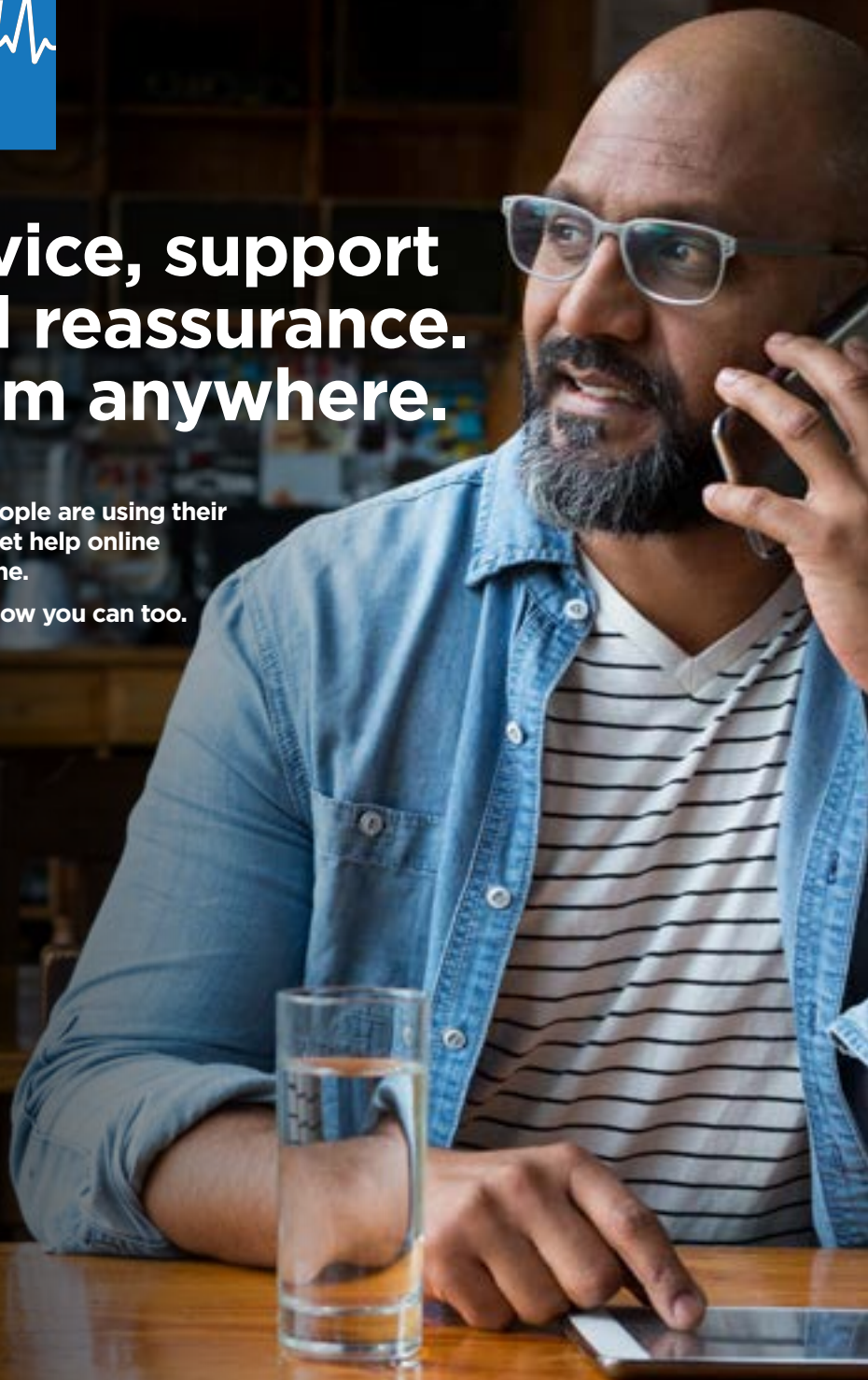




Advice, support and reassurance. From anywhere.

Lots of people are using their
cover to get help online
or by phone.

