

New for your clients: Face to face GP appointments

Who can benefit?

Clients can use this service if they have a Bupa By You Comprehensive policy with unlimited out-patient cover. If anyone named on their policy has an annual out-patient allowance (£500, £750 or £1,000), they won't be able to use this service.

How much are appointments?

Each face to face appointment is just £20.

How long do they last?

Each appointment should last 15 minutes. Your clients may need to stay a bit longer if the doctor says they need a test.

How to book?

1. Your clients can choose their most convenient location at **finder.bupa.co.uk** by clicking on 'Bupa health centre' in the first box.
2. They should then call us on **0800 028 1815^** and quote the code we send them as well as their membership number. We'll book an appointment at a time that suits.

^Lines are open 8am to 8pm Monday to Friday and 9am to 5pm on Saturdays.

What tests are available on the day?

If the GP decides a test is needed, a wide range of tests can be can be carried out at the centre, often on the same day – at no extra cost. Results for blood and urine usually come back within two days.

Tests include:

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

*Although not a test in itself, this is to help with a diagnosis or so that a hearing specialist can check their 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.

What about other tests or a referral?

If the GP says a patient needs different tests or refers them to see a private consultant, the costs are not included as part of their appointment. However, this could be covered by their Bupa policy.

Is there anything the GP can't help with?

The GP appointment can't help with:

- referrals to NHS services
- NHS prescriptions
- private prescriptions for certain medications, including controlled drugs
- imaging such as X-rays and ultrasounds, and tests which aren't available at Bupa health centres
- fit notes for statutory sick pay
- the management of chronic or long-term conditions
- medical examinations and reports
- antenatal or maternity care
- drug and alcohol rehabilitation
- immunisations and vaccinations
- blood tests for patients aged under 16
- medical emergencies or minor injuries
- minor surgery or wound management
- dental issues

What if they have to cancel?

If the client cancels more than 24 hours before their appointment, they'll get a 100% refund. If they cancel within 24 hours, they'll need to pay the full £20.

Do appointments affect their cover?

This new service doesn't count as a claim and won't affect their no claims discount, or their low claims bonus. They can still access Bupa Blua Health digital GP appointments by phone or video – it's simply an extra option.

Terms and conditions

The full T&Cs are online at **bupa.co.uk/bbyfirst**

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Bupa GP appointments are only available to persons aged 18 years and older. However we do offer GP appointments for children aged between 1 and 18 at selected centres.

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