



Well Health

Menopause Plan

So you don't have to go it alone.



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 and challenging time, and a difficult experience to navigate – particularly without the right support.

We understand that everyone 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.

Over half

of women struggle to get access to menopause support via their GP.¹

More than two-thirds

of women with experience of menopausal symptoms say they have had a mostly negative effect on them at work.²

20+

is how many menopause symptoms women may experience.³

¹ [Menopause and the workplace | UK Parliament](#)

² [Helping those experiencing menopause to stay and progress in work | CIPD](#)

³ [Menopause overview | NHS](#)

How your plan works

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



Step one

Call your Bupa Helpline to gain a pre-authorisation code. An adviser 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, 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 any out-patient benefit and may be subject to excess/co-pay but not underwriting.

*You'll need to cover the cost of the prescription and any additional tests are subject to eligibility of your health scheme. The cost of the prescription 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.

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