Find out how you can too.





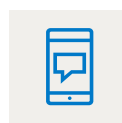
Don't put a health concern on hold – we're always here to support you.

While everyone's still adjusting to different ways of living, there's one thing that will always stay the same – support for you and your family with your health and wellbeing needs.

It's never been more important that you understand how we can help. Whether you need to speak to a nurse about your child's wellbeing, you realise you need the reassuring opinion of a nurse about your medication, or you want to book an appointment with a GP at a time to suit you, **we're here**.

Please take the time to read through this booklet to familiarise yourself with how we can help you. Most services come as standard as part of your health insurance or health trust, with no extra cost to pay.

Here's how to get help:



Talk to nurses and GPs 24/7



Tests and treatments at home



Help for your mental health and wellbeing.



Online health information and advice



Talk to nurses and GPs from anywhere.

Your everyday health comes first, even during these tough times. **Bupa From Anywhere** means you can quickly call a nurse, GP or one of our health experts, and get the help you need there and then.

Speak to a nurse 24/7 with Anytime HealthLine

Whatever's worrying you, day or night, you can call a nurse and get their professional advice. That's reassuring.

Without it impacting your excess or out-patient allowance.

Here are some of the common worries our team of nurses have recently supported customers with.

- COVID-19 symptoms
- Children's rashes, fevers, cough and colds
- Gynaecological concerns
- Medication side effects
- Urinary problems

We've seen a 32% increase in calls over a set period of time between 2019 and 2020.

Comparing Mar - Sept 2019 to 2020

"I rang the Anytime HealthLine in the early hours of the morning when I couldn't sleep. The nurse I spoke with was amazing. She listened, calmed me down, gave me lots of information on the topics that were concerning me after a recent A&E chest pain admission and helped me to realise the steps I needed to address to gain control again. And all in such a lovely, caring friendly manner. To me, this service is in the 'couldn't do without' category."

Bupa customer



Speak to a nurse 24/7
0345 607 7777

Calls may be recorded and, to maintain the quality of the Bupa Anytime HealthLine service, a nursing manager may monitor some calls always respecting the confidentiality of the call.

Please note: you'll need your membership or registration number to hand.

Can't wait to see a GP? Call us straight away

Don't waste any time in checking out worrying symptoms. Call our Direct Access service and a trained adviser will give you clear advice on what to do next. They could even refer you to a specialist there and then, usually without the need for a GP referral[†], helping you take your next steps faster.

Call us direct

Speak to a
mental health adviser
0345 600 5446

Call our muscle,
bone and joint team
0345 600 8277

Speak to a specialist
oncology adviser
0345 850 0465

Lines are open Monday to Friday 8am to 8pm, Saturday 8am to 4pm. We may record or monitor our calls.

[†]Direct Access telephone services are available as long as the symptoms are covered under the policy or health trust. If your cover excludes conditions you had before your cover started, we'll ask you to provide evidence from your GP that your symptoms are not pre-existing for a period of up to two years from the date your cover started (or five years in the case of mental health) before we can refer you to a consultant or therapist through the Direct Access service. Always call us first to check your eligibility.



“I was recently diagnosed with breast cancer at the beginning of the coronavirus lockdown. With Bupa, I was able to select my surgeon and clinic and had surgery within two weeks of diagnosis, now with chemotherapy for six months. Specialist call operators know how to offer the extended services and they know what you're talking about when you call. Overall, I'm very happy right now.”

Bupa customer

This quote reflects the specific experience of one customer. The cover you choose will be subject to specific terms and conditions that may apply to your policy. Pre-existing conditions are normally excluded.

More than
30,000

customers were able to get the help they needed quickly,
without waiting to see a GP via our Direct Access service.

Mar - Sept 2020

Quick, unlimited appointments with your Digital GP



With no impact to your cover you get 24/7 access to video appointments with GPs, nurses and pharmacists. You can also use the Symptom Checker to get instant health information and guidance on next steps.

Customers who live in the Isle of Man do not have access to Digital GP provided by Babylon, but can access GP24, provided by HealthHero.

