

Workplace health and wellbeing.
Better for business

Our Cancer Promise

We treat the person not just the condition



Cancer and work

Cancer affects nearly everyone, either directly or through someone we know – it's a reality for individuals and businesses alike. Our cancer support can help minimise the impact on your employees and their working lives.

Nearly
1 in 2

people born in the UK will get cancer in their lifetime.¹

It's estimated that there are currently
three million

people living with cancer in the UK, rising to 4 million by 2030, and 5 million by 2040.²

Over 11%

The percentage breast cancer screening uptake has fallen over the last 10 years in England.³

Around
4 in 10

cancer cases in the UK can be prevented.⁴

^{1,3,4}Cancer Research UK, 2024

²Macmillan Cancer Support, Feb 2023

Here every step of the way

Fast access to care via our direct access and remote skin assessment services

No financial or time limits[^]

Cancer drug therapy at home

Access to breakthrough cancer drugs and treatment

High standards among our providers and our own services

Specialist Centres for bowel, breast and prostate cancer

Emotional and wellbeing support

Advice and support to help prevent cancer

[^]With Bupa cancer cover there are no time limits. All eligible treatment costs and evidence-based breakthrough cancer drugs that your scheme covers are paid in full for as long as your employee has Bupa cancer cover, and when they use a hospital or health centre from the Bupa network and a consultant that we recognise and who charges within Bupa rates (a fee-assured consultant). Your scheme cover may have exceptions. If your scheme has a total annual allowance, eligible treatment costs that your scheme covers will be paid up to that amount. Employees will need to check their certificate and guide for full details and to see which list of advanced therapies has been selected as it may not cover all advanced therapies.

Timely answers. Fast action*

Direct Access

- We know that early diagnosis saves lives[^] and means better outcomes for your employees.
- Earlier diagnosis also means treatment costs could be lower than if the cancer is detected later.¹
- With Direct Access, employees can speak to a trained adviser about their symptoms. If needed, they can be referred immediately and typically see a specialist within six days. All it takes is a phone call.

¹Global treatment costs of breast cancer by stage: A systematic review, PLoS One, 2018.

[^]Cancer Research UK, 2022.

*Any onward referrals for consultations, tests or treatment are subject to the benefits and exclusions of the cover. For example, if the cover excludes conditions that an employee has before their cover started, we may ask for further information from the employees' GP. The employee will need to check the guide and their certification for further details or contact us to check their eligibility.

Six days

Customers will be referred to a consultant in an average of 6 days and start cancer treatment within 29 days; twice as fast as the published national target of 62 days.

Bupa internal data, March 2024

Remote skin assessment

For worries about moles or skin lesions, remote skin assessment can provide your employees with help at home, with or without the need for a GP referral.

Call us

Employees call our Direct access service on **03458 500 465** to use the service. If suitable for the service, they will receive a registration link.

We may record or monitor our calls.



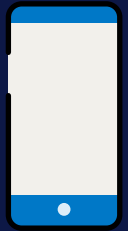
Register

If they register before 2pm they'll receive a home assessment kit, including a smart phone and dermatoscopic lens, the next working day.



