

Stay in control of your health.

*Discover how
we're supporting
you inside*



Help from our homes to yours.

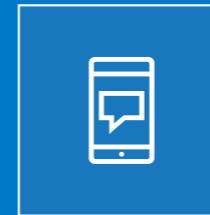
Right now, you might be putting off a health worry, because it means leaving home to get help. Maybe you're doubting if it really matters when there are bigger things going on. Whatever your worry, big or small, we're here to help, so don't put your health and wellbeing on hold.

We want you to know that you can still speak to the same consultants, nurses, therapists and clinicians, from your home. To keep everybody safe, we've made a few changes, and introduced some new services too.

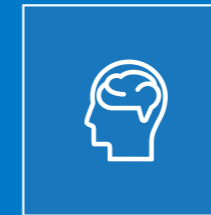
Bupa from Home brings together the help you need under one roof. Read on to find out what help is available and how to get started. This includes new services that we've added to support you more now and in the future.



Here's how to get help without going anywhere:



Talk to nurses and GPS



Help for mental health and wellbeing



Preparing for treatment with specialist support



Staying in touch and up to date is easier than ever



Click the home icon in the menu at any point to return to this page.

Talk to nurses and GPs from home.



Your everyday health comes first at all times, even during these tough times.

Bupa From Home means you can quickly call a nurse, GP or one of our health experts, and get the help you need there and then.

[24/7 advice](#)

[Fast help](#)

[Remote consultations](#)

Speak to a nurse 24/7 with Anytime HealthLine

Whatever's worrying you, whenever it is in the day or night, you can call a nurse or GP and get their professional advice. That's reassuring.

Here are just some of the things you can speak to a nurse about:

- rashes, bumps and lumps
- surgery and back pain
- vomiting, diarrhoea and abdominal pain
- fever, flu, cough and headache
- medication enquiries
- advice about unwell children



“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



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“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 I have had the best of care and 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

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

Don't waste any time in checking out worrying symptoms. Call Direct Access 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, without the need for a GP referral[†], helping you take your next steps faster.

Call us about

- Muscle, bone and joint worries
- Cancer symptoms
- Changes in mental health

[†]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.

Quick, unlimited appointments with Digital GP

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.

Convenient

See a digital GP from home

Digital GP is available around the clock, seven days a week. Just use the app to book an appointment, normally within two hours.

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.

Digital GP'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 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.

[‡]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 (subject to availability) can usually be picked up within 60 minutes from your chosen pharmacy, Monday to Friday within the opening hours of your chosen pharmacy. You can collect on weekends at selected pharmacies. Prescription delivery is available seven days a week in Greater London and Monday to Saturday in the rest of the UK.



babylon

New

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.



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.

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Speaking to therapists and consultants by phone or video

We've 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 when face-to-face services are back up and running. Subject to your policy benefits and limits.

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.



New

Speak to a specialist in heart health

If you're worried about your heart health, you could be connected to a cardiologist within 36 hours from your home.



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

Visit finder.bupa.co.uk



Speak to a physiotherapist

Call us if you've got a niggle that you think needs physio. We can talk you through your symptoms and get you the help you need.

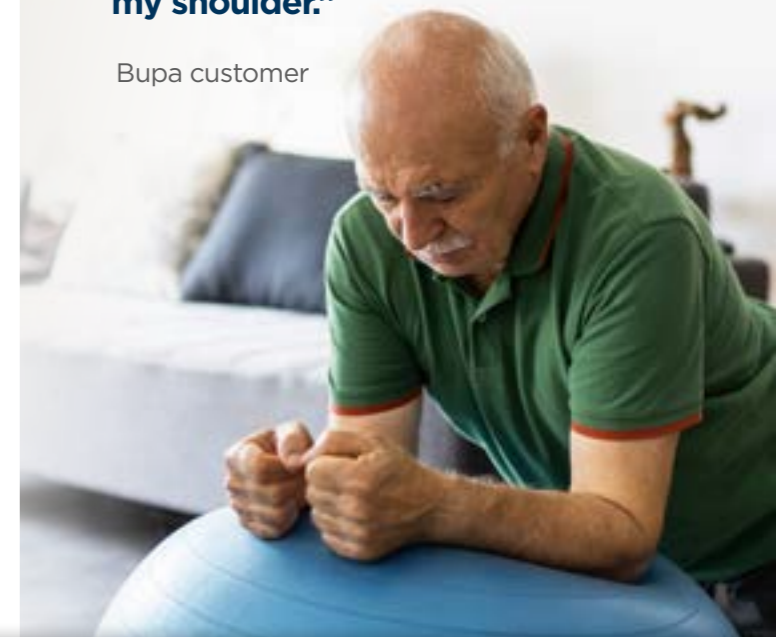
If you've had or are waiting for treatment, you can access our dedicated case management support. This can include personalised exercise programmes for you to try at home, helping you get fit for your treatment and boost your chances of a speedier recovery.

