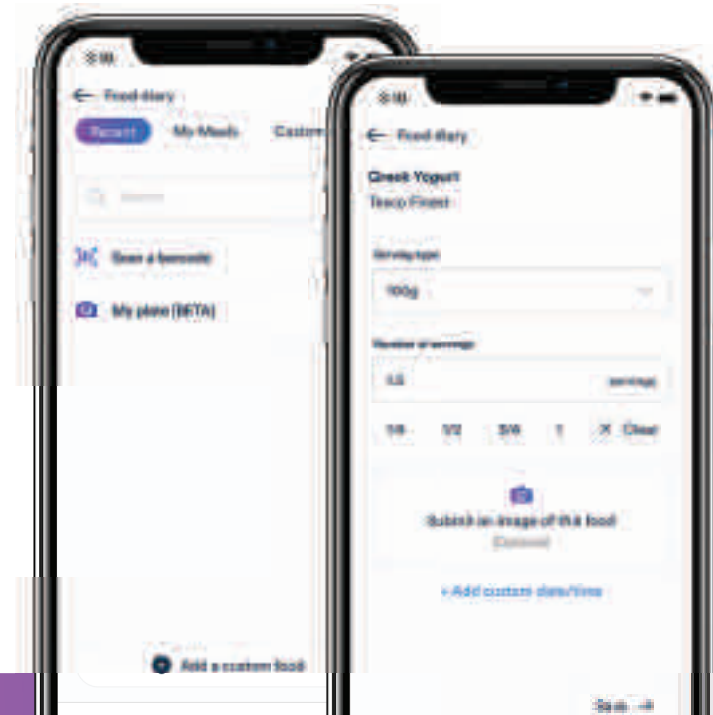
6-minute walk test

The 6-minute walk test helps to measure endurance and progress in your cardiac rehabilitation.

- Tap **▶** to **watch the video** for an overview of the test.
- Enter your **current heart rate** and ensure you have a **safe, flat area** to walk for six minutes.
- Walk at your **normal pace for the full 6 minutes**, covering as much distance as you can.
- The app will show your results, including **predicted distance, actual distance covered, and progress since your last test**
- Tap **Save my results** to track your improvement over time.



- Tap **+** to add a new food or drink and then:
 - Type to search for your food
 - Tap  **Scan a barcode** to scan a barcode of your food
 - Tap  **My plate** to take a photo of your food and let our AI recognise it
 - Tap  **Add a custom food** to create your own food
- Once you have found your food, enter the serving size and add it to your diary by tapping **Save →**

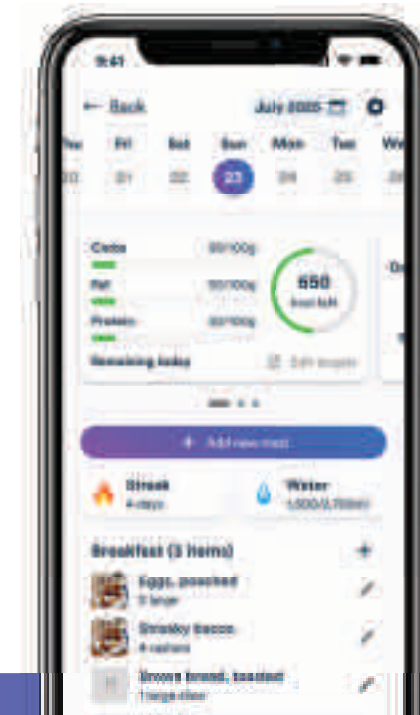


Food diary

Log your breakfast, lunch, dinner and snacks and get automatic breakdowns of your calories, carbs, fat and protein, fibre and more.

On first use, you will be prompted to set your nutritional targets and enter a weekly food budget.

Edit these at any time by tapping **Edit targets**



Community

Stay connected, motivated and informed with the latest from the community.

