

Bupa First – Face-to-face GP appointments. Terms and conditions



1. For customers with one of the following Bupa health insurance policies:
 - Bupa Health Platinum Plus
 - Bupa Health Platinum
 - Bupa By You Comprehensive with full outpatient cover

You can use Bupa's face-to-face GP services at a Bupa health centre as part of your Bupa health insurance policy.

You can find your local health centre using finder.bupa.co.uk. This service isn't part of your policy and if you use the service, it won't be counted as a claim.

Please note: Bupa By You Comprehensive customers with an outpatient allowance of £1,000, £750 or £500 do not have access to face-to-face GP appointments.
 2. You can book a 15-minute face-to-face appointment with a Bupa GP at a Bupa health centre at a cost of £20 (including VAT) for each appointment.* You'll need to provide your payment details when you book your appointment and payment will be taken after the appointment. If you prefer a digital GP appointment you can use the digital GP service that is part of your policy at no additional cost.
 3. This service is open to you and named dependants on your policy who have one of the levels of cover listed in point 1. Customers with the products listed in Clause 4 are not eligible to use this service. Most Bupa health centres can see patients of all ages. We recommend checking with the bookings team first to see if this is the case at your local centre. We may ask for proof of date of birth.
 4. Customers that have a Bupa Health Classic Plus, Bupa Health Classic, Bupa Health Essentials, Bupa By You Comprehensive policy with outpatient allowances (£1,000, £750, £500) cannot use this service and you will be charged £79 for a Bupa face-to-face GP appointment plus the cost of any diagnostic tests undertaken as part of the appointment.
- All customers can access a remote GP appointment using our digital GP service that is part of your policy at no additional cost.
5. The Bupa face-to-face GP appointments are usually available from 8am to 8pm Monday to Friday, and 9am to 5pm on Saturdays at selected sites. It isn't suitable for medical emergencies, so if you need urgent medical care please call 111 or 999, or visit your local Accident and Emergency department.
 6. Bupa will not charge you for issuing private prescriptions, but you will be charged by the dispensing pharmacy for the cost of the medication and for any delivery services, if you choose to get it delivered.
 7. Your Bupa face-to-face GP appointment includes the cost of minor diagnostic tests such as bloods and swabs that the doctor says you need at your appointment. Where possible, these tests are done at the Bupa health centre on the same day.
- Tests include:
- blood tests
 - urine sample
 - stool sample
 - swabs
 - ECGs
 - saliva or sputum
 - smear tests and HPV screening.

*Bupa reserves the right to change this service at renewal.

†Lines open Monday to Friday 8am to 8pm, Saturday 8am to 4pm and bank holidays 8am to 1pm.

8. Your Bupa face-to-face GP appointment includes the cost of minor diagnostic tests such as bloods and swabs that the doctor says you need at your appointment. If the tests can't be done in the same appointment, we'll book another one for you at no extra charge.
9. Your appointment doesn't include the cost of any referrals for diagnostic tests or to see a consultant. These may be covered by your Bupa health insurance policy. It's important that you call us on 0345 609 0111[†] as soon as you get your referral so that we can confirm what your policy covers.
10. Your Bupa face-to-face GP appointment doesn't include or provide the following:
 - referrals into NHS services
 - NHS prescriptions
 - prescriptions for certain medications including controlled drugs
 - imaging such as X-rays and ultrasounds and diagnostic tests not offered in Bupa Health Centres
 - fit notes for statutory sick pay
 - chronic or long-term condition management
 - Reports or forms that might be needed for participation in any activities or travel visas
 - antenatal or maternity care
 - drug and alcohol rehabilitation services
 - immunisations or vaccinations
 - blood tests for patients who are aged under 16 years
 - medical emergencies such as chest pain, difficulty breathing, strokes or seizures or heavy bleeding
 - minor injuries such as broken bones, sprains, cuts that require stitches or minor burns
 - minor surgery such as skin growth removal, biopsies and ingrown nail removal
 - dental issues
11. Any subsequent or follow up appointments with a Bupa GP will be charged at £20* (including VAT) for each appointment.
12. Face-to-face GP appointments are subject to availability. Bupa reserves the right to decline to offer a GP appointment at its discretion.
13. The customer will be charged for late cancellations within 24 hours of the appointment time and no shows. Bupa also reserve the right to temporarily or permanently suspend the service if you use it excessively or inappropriately. This includes (but not limited to) cancelling an unreasonable number of appointments within 24 hours of the appointment time, not attending an unreasonable number of appointments without prior notice or requesting repeat appointments which aren't clinically appropriate. It also includes abusive or inappropriate behaviour or remarks towards any clinician, employee or partner of Bupa.
14. To the fullest extent permitted by law, Bupa and its group companies shall not be liable to customers for any claims, damages or any other losses whatsoever under or in connection with the operation of the offer.
15. These terms and conditions shall be governed by English law and the parties submit to the exclusive jurisdiction of the courts of England and Wales.
16. Our Privacy Notice explains how we take care of your personal information and how we use it to provide your cover. A brief version of the notice can be found in your Bupa By You policy guide and the full version is online at bupa.co.uk/privacy

