

Addendum

Important information

Your new face-to-face GP service.



This Addendum contains important information about a new benefit added to your health insurance policy. For some policies, we have amended the existing Bupa face-to-face GP service benefit (if you had access to it). The new face-to-face GP service is available for anyone covered on your policy. It can be used to have face-to-face GP appointments at a Bupa health centre.

If you prefer to have a digital GP appointment, you can still use the digital GP service that is part of your policy. If you have a medical emergency, please don't wait for a GP appointment with us. Call 999 or go straight to A&E.

Your health insurance agreement

Please read this information together with your **membership certificate**, policy guide and any **confirmation of special conditions**. This is because, along with these, this Addendum forms part of your health insurance **agreement** with us. Some words in this Addendum are in bold type. This is because they have a specific meaning which we explain in the 'What some of the words and phrases in this guide mean' section of your policy guide.

What's the new benefit?

- Face-to-face GP service: a 15-minute appointment with a **GP** at a Bupa health centre. You can find your nearest health centre using **finder.bupa.co.uk**. The appointment gives you focused time with a Bupa **GP** to discuss one acute minor illness or concern.
- Your face-to-face GP appointment at a Bupa health centre includes in-centre tests recommended by the doctor during your visit, such as blood tests, swabs or an ECG (electrocardiogram). These tests are usually done on the same day at the centre. Please note X-rays, ultrasound scans or echocardiograms (echo) are not covered as part of the appointment.
- You don't need to pay any excess to use the face-to-face GP service, we won't take the cost from your **outpatient benefit allowance**, and it won't affect your no-claims discount or low claims bonus (if any of these apply to your policy).

How it works

1. Visit **finder.bupa.co.uk** and click on 'Bupa Health Centre' in the first box to find a Bupa health centre near you.
2. Call us on **0345 850 8399** and quote code 'BUPA FIRST' as well as your membership number. We'll make an appointment for you at a time that suits you. Lines are open from 8am to 8pm, Monday to Friday and from 8am to 4pm on Saturdays. We may record or monitor phone calls. You'll need to provide your payment details to secure your appointment when you book.
3. If you prefer a digital **GP** appointment you can use the digital GP service that is part of your policy without providing payment details. You can book a digital **GP** appointment in the My Bupa app.

Need to know

- You're not covered for any private **GP** appointments that are not at a Bupa health centre.
- All customers still have access to digital **GP** appointments through our digital GP service, which remains part of your policy.
- Most Bupa health centres can see patients of all ages. We recommend checking with the bookings team first to see if this is the case at your local centre. The bookings team may ask for proof of date of birth.
- Appointments are usually available from 8am to 5pm, Monday to Friday, as well as Saturdays and evenings at selected centres. It isn't suitable for medical emergencies, so if you need urgent medical care, please call 111 or 999 or visit your nearest Accident and Emergency department.
- When you provide payment details to secure your booking, we won't take any payment from you unless you:
 - do not attend
 - do not cancel with at least 24 hours' notice before the appointment, or
 - you book an appointment when you aren't 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.

- Bupa reserves the right to review your use of the service for excessive or inappropriate usage: Examples include but are not limited to persistent cancellation or failure to attend appointments without 24 hours' notice and requesting appointments that are not clinically appropriate. Bupa may take appropriate steps to address such concerns in its discretion.
- The Bupa health centre will not charge you for a private prescription, but you'll be charged by the dispensing pharmacy for the cost of the medication and for any delivery services, (if you choose to get the medication delivered).
- The cost of your appointment doesn't include the cost of any onward **treatment** such as **diagnostic tests** or if you need to see a **consultant**. If the Bupa health centre refers you for a consultation, tests or **treatment**, you may be able to claim for them. It's important that you call us on **0345 609 0111** as soon as you get a referral so that we can confirm what your policy covers. Lines are open from 8am to 8pm, Monday to Friday, from 8am to 4pm on Saturdays and 8am to 1pm on bank holidays.
- Face-to-face GP appointments are subject to availability.
- The Bupa face-to-face GP service is provided by Bupa Occupational Health Limited.

Face-to-face GP service

The following face-to-face GP service applies to the 'What is covered' section of your policy guide:

Benefit	Description	Cover
1.7 Face-to-face GP service	Treatment provided under this benefit doesn't need to meet the definition of eligible treatment .	
	15-minute face-to-face GP appointment at a Bupa health centre to discuss one acute minor illness or concern. Appointments include the cost of in-centre tests such as bloods and swabs that the doctor says you need at your appointment. If the tests can't be done in the same appointment, we'll book another appointment for you. Tests include: <ul style="list-style-type: none"> ■ blood tests ■ ECGs (electrocardiograms, a test that records the electrical activity of your heart, including the rate and rhythm) ■ saliva and sputum samples ■ smear tests and HPV (Human Papillomavirus) screening ■ stool sample ■ swabs (a medical tool used to collect a sample from the body), or ■ urine sample. 	✓
	Face-to-face GP appointments don't include or provide the following. <ul style="list-style-type: none"> ■ Referrals into NHS services ■ NHS prescriptions ■ Prescriptions for certain medications including controlled drugs ■ Imaging (for example X-rays and ultrasound scans) and diagnostic tests not offered in Bupa health centres ■ Fit notes for statutory sick pay ■ Chronic or long-term condition management ■ Reports or forms that might be needed for participation in any activities or travel visas ■ Antenatal or maternity care ■ Drug and alcohol rehabilitation services ■ Immunisations or vaccinations ■ Blood tests for patients who are aged under 16 years ■ Treatment for medical emergencies such as chest pain, difficulty breathing, strokes, seizures or heavy bleeding ■ Minor injuries such as broken bones, sprains, cuts that require stitches, or minor burns ■ Nursing care such as simple wound review, dressings or suture removal ■ Minor surgery such as skin growth removal, biopsies and ingrown nail removal ■ Dental issues, or ■ Appointments that are not clinically appropriate. 	✗
	Any appointment or test that doesn't take place in a Bupa health centre isn't covered.	✗

Bupa face-to-face GP services are provided by Bupa Occupational Health Limited. Registered in England and Wales registered with number 631336. Registered office: 1 Angel Court, London EC2R 7HJ

The Bupa face-to-face GP service is not regulated by the Financial Conduct Authority or the Prudential Regulation authority.

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