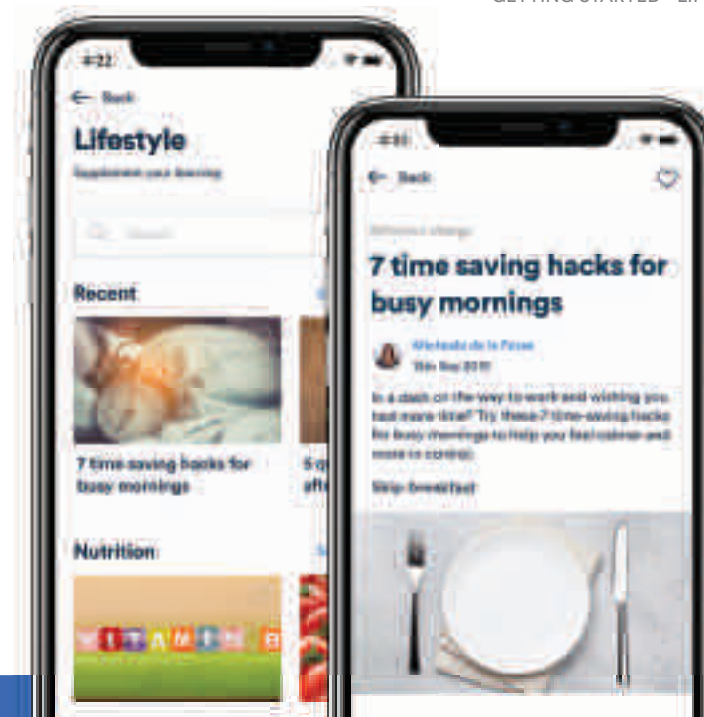
- Tap a category to view a list of discussion threads
- Tap on a discussion thread to read more
- Tap on [Type here to reply...](#) to submit a response to a discussion
- Tap  to start a new discussion
- Enter a post title and message and tap [Post](#) → to post your discussion thread
- Tap on  on any discussion thread to add it to your favourites



Lifestyle

Explore daily updated educational guides, news, research, interviews, exclusive Q&As and commentary, tailored to your preferences. Explore recommended content based on your interests and what other people like you are reading.

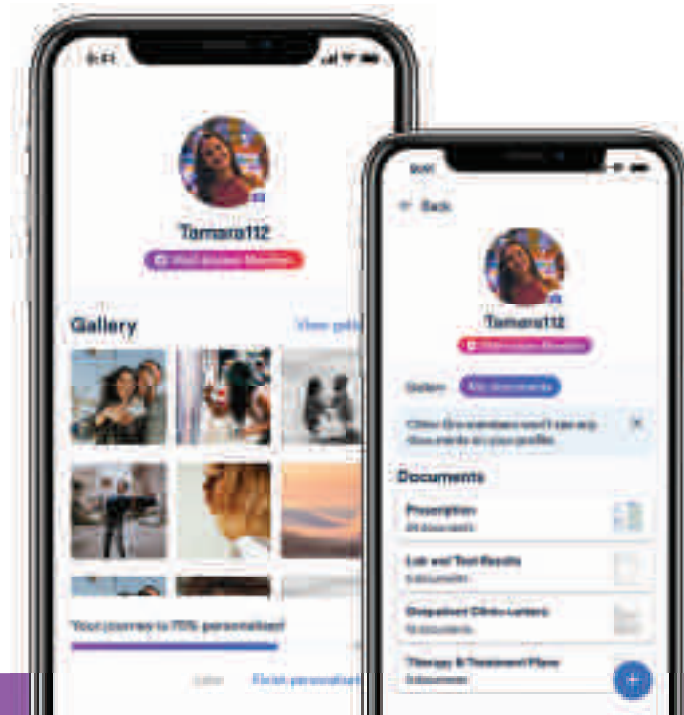
- Tap on an article item to view more
- Tap  to save it to your favourites
- Tap on [Leave a comment](#) → to leave your comments



Profile & document storage

View your profile and add photos to your profile gallery, or store medical documents to find easily later. Documents are only visible to you.

