



Face to Face GP Benefit FAQs

BBY Comprehensive with full out-patient cover

From 1 November 2023, we will be launching a new service to BBY Comprehensive (with full out-patient cover) customers where they can access a 15 minute face to face GP appointment at one of our Bupa Health Centres, for just £20.

What's included?

A 15 minute face to face GP appointment at one of our Bupa Health Centres that offers this service (details are available on bupa.co.uk/finder). A list of the Bupa health centres that offer this service has been provided. Some minor diagnostic tests, such as bloods and swabs, will also be included where required, at no additional charge.

What tests are included?

If the GP says a test is needed, this can be done as part of the appointment at no extra cost. Wherever possible the tests will be done on the same day. Blood and urine test results are usually available within two days.

Tests include:

- Blood tests
- ECGs
- Urine / Stool samples
- Smear tests and HPV screening
- Saliva or sputum
- Swabs
- Ear wax removal*

*Although this isn't a test, it helps with a diagnosis so that a hearing specialist can check your ear canal. Ear wax removal will only be required to help the doctor make a diagnosis. It will not be carried out in the same appointment and will also require an additional £20 GP appointment as a follow up once the wax is removed.

Will customers have to pay for another appointment to receive test results?

Customers will not pay for a quick phone call to give test results. If a follow up discussion is required with the GP, another appointment will be required at a cost of £20.

What about other tests or a referral?

If the GP says a different test is needed or refers the customer to see a private consultant, the cost of these aren't included as part of the appointment. However, they may be covered on their Bupa policy.

Please note: that if your client is using this appointment to get a referral onwards we may need to contact their current GP for early claims.

Is there anything the Bupa GP will not see a customer for?

Yes, Bupa GP appointments cannot provide the following:

- Referrals into NHS services
 - NHS prescriptions
 - Prescriptions for certain medications including controlled drugs
 - Imaging such as x-rays and ultrasounds and diagnostic tests not offered in Bupa health centres
 - Fit notes for statutory sick pay
 - Chronic or long term condition management
 - Medical examinations and reports
 - Antenatal or maternity care
 - Drug and rehabilitation services
 - Immunisations or vaccinations
 - Blood tests for patients who are aged under 16 years
 - Medical emergencies or minor injuries
 - Minor surgery or wound management
 - Dental issues
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Who qualifies for the new benefit?

All new and existing BBY Comprehensive customers with full out-patient cover will have this new benefit as part of their cover.

Important: BBY Comprehensive £1000, £750, and £500 will not have this benefit.

How are we contacting customers?

New business customers who are enrolled onto BBY Comprehensive with full out-patient cover from 1 November 2023 will receive information in writing approximately 4 weeks after enrolment. We will also be mailing existing BBY Comprehensive customers throughout November and December making them aware of the benefit.

If a customer upgrades their cover to BBY Comprehensive with full out-patient cover at renewal, will they receive information on the new benefit?

A mailing will be sent to these customers in line with new business customers.

Is customer literature being updated?

Face to face GP information will be updated on membership certificates from May 2024 in line with our literature update cycle.

What do I need to tell customers about the new benefit?

This benefit should only be discussed with a BBY Comprehensive customer with full out-patient cover.



How do customers claim for it?

To claim, qualifying customers will need to call the Bupa Health Centres booking line quoting the code we sent them and their BBY membership number. Payment details will be taken at the time of booking, however the £20 will not be collected until an appointment has taken place.

The code to use the service will be provided when your client is enrolled.



Can children use the service?

The Under 18's GP Service is available to children between the ages of 12 months and 18 years' of age. Proof of date of birth may be requested for the Under 18's GP Service.

The under 18's GP Service is currently available at the following health centres:

- Basinghall
 - Bristol
 - Chancery Lane
 - Crawley
 - Leeds
 - London Canary Wharf Crossrail
 - London King's Cross
 - London West End
 - Manchester Marble Street
 - Nottingham
 - Reading
 - Solihull.
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How can a customer find a Bupa Health Centre?

Customers can find a Bupa Health Centre that offers the private GP service at www.finder.bupa.co.uk

We have provided a list of the health centres that currently offer this service.



Is there a cancellation fee?

Yes, if the appointment is cancelled within 24 hours a charge of £20 will still be applied. Any cancellations outside of 24 hours will not be charged.



Will premiums increase for this new benefit?

No immediate premium impact, but we will be monitoring the use of this service.



Will this impact customers NCDs or LCBs?

No, claiming for this benefit will not impact customers NCD or LCB.