COVID-19 Care Assistant. Helping you to spot what might be COVID-19 symptoms and suggest possible next steps. Use the Symptom Checker and live chat feature to ask questions and get quick answers.

Convenient See a digital GP from home

Digital GP provided by Babylon is available around the clock, seven days a week. Just use the app to book an appointment. You can get a GP appointment within 24 hours, sometimes even sooner.

Prescriptions can be delivered to your door either the next day or, if you want it earlier, sent to a pharmacy of your choice for free. You'll need to pay the cost of your medicine when you receive it[‡].

Personal Just like a face-to-face conversation

Your health is personal, so one-to-one contact with a doctor is really important.

The service's live video chat lets you talk to a registered GP in person, just like a normal consultation.

Confidential Your details are kept safe

Your conversation with a Digital GP using the Babylon app is just between the two of you. Your information can only be shared with your NHS GP if you say you're happy to do so when you book your consultation.



Download Digital GP

1. Search 'Babylon' in your app store and download to a smartphone or tablet.
2. Open the app and register your details. Your first and last name must match your Bupa documents.
3. Use your group access PIN so you aren't charged for appointments.

95%
of customers rated
the Babylon service
4 or 5 stars

Sept 2021

[‡]Whilst click and collect services or delivery is free, the cost of the prescription is paid for by the individual as this is a private prescription. Click and collect private prescriptions can usually be picked up within 60 minutes from your chosen pharmacy, depending on your pharmacy opening hours. You can collect over the weekend at selected pharmacies. Prescription delivery is available Monday to Saturday - same day delivery in Greater London and next day delivery in the rest of the UK if you select before 5pm.

Speak to therapists and consultants by phone or video

During lockdown we made some changes to allow you to speak to most consultants and therapists by phone or video call. No need to leave your home.

We'll try to make sure that you speak to a consultant based in a location convenient to you. That means the same consultant will continue to care for you whether your appointment is face to face, over the phone or online.

Need help finding a consultant?

Our teams have the most up-to-date information on hospital and consultant availability. Just call us and we'll help you get the support you need, so you can keep your health on track.

Call us with any questions

0345 609 0444

Lines are open Monday to Friday 8am to 8pm, Saturday 8am to 4pm. We may record or monitor our calls.

We've added more services to access care even more quickly

NEW - Rapid cardiac assessment service

This service allows you to have virtual consultations with a cardiologist, within 36 hours, and some tests where required, all from the comfort of your own home. You'll need a referral from your GP, or a Babylon GP on the Digital GP app, before you call.

0345 600 7264

Opening hours Monday to Friday 8am to 8pm and Saturday 8am to 4pm.

NEW - Remote skin assessment service

This service has been created for fast detection of skin cancer, from the comfort of your home, without the need for a GP referral. It's available nationwide and you'll get your results back within three working days, from the time you register.