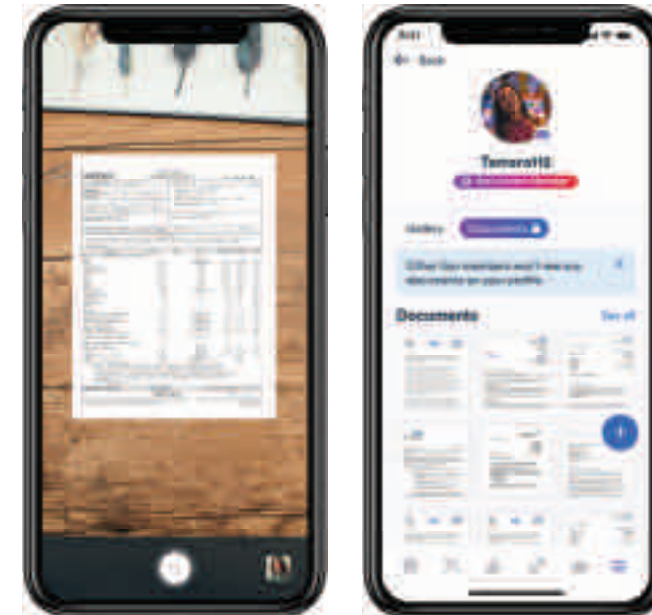
- Tap on 📷 to change your profile photo
- Tap + to add an image or document to your gallery
- Tap 'Documents' to view your documents



Document uploader

Upload PDFs or photos of printed documents to your profile so they are easy to find in future.

- Navigate to **Menu → Profile → Documents**
- Tap + to add upload a document
- Choose your file (PDF or image)
- Once you have chosen a file, you can save it to your profile by tapping **Save →**





Settings

Customise your settings and edit your preferences. Tap [Save](#) → to save your updated settings.

General

Update your name, gender and toggle health items you wish to track under Health Tracking.

Notifications

Toggle your in-app and email notification settings.

Security

Update your email address and password.

Health

Update your diet type, allergies, health conditions, set your height, and update your smoking and blood glucose testing status.

Privacy

Toggle whether your location and gallery is visible to other members.

Apps

To connect to selected apps and services, tap [Connect](#) and follow the instructions.



Devices

Connect to compatible Bluetooth-enabled devices.

Units

Select your preferred measurements for blood glucose, HbA1c, weight and height.

Log out

Tap **Log out** → to sign out of the application.

