

Flu voucher. FAQs.



Where can I redeem my voucher?

Please use our store locator to find your closest pharmacy.

bupa.co.uk/pharmacies

How do I book an appointment at a participating pharmacy?

You can call or book online at your nearest participating pharmacy to book an appointment. To find the nearest participating pharmacy please visit bupa.co.uk/pharmacies and use the store locator option. Appointments are allocated on a first come, first serve basis.

Do I have to pay for my vaccination?

No, you will receive your voucher by email. Please present it at the pharmacy for validation. No payment is required.

Will I receive priority treatment at the participating pharmacy because I have a prepaid voucher?

No. You are not entitled to priority treatment. The only difference from regular customers is that you don't have to pay. Vaccinations are offered on a first come, first served basis, so you are advised to book an appointment in advance.

How are seasonal flu vaccines administered?

Flu vaccinations are administered as an injection in your upper arm. Therefore, please wear clothing that makes your upper arm easy to reach.

I haven't received my voucher email

Please contact fluvac@bupa.com and make sure that you provide your name, company details and registration code that you used to order your voucher via the website.

How long is my appointment?

It will only take a few minutes of your time. The nurse will pre-screen to check whether there is any reason why you should not have the vaccination. The injection takes a few seconds and is not normally painful.

Will I experience any side effects?

You might suffer a little soreness where the injection is given. Occasionally people get a slight temperature for a short time. You cannot catch seasonal flu from the injection.

Who can I talk to if I have any health questions in relation to the flu vaccination?

If you have specific queries about the seasonal flu vaccination service call the Bupa HealthLine **0345 6090 172**. Please note this is only for seasonal flu vaccination queries.

Is there anyone who shouldn't be vaccinated?

Anyone with a serious allergy to hen's eggs is advised not to have the vaccination. You must complete the screening first to make sure that it is okay for you to have the vaccine. Pregnant women should check with their Midwife/GP in the first instance, to make sure they are suitable to have a vaccination. Anyone under 18 cannot have the vaccination.

How is flu spread?

The flu virus is transmitted by coughing and sneezing. Droplets containing the virus are expelled from the mouth and nose and then circulate in the atmosphere where they can be breathed in by other people. Transmission may also occur through skin contact, particularly through shaking hands with someone who has flu or by touching a surface that they have recently touched. Since the virus can live for a short period on the skin, frequent washing of hands is an important preventive measure.

What are the symptoms of flu?

Typically, you will get a blocked or runny nose, sneezing, sore throat, a cough, muscle aches and pains. You may feel exhausted and the feeling of exhaustion and tiredness may last for a few weeks after the illness has cleared up. You are likely to get a fever, and you may also lose your appetite, feel or be sick and have diarrhoea.

Does the flu vaccination cover coronavirus (COVID-19)?

No. It doesn't cover the strains of COVID-19.

How likely it is to contract both flu and COVID-19 at the same time remains unclear.

There is some data from a small number of cases that suggests co-infection with both viruses will likely cause more severe symptoms with Public Health England warning that having both flu and COVID-19 at the same time can be very serious. However, more research is needed.

Noting the above, it suggests for people vulnerable to flu having their flu jab is even more important during the Covid pandemic, to help protect themselves against the potentially more serious consequences of co-infection.

How will the pharmacies make it safe for employees to receive their flu vaccination?

All flu appointments will need to be booked in advance with the pharmacy. They will include enough time around the appointment to make sure all measures are in place to keep the employee safe. Each pharmacy will have their own method of protecting your employees.

When will the voucher expire?

28 February 2027