



# Face-to-face GP appointments

## Who's it for?

Looking to take control of your health? With a personal health insurance policy, you can access face-to-face GP appointments at our participating Bupa health centres. 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 cover, so you won't need to pay when booking an appointment. You'll be asked to provide card details, but you won't be charged. Using this service won't affect your no claims discount if you have one, and you won't need to pay any excess either.

## How long do they last?

Appointments last 15 minutes to discuss one acute minor illness or concern. You might need a little longer if the GP decides you need a test.

## How do I book?

1. We have a range of locations around the UK. Head to [finder.bupa.co.uk](https://finder.bupa.co.uk) and click 'Bupa health centre' in the first box to find your nearest.
2. When you become a member, you'll receive a code and the number for our booking line in your policy documents. Once you have them, call us, quoting the code and your membership number. We'll book you in for a time that suits you.

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

## What tests are available?

If the GP decides you need a test, a wide range can be carried out — often on the same day. There's no extra cost.

### Tests include:

- Blood tests
- Urine samples
- Stool samples
- Swabs
- ECGs
- Saliva or sputum samples

## What about other tests or a referral?

If you need different tests or a referral to see a private consultant, the costs are not included as part of the appointment. However, this could be covered by your Bupa policy.

## Need to cancel?

When you provide your payment details to secure your booking, we won't take payment.

### However, a charge will apply if:

- You don't attend the appointment.
- You cancel with less than 24 hours' notice.
- You book an appointment without being eligible to use the service.

In those cases, payment will be taken from the credit or debit card provided when you booked the appointment. We will explain the charges when you book your appointment.

## What about cover?

Don't worry, booking an appointment doesn't count as a claim, it won't affect your outpatient allowance or no claims discount and is not subject to excess payment. You can still access our digital GP services through the My Bupa app — this is just another option.



For more information, talk to your intermediary

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