0800 012 1305

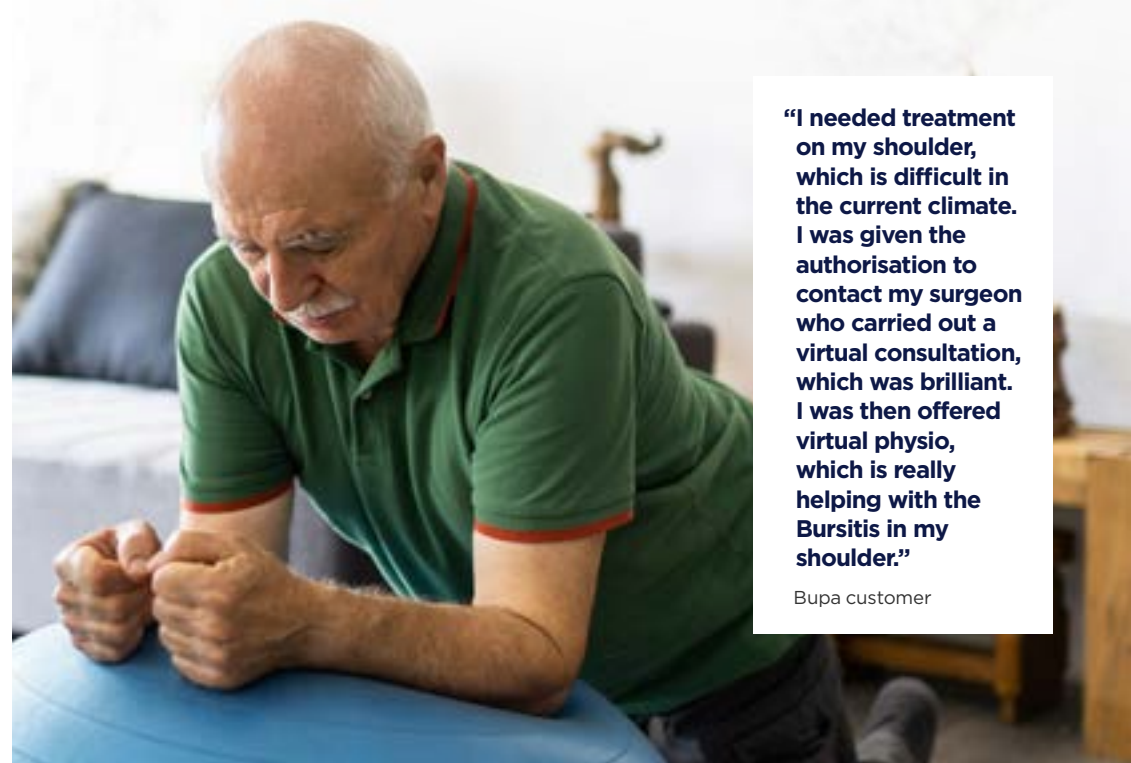
These services are subject to benefits and limitations of your health insurance or health trust and will only be offered if appropriate.



Find the care you need that's nearest to you

Finder is our online care directory, updated with the latest availability of consultants and hospitals to help you access the care you need.

Visit finder.bupa.co.uk



"I needed treatment on my shoulder, which is difficult in the current climate. I was given the authorisation to contact my surgeon who carried out a virtual consultation, which was brilliant. I was then offered virtual physio, which is really helping with the Bursitis in my shoulder."

Bupa customer

Speak to a physiotherapist

Call us if you've got a niggles that you think needs physio. We can talk you through your symptoms and get you the help you need. If you've had or are waiting for treatment, you can access our dedicated case management support. This can include personalised exercise programmes for you to try at home, helping you get fit for your treatment and boost your chances of a speedier recovery.

Call our muscle, bone and joint team

0345 600 8277*

Lines are open Monday to Friday 8am to 8pm, Saturday 8am to 4pm. We may record or monitor our calls.

*Direct Access telephone services are available as long as the symptoms are covered under the policy or health trust. If your cover excludes conditions you had before your cover started, we'll ask you to provide evidence from your GP that your symptoms are not pre-existing for a period of up to two years from the date your cover started (or five years in the case of mental health) before we can refer you to a consultant or therapist through the Direct Access service. Always call us first to check your eligibility.