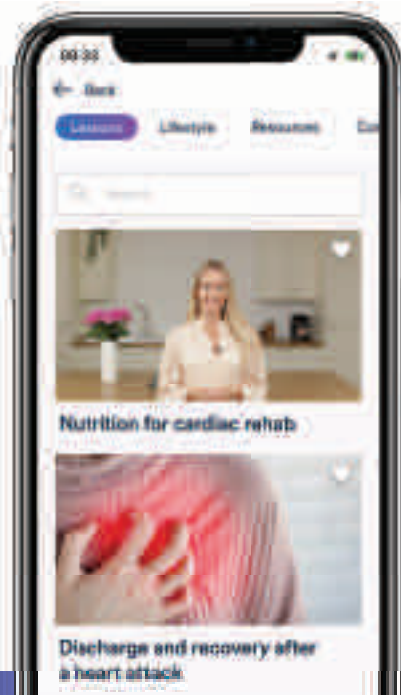


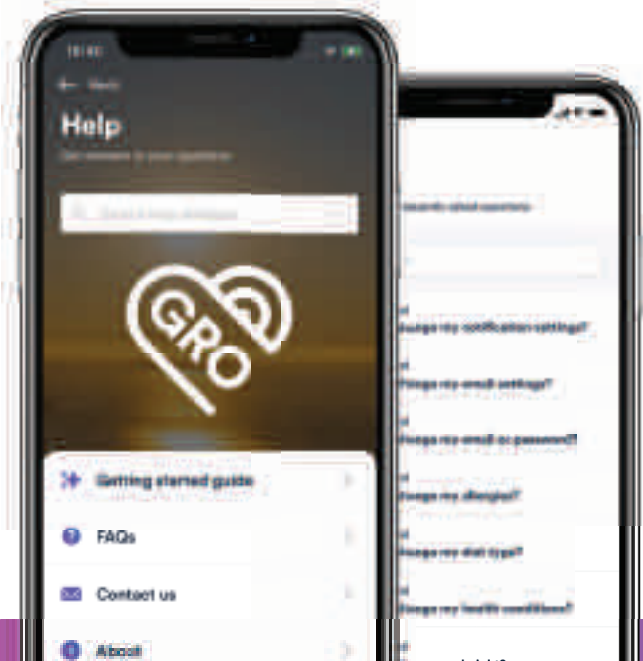
Favourites

Browse all items that you have favourited.

This includes:

- Lessons
- Lifestyle articles
- Resources
- Community discussions
- Audio resources (such as music and meditations)
- Workouts





Help

Use this area to send your feedback and learn more about Gro.

FAQs

Explore the platform's most frequently asked technical and non-technical questions.

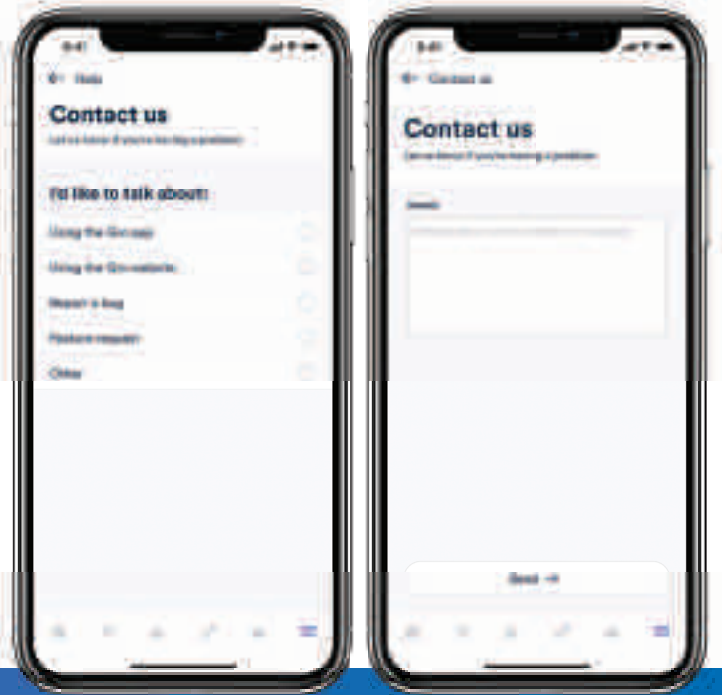
- Tap [FAQs](#) to explore frequently asked questions
- Tap on a question to read more
- Tap on  or  to rate an answer

Contact us

Get in touch with us and a member of the Gro team will contact you on the email address you signed up with.

- Tap [Contact us](#)
- Select your reason for contact
- Enter your message and tap [Send](#) →

A member of the Gro team will respond within 2 working hours.



About

Explore the legal and regulatory aspects of Gro.

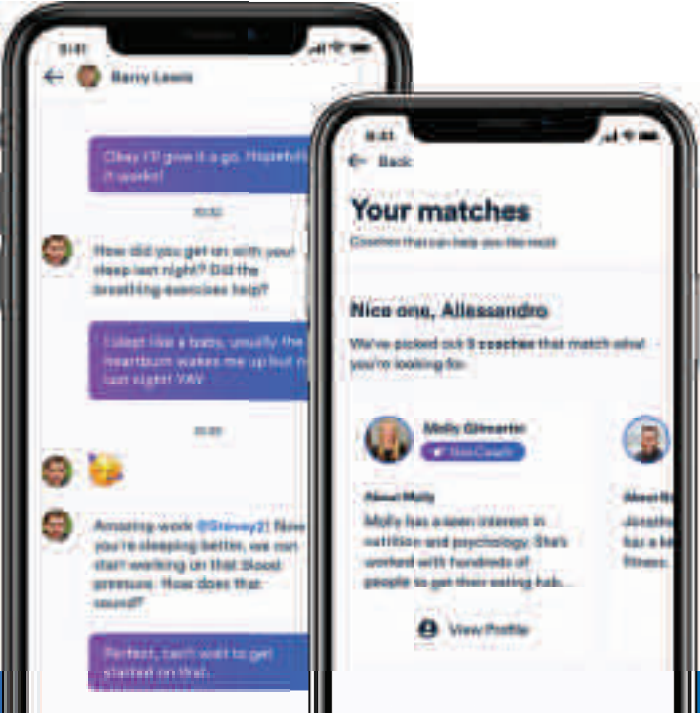
- Tap on [Terms and Conditions](#) to learn more about the terms of the platform
- Tap on [Privacy Policy](#) to learn more about how we respect your data
- Tap on [Legal](#) to read regulatory information



