

Face-to-face GP benefit **FAQs**

All consumer health insurance customers can access a 15-minute face-to-face GP appointment at one of our Bupa health centres.

What's included?

A 15-minute face-to-face GP appointment at one of our Bupa health centres that offers this service (details are available on bupa.co.uk/finder). The appointment is suitable for discussing one acute minor illness or concern. In-centre tests such as bloods and swabs, will also be included where required, at no additional charge.

What tests are included?

If the GP says a test is needed, this can be done as part of the appointment at no extra cost. Wherever possible the tests will be done on the same day.

Tests include:

- Blood tests
- ECGs
- Urine/Stool samples
- Saliva and sputum sample
- Swabs

Will customers have to pay for an appointment to receive test results?

Customers will not pay for a quick phone call to give test results.

What about other tests or a referral?

If the GP says a different test is needed or refers the customer to see a private consultant, the cost of these aren't included as part of the appointment. However, they may be covered on their Bupa policy.

Please note: that if your client is using this appointment to get a referral onwards we may need to contact their current GP for early claims.



Is there anything the Bupa GP will not see a customer for?

Yes, Bupa GP appointments **cannot** 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
 - Medical examinations and reports
 - Antenatal or maternity care
 - Drug and rehabilitation services
 - Immunisations or vaccinations
 - Blood tests for patients who are aged under 16 years
 - Medical emergencies or minor injuries
 - Nursing care such as simple wound review, dressings or suture removal
 - Minor surgery such as skin growth removal, biopsies and ingrown nail removal
 - Dental issues
 - Minor injuries such as broken bones, sprains or cuts that require stitches
 - Minor burns
 - Treatment for medical emergencies such as chest pain, difficulty breathing, strokes, seizures or heavy bleeding
 - Appointments that are not clinically appropriate
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Who qualifies for the new benefit?

All personal Bupa health insurance customers will have this new benefit as part of their cover.



What do I need to tell customers about the new benefit?

This benefit will be available to all personal Bupa health insurance customers from **17 November 2025**.



How do customers claim for it?

To claim, customers will need to call the Bupa health centres booking line, quoting the code we sent them and their membership number.

The code to use the service will be provided when your client is enrolled. Existing clients will be notified from the 17 November.



Can children use the face-to-face service?

The Under 18's GP Service is available to children between the ages of 12 months and 18 years' of age. Proof of date of birth may be requested for the Under 18's GP Service.

Most Bupa health centres can see patients of all ages. We recommend the customer checks with the bookings team first to see if this is the case at their local centre.



How can a customer find a Bupa Health Centre?

Customers can find a Bupa health centre that offers the private GP service at www.finder.bupa.co.uk

We have provided a list of the health centres that currently offer this service.



Is there a cancellation fee?

Customers are asked to provide payment details when booking a face-to-face GP appointment. No payment is taken at the time of booking.

However, a charge will apply if:

- The customer **does not attend** the appointment.
- The customer **cancels with less than 24 hours'** notice.
- The customer books an appointment but is **not eligible** to use the service.

In these cases, payment will be taken from the credit or debit card provided at the time of booking. Customers are informed of the applicable charges during the booking process.



Will this impact customer outpatient allowance, excess, NCD or LCB?

No, claiming for this benefit will **not impact** customer outpatient allowance, no claims discount (NCD), low claims bonus (LCB) and it won't be subject to excess payments.