20,000+

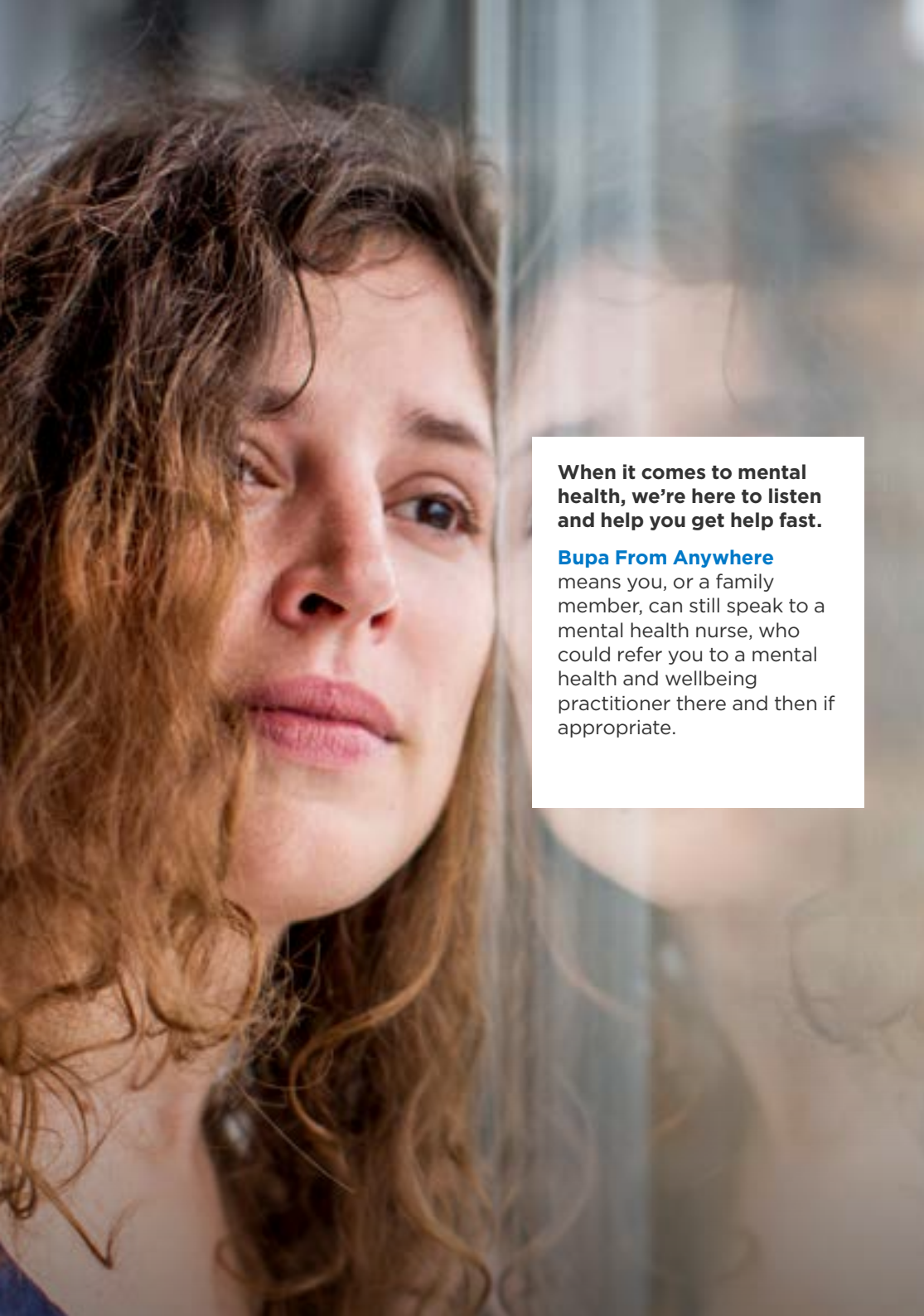
appointments made with a physiotherapist.

Mar - Sept 2020

Almost 6,000

customers triaged by our PhysioLine, have been given a digital home exercise plan during the COVID-19 pandemic.

Mar - Sept 2020



What's normal for us is listening and getting you back on track fast.

When it comes to mental health, we're here to listen and help you get help fast.

Bupa From Anywhere means you, or a family member, can still speak to a mental health nurse, who could refer you to a mental health and wellbeing practitioner there and then if appropriate.

Take control with your mental health cover

We understand how helpful it can be to talk. That's why, you can speak to a trained mental health adviser about whatever's on your mind. They can help you to help others too.

We're here to listen. Here are just some of the things you can talk to us about:

- financial worries as a result of the pandemic
- feelings of isolation and loneliness
- worries about your child's wellbeing
- feelings of anxiety about the future

Am I covered?