Health coaching

Health coaching allows you to have a private conversation with a health coach.

- Tap on [Health Coaching](#)
You will need to buy a subscription to coaching if this is not enabled on your account
- Choose a coach
- Start a conversation

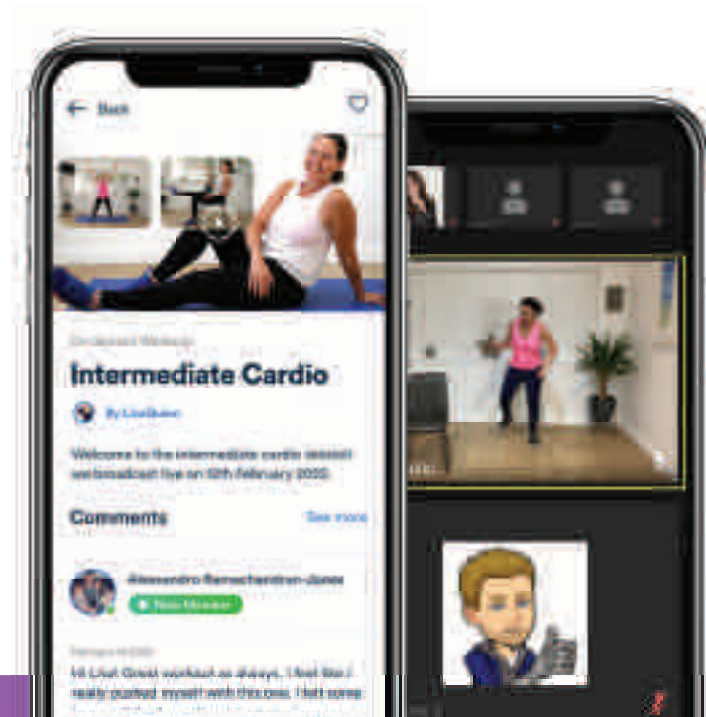


Virtual events and live meetups

Each week, we host optional virtual events for all members to attend.

How to join our events

- From the Home Screen, tap **Menu → Lifestyle**, then scroll down to 'Getting Started'
- Tap on the '**Coming Up This Week**' article to see a schedule of events.
- All of our live workouts are hosted by a BACPR-accredited physical trainer.

