

Face-to-face GP appointments

Who can benefit?

Clients with a personal Bupa health insurance policy can **access 15-minute face-to-face GP appointments** at a Bupa health centre. That includes any family members that are covered. Customers with a health insurance policy that is provided to them as a benefit or paid for by someone else, like an employer, won't receive access.

How much are appointments?

This service is included in your clients' cover, so they won't need to pay when booking an appointment. They'll be asked to provide card details, **but they won't be charged**. Using this service won't affect their no claims discount if they have one, and they **won't need to pay any excess either**.

How long do they last?

Each appointment should last **15 minutes** and is suitable for discussing one acute minor issue or concern. Your clients may need to stay a bit longer if the doctor says they need a test.

What tests are available on the day?

If the GP decides a test is needed, a wide range of tests can be carried out at the centre, often on the same day – at no extra cost.

Tests include:

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

How to book?

1. Your clients can choose their most convenient location at **finder.bupa.co.uk** by clicking on 'Bupa health centre' in the first box.
2. They should then call us and quote the booking code as well as their membership number. The phone number and code will be included in their policy documents. We'll book an appointment at a time that suits them.

Lines are open 8am to 8pm Monday to Friday and 9am to 4pm on Saturdays.

What about other tests or a referral?

If the GP says a patient needs different tests or refers them to see a private consultant, the costs are not included as part of their appointment. However, this could be covered by their Bupa policy.

Is there anything the GP can't help with?

The GP appointment can't help with:

- referrals to NHS services
- NHS prescriptions
- private prescriptions for certain medications, including controlled drugs
- imaging such as X-rays and ultrasounds, and tests which aren't available at Bupa health centres
- fit notes for statutory sick pay
- the management of chronic or long-term conditions
- medical examinations and reports
- antenatal or maternity care
- drug and alcohol rehabilitation
- immunisations and vaccinations
- blood tests for patients aged under 16
- medical emergencies or minor injuries
- nursing care such as simple wound review, dressings or suture removal
- minor surgery or wound management
- 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

What if they have to cancel?

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.

Do appointments affect their cover?

This service **doesn't count as a claim** it won't affect their outpatient allowance, no claims discount, low claims bonus and is not subject to excess payment either. They can still access digital GP appointments by phone or video - it's simply an extra option.

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