Check your documents to find out if your health insurance or health trust covers mental health. Even if you aren't covered, we're still here to help you:

- talk to mental health nurses and advisers
- support your child's wellbeing if you're concerned – speak to our **Family Mental HealthLine**
- visit finder.bupa.co.uk to locate mental health specialists near you. You'll need to pay for any private consultations

Turn over to find the numbers to call.

95%
of customers were referred for onward treatment and support without needing to wait to see a GP first.

Mar - Sept 2020

92%
of customers who needed to see a qualified mental health practitioner got an appointment within 24 hours.

Mar - Sept 2020

Just need to talk? Speak to a mental health nurse

If you aren't feeling yourself, call our mental health support team. Usually without the need for a GP referral† they may be able to:

- provide advice and discuss your feelings and symptoms and how we can help, and can arrange for you to speak to a mental health nurse
- book an appointment to speak to a mental health and wellbeing practitioner who could refer you to a Bupa-recognised therapist for a phone or video consultation†
- arrange access to online Cognitive Behavioural Therapy (CBT) programmes for you to complete at home†

Whatever's on your mind,
we're here to listen. Call

0345 600 5446

Lines are open Monday to Friday 8am to 8pm,
Saturday 8am to 4pm. We may record or monitor our calls.

†Direct Access telephone services are available as long as the symptoms are covered under the policy or health trust. If your cover excludes conditions you had before your cover started, we'll ask you to provide evidence from your GP that your symptoms are not pre-existing for a period of up to two years from the date your cover started (or five years in the case of mental health) before we can refer you to a consultant or therapist through the Direct Access service. Always call us first to check your eligibility.



Worried about others? Call our Family Mental HealthLine

As a parent or carer of a young person, you're closer to them than most. So, if you pick up on a worrying change in their mood or behaviour, trust your instinct and talk to us.

Family Mental HealthLine

You'll receive clear advice on what to do next from a trained adviser, no matter what your family's going through. Your child doesn't have to be covered under your health insurance or health trust and using this advice service doesn't count as a claim. We're just here to help.

Call our Family Mental HealthLine
any weekday from 8am to 6pm

0345 266 7938

Calls may be recorded to maintain the quality of our Family Mental HealthLine service, a nursing manager may monitor some calls always respecting the confidentiality of the call. Please note: you'll need your membership or registration number to hand.

Meet the people behind our service

“ It's about opening that conversation and giving control back to the young person.”

Glenys is an experienced, registered mental health nurse and has worked in a variety of health and social care settings. Before joining Bupa in 2015, she worked in roles ranging from staff nurse and managing therapy services to head of social care for mental health.

She is passionate about mental health, and supports the nursing teams to make sure you can access expert advice and support at the end of the phone.



Glenys Jackson
Specialist Nurse
Adviser and
Clinical Lead



Help for your mental health



“Having a remote ECG was actually quite comforting. It cut out a lot of worry and travel, and I got the help I needed faster.”

Louise, 41, Bupa customer

Real story.



Louise’s cardiac journey

When cyclist Louise had a scare with her heart, she was put on a three-month waiting list for a referral. As she was keen to speak to a specialist sooner, Louise used her Bupa health insurance to call us and spoke to a cardiac specialist within 24 hours.

Don’t put your health on hold

There are around 7.4 million people living with heart and circulatory diseases in the UK. Around 44,000 people under 75 die from such conditions each year*. So we know how important it is to get fast access to specialist care when you need it.

When Louise, a fit and active mum, was riding her bike, she noticed her heart rate rush up and spiral down before briefly losing consciousness.

At the peak of the coronavirus pandemic, finding a referral through her GP came with a three month wait and she was told not to do any exercise. “I’m an active person, I have a 4-year-old son. Life couldn’t stop like that. So I called Bupa.”

Fast access to the care you need

Our first step was to arrange a video consultation, so Louise could speak to a cardiac specialist straight away.

“It’s nice to sit in your own home, in a relaxed atmosphere, talking to somebody. It was different, but really good. I was told I’d have to wear an ECG at home, 24/7. They sent it to me the next day. It was all very straightforward. But if I needed anything, I could call or email, and they were great.”