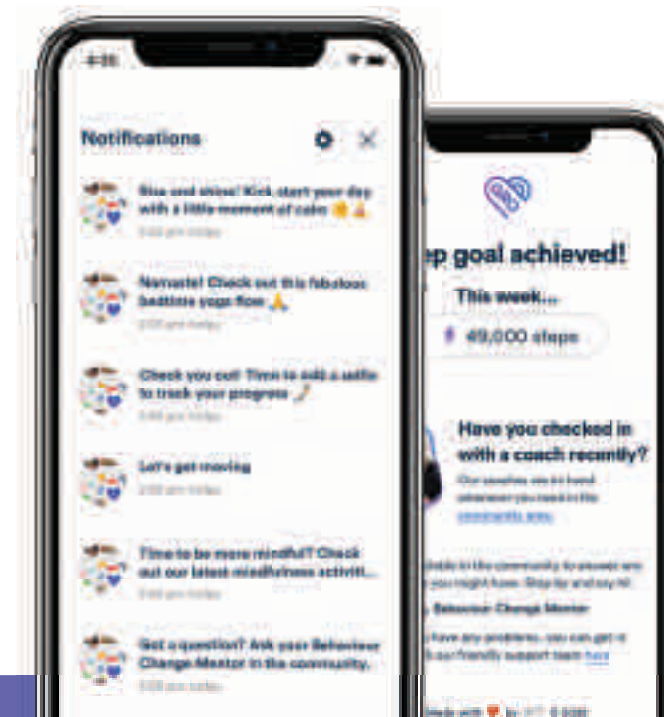


Notifications & email alerts

You will receive in-app and email notifications during your membership.

If you do not receive in-app notifications, please check your phone settings.

Update your in-app and email notification preferences in Settings.

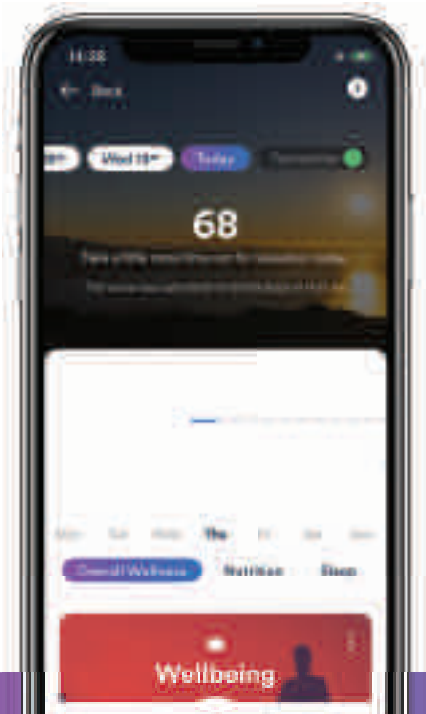


Wellness Score

Wellness Score measures the signals from your body to provide you with insights to empower your decisions. It is a number from 1 to 100.

See the data that you have tracked and whether you can correlate it with how you're feeling - both mentally and physically.

Tap on the Wellness Score card to see your wellness broken down into 4 Component Scores.



Nutrition

Measure of your carbohydrate, fat and calories intake.

Activity

Measure of your active minutes and steps.

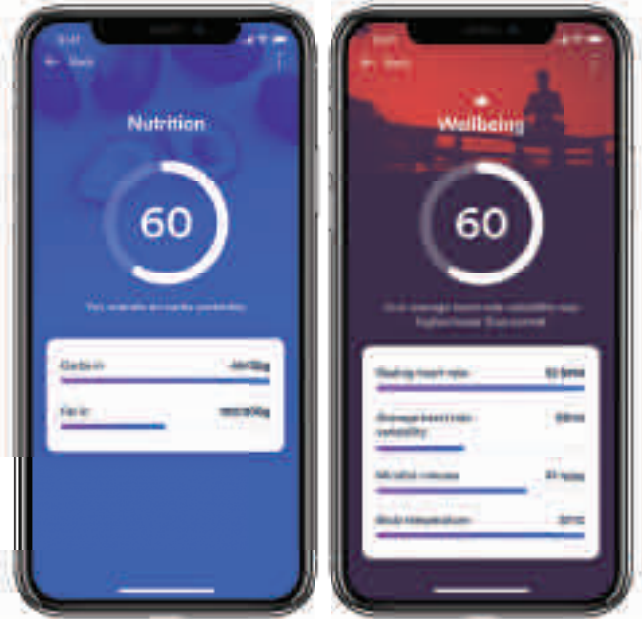
Sleep

Measure of your sleep, and its quality.

Wellbeing

Measure of your average heart rate, heart rate variability, temperature, and mindful minutes.

Tap on a health item to see feedback on the data you are collecting and areas of the app that may improve your score.