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"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



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Help for your mental health from home.



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

Bupa From Home 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 back 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 covers mental health. Even if you aren't covered, we're still here to help you:

- talk to mental health nurses and advisers
- call our **Family Mental HealthLine** for help with your child's mental health
- visit finder.bupa.co.uk to locate nearby mental health specialists near you. You'll need to pay for any private consultations



"I called the mental health team when I was in an acute state of stress. I spoke to a lovely young man who listened attentively and was very calm and understanding. He suggested I may benefit from speaking to one of the mental health nurses and I was immediately transferred when I agreed. The mental health nurse was lovely, listened carefully, reassured me and advised she was happy to authorise Cognitive Behavioural Therapy based on our conversation. Overall, a very welcome experience for which I was very grateful."

Bupa customer

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Just need to talk? Speak to a mental health nurse

If you aren't feeling yourself, call our mental health support team, without the need for a GP referral[†]. They can:

- provide advice and discuss your feelings and symptoms and how we can help, and can put you directly through 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 (iCBT) programmes for you to complete at home[†].



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 policy and using this advice service doesn't count as a claim. We're just here to help.

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



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Prepare for treatment from home.



Bupa From Home means we're here to support you whilst you wait for your treatment to start again. You can talk to clinical experts about the impacts of delayed treatments, so don't hesitate to call if you're worried.

Waiting for treatment? Helping you get ready

Specialist Patient Support

Cancer and conditions relating to your heart, mental health, back, hip, knees and eyes can really affect your quality of life. We have clinical experts in each of these areas, to provide the most appropriate advice and guide you to the right treatment, every step of the way.

Right now, they can offer you personalised advice to help you stay in the best health possible for when your treatment is ready to progress. This can include pain management, online resources, plus health coaching and lifestyle advice.



Advice for cancer patients

It's important to us that you know you're not on your own. Our **Cancer Support Team** are here to support you.

As experienced nurses, they can provide you with clinical advice about your options, treatment and how to manage your symptoms. They can help with your needs or questions about the next steps in your care.

Waiting for a treatment and need help?

Visit [bupa.co.uk/treatment-delays](https://www.bupa.co.uk/treatment-delays)



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Trusted information and advice.

It's easy to search for information online. But, it's difficult to know what you can trust. Our health information comes with the unique guarantee of the Patient Information Forum Tick, a new UK health information quality mark.



COVID-19 information hub

We've created one place with health advice on everything from dealing with COVID-19 to looking after yourself and others, plus top tips on a range of health topics from our experts.

Visit bupa.co.uk/coronavirus



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

Living healthily is easier with all this at your fingertips

Listen

Switch on a mindfulness podcast and switch off for a moment. Why not start with our episode on how to be mindful standing in a queue?

Visit bupa.co.uk/newsroom/ourviews/mindfulness-podcasts

Read

As well as a health A to Z, with information on conditions from anxiety disorder to work-related stress, you'll find over 300 blog articles to help you live healthily.

Visit bupa.co.uk/health-information

Play

Try interactive tools like our nutrition and physical activity quizzes and BMI calculators to help make healthy living fun.

Visit bupa.co.uk/health-information/tools-calculators

Watch

Learn a lot in little time with our short videos on a range of topics like this animated video on how to help children with feelings of anxiety. For adults, you can learn about OCD - its symptoms and coping strategies.

Visit bupa.co.uk/newsroom/ourviews/comfort-kit



Stay in touch

It's never been more important to stay in touch. We email all of our members each week with an update on the latest health information and advice from our experts.

Sign up for email updates
bupa.co.uk/email



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Digital GP services and Bupa Anytime HealthLine are not regulated by the Financial Conduct Authority or the Prudential Regulation Authority.

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Wherever you are, whatever's changed, there are services you can access right now.

Bupa From Home.



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