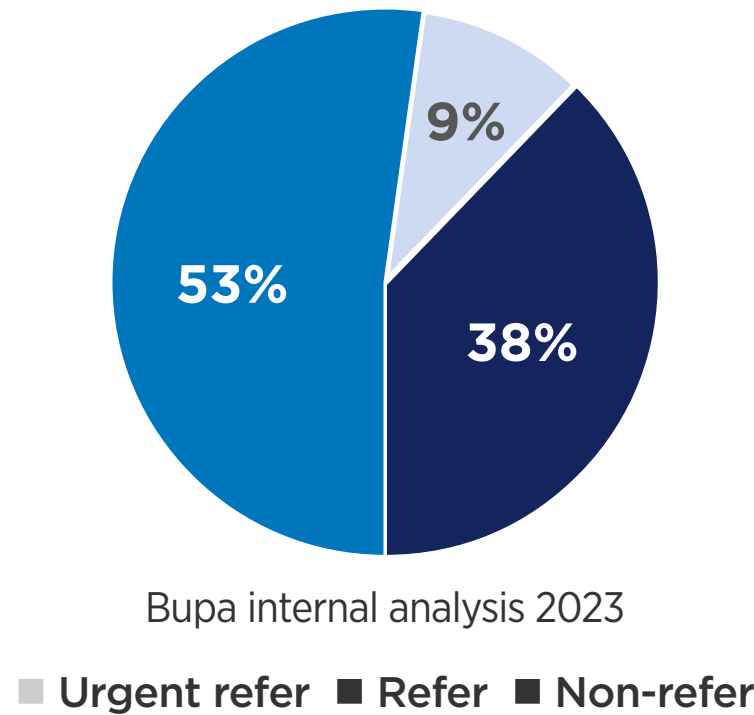
Upload images

They use the kit to take and send images to a dermatologist. **Results will be sent to them within three working days.** If further investigation is required, Bupa will be notified and we will be in touch to confirm the next steps.



Skin analytics outcomes

3,905 people used this service in 2023, with over half given the all clear and needing no further intervention, and 9% requiring an urgent referral to a consultant dermatologist.



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Setting new standards for cancer care

We go beyond meeting minimum standards of care and use expertise and innovation to reimagine what cancer care can be.

Timely answers

Employees receive fast action on cancer concerns. For bowel cancer worries, we'll send medicines to prepare for their appointment straight to their door. We'll then see them within four working days of calling us. For breast and prostate cancer, we'll see them in just two days of their first call.

Specialist Centres for bowel, breast and prostate cancer

In one visit to a Specialist centre, your employees have their initial tests and can get the all-clear or are offered additional tests. If cancer is suspected, their results will be with them in an additional two working days. And, if confirmed, Specialist Centres commit to starting treatment within 31 days.

Breakthrough cancer drugs and treatment

We have a team of medical professionals who investigate new treatments to ensure their use is evidence-based, before making them available as quickly as possible.

Rated 'good' by the CQC

Bupa is the only health insurer to be assessed by the Care Quality Commission (CQC) for our role in the delivery of care for our customers, achieving a rating of 'good'.



Specialist Centres for bowel, breast and prostate cancer

Uniting healthcare specialists and the latest advancements in the fight against cancer.

Specialist Centres for breast and prostate cancer committed to:

Giving employees all their initial diagnostics within two working days of calling Bupa. They can receive the all-clear or further tests, with results in an additional two working days.

Specialist Centres for bowel cancer committed to:

Giving employees all their initial diagnostics within four working days of calling Bupa. They can receive the all-clear or further tests, with results in an additional two working days.