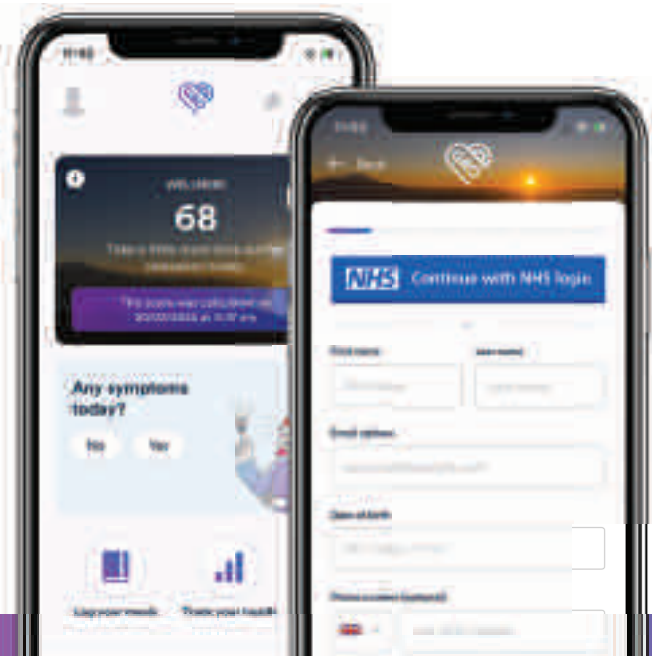


How we provide a personalised experience

Gro is a personalised platform that moves away from a ‘one size fits all’ approach to the treatment and care of people, and instead uses data to better manage peoples’ health and target experiences and therapies to achieve the best outcomes in the management of health.

How we tailor your experience

To sign up, you need to enter your date of birth, gender, email address and password. Your date of birth ensures you are of legal age to use the app in your jurisdiction, and your gender tailors your app experience.



- Provider ID:** your provider ID may tailor your experience
- Health conditions:** selecting your health condition will provide education and support tailored to your condition.
- Medications:** entering your medications will ensure resources are suited to the medications you take.
- Diet:** choosing your dietary preferences and allergies enables appropriate, culturally relevant meal plans to be shown to you.



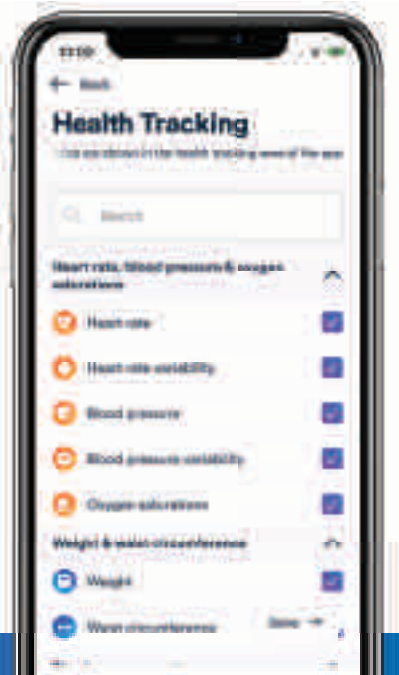
Activity level: selecting your current activity level allows recommended activities and exercise classes to be tailored to your fitness level.

Units of measurement: choose the units you'd like to track your health in.

Lifestyle: select your ethnicity and whether you smoke or test your blood glucose to see culturally-relevant education on these topics.

You can also utilise the app as your personal log book, tracking different aspects of your health and lifestyle including food, activity, weight, sleep, mood, blood glucose, mindfulness and more.

Usage data from use of the web and app is collected. Opt-out by contacting the Support Team.



Certifications

Gro is a Class I Medical Device accredited to the following international standards:

- International Organization for Standardization ISO/IEC 27001
- International Organization for Standardization ISO/IEC 9001
- International Organization for Standardization ISO/IEC 20000
- Cyber Security Standards
- CSTAR Essentials
- IASME Governance Standard
- CE mark
- MHRA regulated Medical Device
- NHS Digital Technology Assessment Criteria (DTAC) certified



Troubleshooting

For all queries, questions, feedback and troubleshooting help, please contact help@grohealth.com.

Customer support is available daily from 6am to 10pm.

We endeavour to respond to all queries within 2 hours.





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