

Bupa By You Comprehensive – Face to Face GP Appointments. Terms and Conditions



1. As a Bupa By You Comprehensive health insurance customer with full out-patient cover you can use Bupa's face to face GP services at a Bupa Health Centre as part of your Bupa health insurance policy. You can find your local health centre using finder.bupa.co.uk. This service isn't part of your policy and if you use the service, it won't be counted as a claim.
2. You can book a 15-minute face to face appointment with a Bupa GP at a Bupa Health Centre at a cost of £20 (including VAT) for each appointment. You'll need to provide your payment details when you book your appointment and payment will be taken after the appointment. If you need a digital GP appointment you must use the free Digital GP service that is part of your policy.
3. This service is open to you and named dependants on your Bupa By You Comprehensive cover. It is only available to individuals in the UK aged 18 years or over, except for the Under 18's GP Service which is available to children between the ages of 12 months and 18 years of age. We may ask for proof of date of birth. 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 and Solihull.
4. Customers that have a Bupa By You Comprehensive policy with out-patient allowances (£1,000, £750, £500) cannot use this service and you will be charged £79 for a Bupa face to face GP appointment plus the cost of any diagnostic tests undertaken as part of the appointment.
5. The Bupa face to face GP appointments are usually available from 8am to 8pm Monday to Friday, and 9am to 5pm on Saturdays. It isn't suitable for medical emergencies, so if you need urgent medical care please call 111 or 999, or visit your local Accident and Emergency department.
6. Bupa will not charge you for issuing private prescriptions, but you will be charged by the dispensing pharmacy for the cost of the medication and for any delivery services, if you choose to get it delivered.
7. Your Bupa face to face GP appointment includes the cost of minor diagnostic tests such as bloods and swabs that the doctor says you need at your appointment. Where possible these tests are done at the Bupa Health Centre on the same day. Your appointment doesn't include the cost of any referrals for diagnostic tests or to see a consultant. These may be covered by your Bupa health insurance policy. It's important that you call us on 0345 609 0111* as soon as you get your referral so that we can confirm what your policy covers.

8. Your Bupa face to face GP appointment doesn't include or 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 alcohol 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
9. Any subsequent or follow up appointments with a Bupa GP will be charged at £20 (including VAT) for each appointment.
10. Face to face GP appointments are subject to availability. Bupa reserves the right to decline to offer a GP appointment at its discretion.
11. Bupa reserve the right to take reasonable and proportionate action which may include applying additional charges or a temporary or permanent suspension of services if you use them excessively or inappropriately, including (but not limited to) cancelling an unreasonable number of appointments within 24 hours of the appointment time, not attending an unreasonable number of appointments without prior notice or needing repeat appointments which aren't clinically appropriate.
12. To the fullest extent permitted by law, Bupa and its group companies shall not be liable to customers for any claims, damages or any other losses whatsoever under or in connection with the operation of the offer.
13. These terms and conditions shall be governed by English law and the parties submit to the exclusive jurisdiction of the courts of England and Wales.
14. Our Privacy Notice explains how we take care of your personal information and how we use it to provide your cover. A brief version of the notice can be found in your Bupa By You policy guide and the full version is online at bupa.co.uk/privacy
15. The Bupa face to face GP service is provided by Bupa Occupational Health Limited. A company registered in England and Wales with company registration number 00631336. Registered office: 1 Angel Court, London, EC2R 7HJ

* Lines open Monday to Friday 8am to 8pm, Saturday 8am to 4pm and bank holidays 8am to 1pm.

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