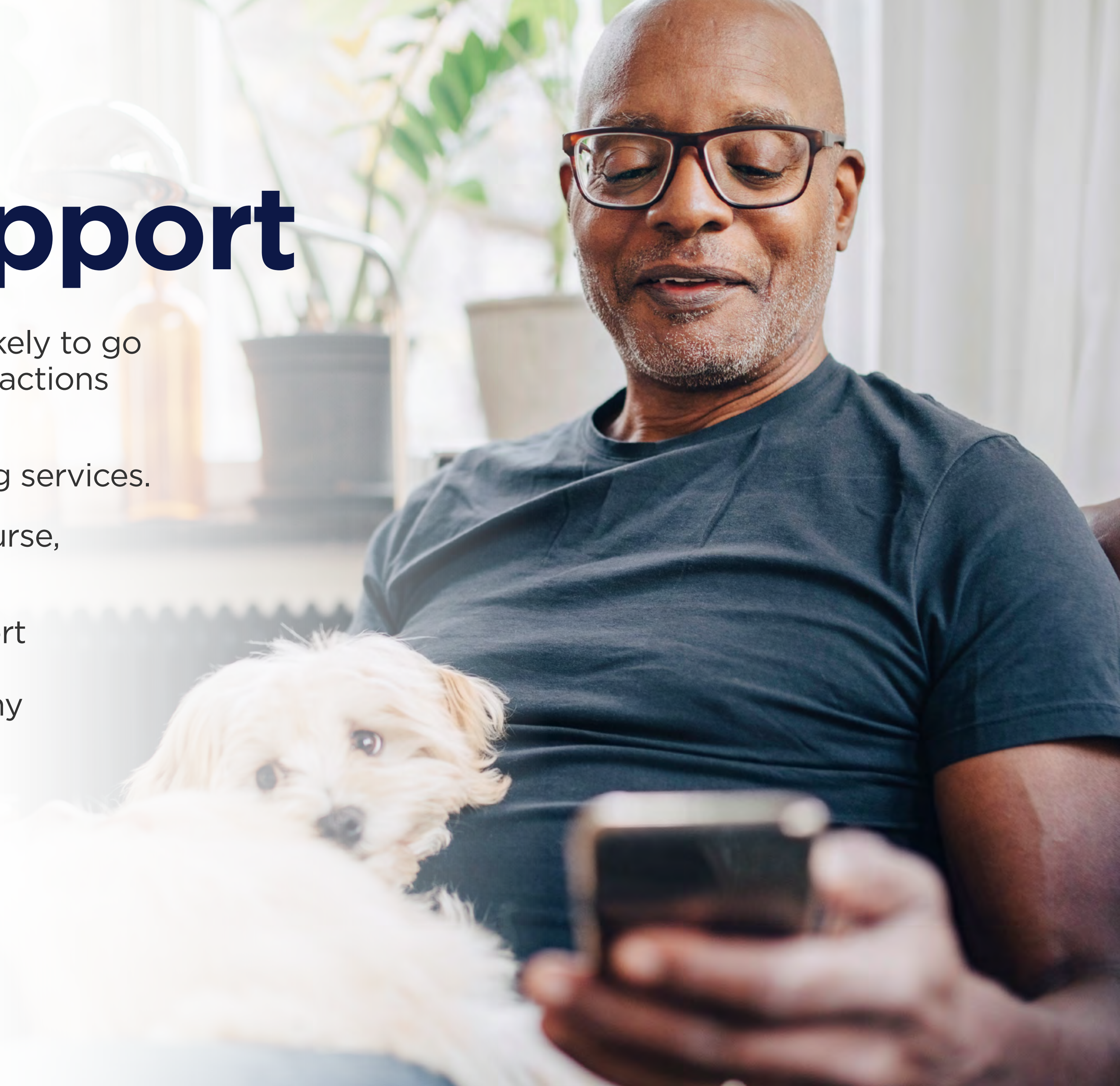
All Centres commit to starting treatment within 31 days if employees do have cancer.

Advice and emotional support

During and after cancer treatment, people are likely to go through a whole range of emotions. Common reactions include fear, anxiety, sadness, guilt and anger.

We support our customers through the following services.

- **Anytime HealthLine** – Clinical advice from a nurse, 365 days a year.
- **Living Well with Cancer** – our oncology support nurses offer personalised support, advice and information about a wide-range of topics at any stage following diagnosis to help employees move forwards.
- **End of life care** – If treatment is no longer an option, we'll continue to be there for your employee and their family.



Treatment at home

Customers can choose to receive chemotherapy in the comfort and privacy of their own home, where clinically appropriate.



Delivered by a nurse, this service can make an important difference to your employees' lifestyles as they progress through their cancer journey.



The freedom to choose

There are circumstances when a customer may choose to receive their cancer treatment with the NHS.

If this is the case, and if you have selected to include NHS cash benefit, they'll receive the amount you have selected in place of receiving treatment privately.

Some customers choose to do this because there's a convenient NHS facility near to their home.



Other ways we can help

Living a healthy life lowers the likelihood of cancer. You'll find extra support, tools and resources on our health information pages to share with your employees to help keep them at their healthiest.

- **Exercise advice:** bupa.co.uk/health-information/health-blog/move
- **Healthy eating tips:** bupa.co.uk/health-information/health-blog/eat
- **What is the truth about sun cream?:** bupa.co.uk/newsroom/ourviews/truth-about-sun-cream
- **Reducing alcohol intake:** bupa.co.uk/health-information/alcohol/sensible-drinking
- **Stopping smoking:** bupa.co.uk/newsroom/ourviews/quit-smoking-healthily
- **Cancer hub:** bupa.co.uk/health-information/cancer
- **Managers guide:** bupa.co.uk/business/workplace-wellbeing-hub/~media/files/mms/bins-05497.pdf
- **Helping children understand cancer:**
bupa.co.uk/health/health-insurance/bupa-cancer-promise/understanding-cancer

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