



**Menopause Plan.  
So you don't  
have to go  
it alone**

**This is health**



# Supporting you through the menopause.

The menopause is a natural part of life but that doesn't make the process any easier. It can be a lonely time, a challenging time, and a difficult experience to navigate – particularly without the right support.

We understand that every woman is different. What works well for one person, may not be the best for another. That's why our menopause support is completely tailored to your individual needs.

You'll get to chat with a menopause-trained doctor who'll spend time getting to know you. They'll provide you with a personalised care plan to help get you back on track. You'll also receive ongoing support with our Menopause HealthLine – for anything worrying you.

We also know you're busy and need care on your terms. With face-to-face, phone and video appointments, you have the flexibility to fit your care plan around day-to-day life.

**We created our Menopause Plan so you can get the support you need to continue to live life to the fullest. We want to empower you to seek support, work with the GP to decide the right next steps for you and take back control of your health, and your life.**

**58%**

of women struggle to get access to menopause support via their GP. <sup>1</sup>

**59%**

of women say they have difficulties at work during the menopause. <sup>2</sup>

**20+**

is how many menopause symptoms women may experience. <sup>3</sup>

<sup>1</sup> [RCOG: UK women struggling to access essential healthcare services](#)

<sup>2</sup> [Majority of working women experiencing the menopause say it has a negative impact on them at work | CIPD](#)

<sup>3</sup> [Signs and symptoms of menopause | NHS inform](#)

# How your plan works.

Here's what you can expect from your Menopause Plan.



## Step one

Contact our customer service team to gain a pre-authorisation code. An advisor will then authorise the plan and give you a number to contact the bookings team.



## Step two

The bookings team will offer you a face-to-face, phone or video appointment with a GP. Once booked, you'll receive a link to your pre-appointment questionnaire. It's important to complete this prior to your appointment.



## Step three

You'll then spend up to 45 minutes with a GP trained in Menopause Care, discussing any concerns or symptoms and agree on the best next steps for you to take.



## Step four

After your consultation, you'll be given a personal care plan. If you need referring to a specialist, any tests or a prescription, we can arrange that for you.\*



## Step five

When you're ready for your follow-up appointment, simply call the bookings team to arrange this either face-to-face or via video or phone call. Where possible this can be with the same doctor. This appointment is available for up to 12 months after your initial appointment.



## Step six

You'll receive support from specially trained Bupa nurses for a year, via our Menopause HealthLine. Lines are open from 8am-8pm, 365 days a year. You can call them about anything to do with the menopause.

**The charge for the appointment will erode your out-patient benefit and may be subject to excess/co-pay but not underwriting.**

\*The cost of the prescription isn't covered by the health scheme and you'll need to cover this. The cost is variable dependant on the type of medication and the prescribing pharmacy.

**To find out more about the Menopause Plan, please call your Bupa Helpline on**

(We may record or monitor our calls.)

**If you'd like to speak to a nurse for general advice on Menopause, call our Menopause HealthLine on**  
**0345 608 9984**

Lines are open 8am to 8pm 365 days a year. Calls may be recorded and to maintain the quality of our service we may monitor some of our calls, always respecting the confidentiality of the call.

Bupa Menopause HealthLine, Bupa health trusts and Private GP Services services are not regulated by the Financial Conduct Authority or the Prudential Regulation Authority.

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