*Bupa reserves the right to change this service at renewal.

The Bupa face-to-face GP service is provided by Bupa Occupational Health Limited. A company registered in England and Wales with company registration number 00631336. Registered office: 1 Angel Court, London, EC2R 7HJ.

Bupa Occupational Health services are not regulated by the Financial Conduct Authority or the Prudential Regulation Authority.

Bupa Health Insurance is provided by Bupa Insurance Limited. Registered in England and Wales with registration number 3956433. Bupa Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Arranged and administered by Bupa Insurance Services Limited, which is authorised and regulated by the Financial Conduct Authority. Registered in England and Wales with registration number 3829851. Registered office: 1 Angel Court, London EC2R 7HJ

Centre	Location	Postcode	Address
Bupa Health Centre	Aberdeen	AB23 8HG	32 Scotstown Road, Bridge of Don, Aberdeen
Boots Bupa Health Centre	Bath	BA1 1AT	1 Newark Street, Bath, Somerset
Bupa Health Centre	Belfast	BT9 6GW	Kingsbridge Diagnostic and Treatment Centre (KDTC), Level 1, Building 1 Dataworks, King's Hall Life Sciences Park, Belfast,
Bupa Health Centre	Beverley	HU17 0JG	1 Zarya Court (Ground Floor), Grovehill Road, Beverley
Bupa Health Centre	Birmingham	B15 3BE	10-11 Greenfield Crescent, Edgbaston, Birmingham
Bupa Health Centre	Brighton	BN3 4FL	70 New Church Road, Hove
Bupa Health Centre	Bristol	BS1 3LG	Spectrum Building, Bond Street, Bristol
Bupa Health Centre	Cambridge	CB24 9ZR	Conqueror House, Chivers Way, Histon, Cambridge
Bupa Health Centre	Cardiff	CF23 8RW	Ground Floor Unit 6 Ash Tree Court, Woodsy Close, Cardiff Gate Business Park, Cardiff
Bupa Health Centre	Chelmsford	CM1 1HF	Park Road, Chelmsford, Essex
Bupa Health Centre	Croydon	CR0 3EU	308 Thornton Road, Croydon, Surrey
Bupa Health Centre	Durham	DH1 1TH	Aire House, Mandale Business Park, Belmont, Durham
Bupa Health Centre	Edinburgh	EH12 9DQ	Verdant North Reception, 2 Redheughs Rigg, Edinburgh
Bupa Health Centre (formerly Blackberry Clinic)	Exeter	EX1 1SE	34 Denmark Road, Exeter
Bupa Health Centre (formerly Blackberry Clinic)	Fareham	PO16 8UY	Blackberry Clinic, Suites 1 and 2 Faretec, Carnac Place, Cams Hall Estate, Portchester Road, Fareham, Hampshire
Bupa Health Centre	Glasgow	G2 5NW	Sutherland House, 149 St Vincent St, Glasgow
Bupa Health Centre (formerly Blackberry Clinic)	Guildford	GU1 4HD	Meridian House, 9-11 Chertsey Street, Guildford, Surrey
Bupa Health Centre	Ipswich	IP1 3HD	18 Lloyds Avenue, Ipswich
Bupa Health Centre - Ashford	Kent	TN24 8XW	Unit 4 Eurogate Business Park, Ashford, Kent
Boots Bupa Health Centre	Leamington Spa	CV32 4BL	31 Parade, Leamington Spa
Bupa Health Centre	Leeds	LS1 2SP	Trafalgar House, 29 Park Place, Leeds
Bupa Health Centre	Leicester	LE4 1ET	Unit 2 Barshaw Business Park, Leycroft Road, Beaumont Leys, Leicester
Bupa Health Centre	Liverpool	L18 8ES	1 Rose Lane, Mossley Hill, Liverpool
Bupa Health and Dental Centre - Canary Wharf (Crossrail Place)	London	E14 5AR	1 Crossrail Place, Street Level Zero, Canary Wharf, London
Bupa Health and Dental Centre - Chancery Lane	London	WC2A 1PP	123 Chancery Lane, London
Bupa Health and Dental Centre - West End	London	W1W 8HR	53, Mortimer Street, London
Bupa Health Centre - Basinghall	London	EC2V 5BQ	Basinghall Street, London
Bupa Health Centre - Chelsea	London	SW10 9HS	Unit 3, 1 Verney House, London
Bupa Health Centre - Clapham	London	SW11 1TT	37 St Johns Hill, Clapham Junction, London
Bupa Health Centre - London Balham	London	SW12 9AU	169 Balham Station Rd, London
Bupa Health Centre - London Euston	London	NW1 2PL	85 Hampstead Road, Euston, London
Bupa Health Centre - London Swiss Cottage	London	NW3 6LB	167a Finchley Road, London
Bupa Health Centre - South Kensington	London	SW7 2JE	30 Thurloe Place, South Kensington, London
Bupa Health Centre - Wandsworth	London	SW17 7EG	15 Bellevue Road, Wandsworth Common, London
Bupa Health Centre	Manchester	M2 1FB	4 Marble Street, Spring Gardens, Manchester