With you, even if you’re at home

By monitoring Louise’s heart remotely, we could stress test her heart in real-life scenarios.

“It was all done remotely, but it felt very safe. The whole thing was efficient, professional, quick, and they were so kind. I still have a few more tests to go, but my mind has been put at ease that it isn’t anything to worry about. I’ve come out of it knowing I’m going to be okay.”

To find out more call our Cardiac Support Team to access our Rapid Cardiac Assessment Service**

0345 600 7264

or visit [bupa.co.uk/coronavirus](https://www.bupa.co.uk/coronavirus)

*British Heart Foundation (July 2020), UK Factsheet. Slide 3.

**We may record or monitor our calls. Opening hours Monday to Friday 8am to 8pm and Saturdays 8am to 4pm.

These quotes reflect the specific experience of one customer (as told to us in June 2020). The cover available to you will be subject to specific terms and conditions that will apply to your health insurance or health trust. Pre-existing conditions are normally excluded. Please see your membership or trust guide for full details.



Trusted information and advice from anywhere.

It's easy to search for information online but it's difficult to know what you can trust. Our health information is written by our own health experts and is clinically verified, so you know you can rely on the support and guidance we provide.



Health information hub

Explore a wealth of free, trusted information about conditions, treatments and procedures. You'll also find advice from our experts about staying healthy and living well.

Visit bupa.co.uk/health-information



Everyday Rewards by Bupa

Life has changed, so we've launched a new series of perks from new wellbeing partners to help keep your mind and body fit - all from home.

Sign up bupa.co.uk/corporate-bupa-rewards



Mental health hub

Get practical advice, support and guidance on mental health issues. Our mental health hub contains useful information, including videos, real life stories and FAQs.