Bupa Health Centre	Manchester	M22 5XB	Part Ground Floor at Block C, Trident Business Park, Styal Road, Manchester
Bupa Health Centre (formerly Blackberry Clinic)	Milton Keynes	MK7 7PB	3 Blackberry Court, Walnut Tree, Milton Keynes
Bupa Health Centre	Norwich	NR3 3BE	Unit 7, St Augustine's Gate, Waterloo Road, Norwich
Bupa Health Centre	Nottingham	NG8 6AS	4 Millenium Way West, Phoenix Centre, Nottingham
Bupa Health Centre	Oxford	OX4 2JZ	Ground Floor, 7600 The Quorum, Oxford Business Park, Oxford
Bupa Health Centre	Preston	PR5 6BL	9 South Preston Office Village, Cuerdon Way, Preston, Lancashire
Bupa Health and Dental Centre	Reading	RG1 5AS	Centurion Court, 64 London Road, Reading, Berkshire
Bupa Health Centre	Ringwood	BH24 1EX	Ground Floor, Unit 1, Pullman Business Park, Ringwood, Hampshire
Bupa Health Centre	Sevenoaks	TN13 2JD	Sevenoaks Medical Centre, Beadle House, London Road, Sevenoaks
Bupa Health Centre	Sheffield	S10 5TZ	The White House, 3 Sandygate Park, Sheffield
Bupa Health and Dental Centre	Solihull	B91 3RT	47 Station Road, Solihull, West Midlands
Bupa Health Centre	Southampton	SO53 3LU	Stepnell House, Tollgate, Southampton
Bupa Health Centre	Southend-on-Sea	SS1 1AN	13 Clarence Road, Southend On Sea, Essex
Bupa Health Centre	St Albans	AL1 2PS	Threadneedle Building, Everard Close, St Albans, Hertfordshire
Bupa Health Centre	Tarporley	CW6 9DL	Unit 2, Portal Business Park, Eaton Lane, Tarporley, Cheshire
Bupa Health Centre	Worcester	WR1 1JT	Blackberry Clinic, 58 The Tything, Worcester