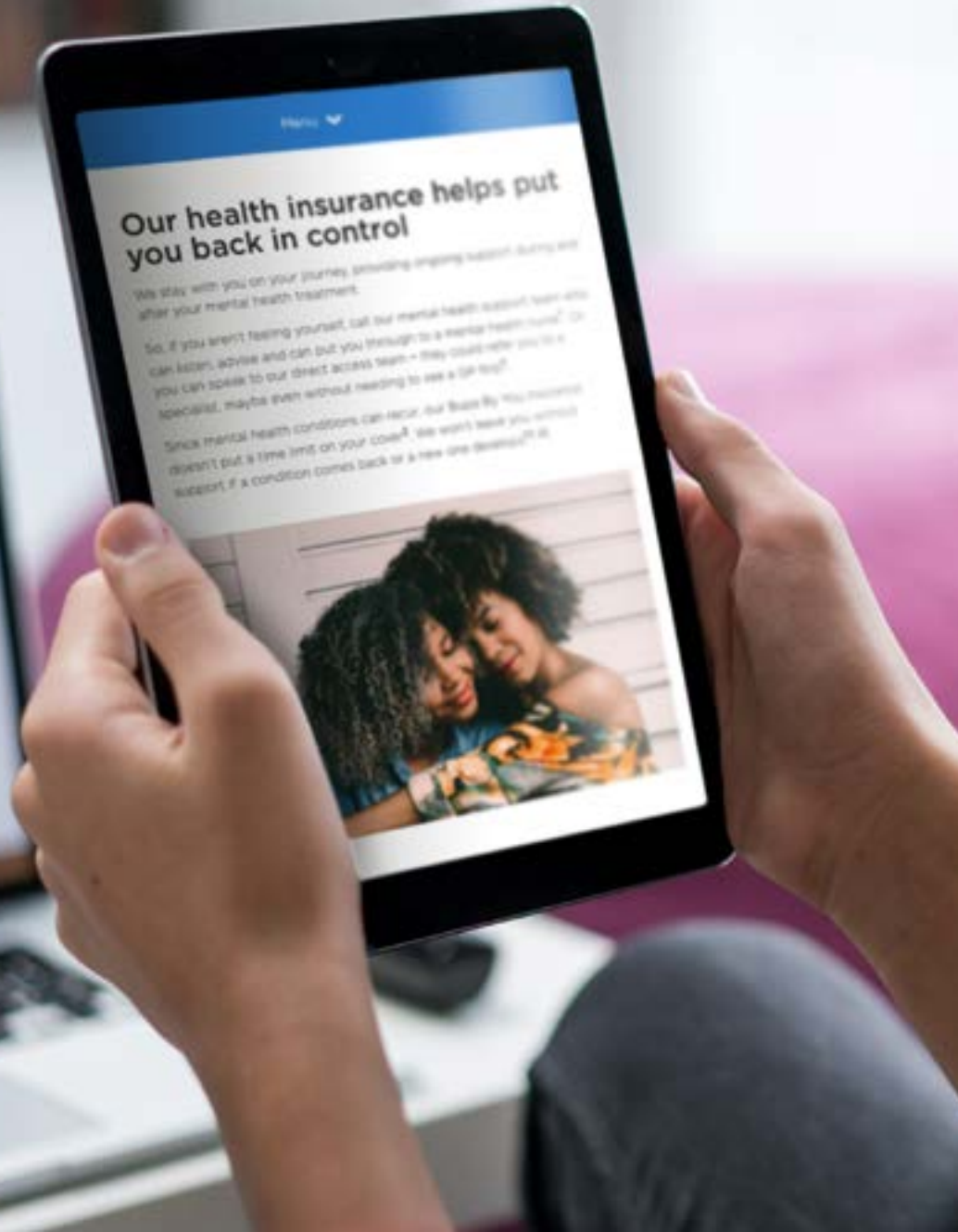
Visit bupa.co.uk/mental-health



Email updates

We'd love to keep you up to date with the latest health news and wellbeing tips from our experts. Make sure we've got your email address.

Email bupa.co.uk/email





Get in touch with Bupa From Anywhere.

Keep these contacts to hand, so you know what to do if you need help.

Talk to nurses and GPs

Call our muscle, bone and joint team

0345 600 8277^{^^}

Speak to a specialist oncology adviser

0345 850 0465^{^^}

Speak to a nurse 24/7
with Anytime HealthLine

0345 607 7777^{*}

Digital GP – download the Babylon
app and book a video appointment

Get your code from your employee
benefits contact

Call our menopause-trained nurses
for one-to-one advice and support

0345 608 9984[‡]

Need help?

Email support@babylonhealth.com

or call the Babylon Support Helpline on

0330 223 1008

Lines are open every day from 8am to 8pm.

Help for your mental health

Call us and ask to speak to a mental
health nurse

0345 600 5446^{*}

Call our Family Mental HealthLine any
weekday from 8am to 6pm

0345 266 7938^{*}

Visit mental health hub

bupa.co.uk/mental-health

More advice and information

Call us with any questions about your
health insurance or health trust or to
make a claim

0345 609 0444[^]

Visit COVID-19 information hub

bupa.co.uk/coronavirus

^{*}Calls may be recorded and, to maintain the quality of our Bupa Anytime HealthLine and Family Mental HealthLine service, a nursing manager may monitor some calls always respecting the confidentiality of the call. Please note: you'll need your membership or registration number to hand.

[‡]Menopause HealthLine service comes at no extra cost, and without impacting benefit allowance. Lines are open from 8am to 8pm, 365 days a year. Calls may be recorded and to maintain the quality of our service we may monitor some of our calls, always respecting the confidentiality of the call.

[^]Lines are open Monday to Friday 8am to 8pm, Saturday 8am to 4pm. We may record or monitor our calls.

[†]Direct Access telephone services are available as long as the symptoms are covered under the policy or health trust. If your cover excludes conditions you had before your cover started, we'll ask you to provide evidence from your GP that your symptoms are not pre-existing for a period of up to two years from the date your cover started (or five years in the case of mental health) before we can refer you to a consultant or therapist through the Direct Access service. Always call us first to check your eligibility.

Supporting our customers, wherever they are.

Open up and use **Bupa From Anywhere.**

Visit our health information hub
bupa.co.uk/health-information

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