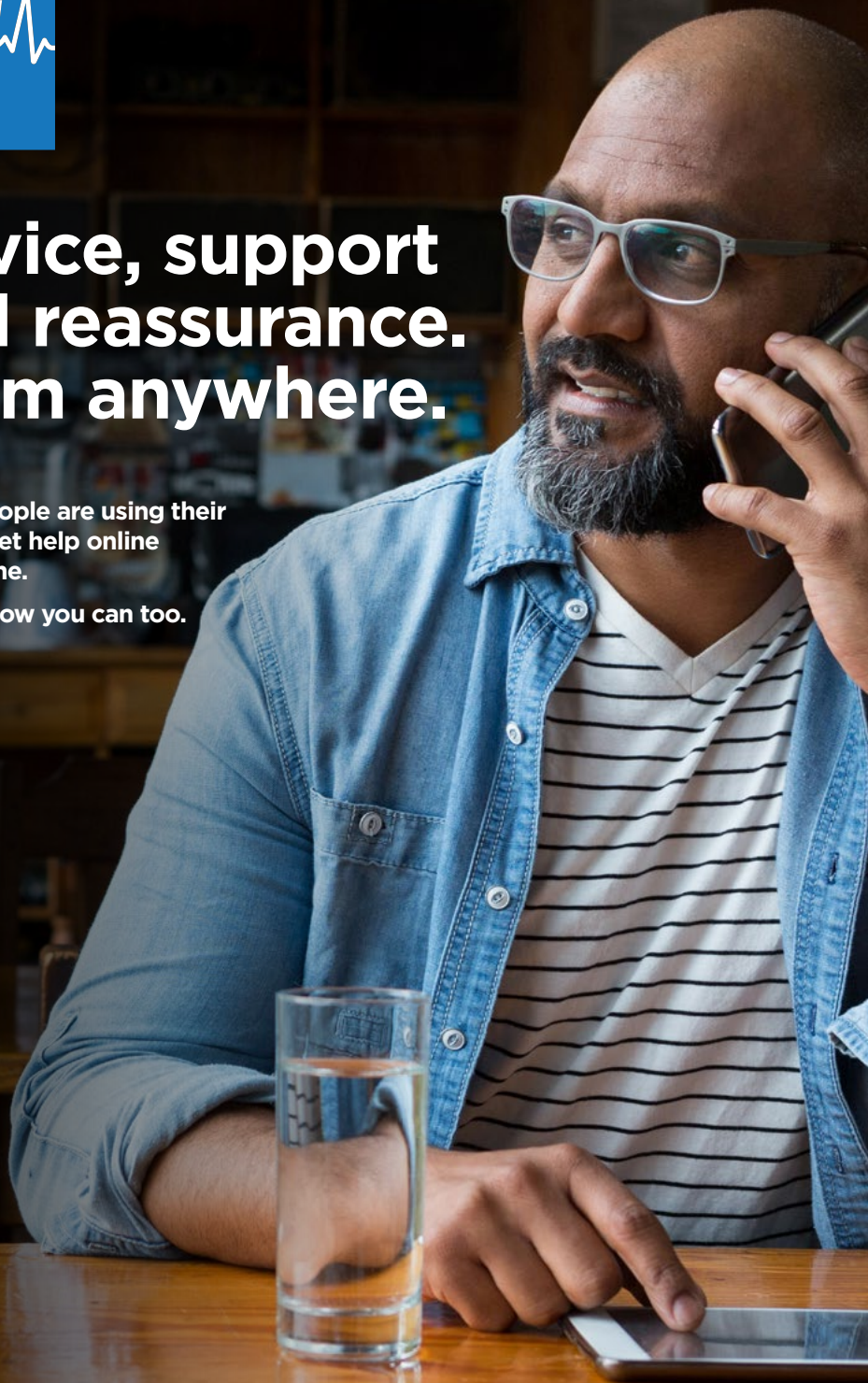




# Advice, support and reassurance. From anywhere.

Lots of people are using their  
cover to get help online  
or by phone.

Find out how you can too.





# Don't put a health concern on hold – we're always here to support you.

**While everyone's still adjusting to different ways of living, there's one thing that will always stay the same – support for you and your family with your health and wellbeing needs.**

It's never been more important that you understand how we can help. Whether you need to speak to a nurse about your child's wellbeing, you realise you need the reassuring opinion of a nurse about your medication, or you want to book an appointment with a GP at a time to suit you, **we're here**.

Please take the time to read through this booklet to familiarise yourself with how we can help you. Most services come as standard as part of your health insurance or health trust, with no extra cost to pay.

## Here's how to get help:



Talk to nurses and experts



Tests and treatments at home



Help for your mental health and wellbeing.



Online health information and advice



Click the home icon in the menu at any point to return to the pages



# Talk to nurses and experts from anywhere.

Your everyday health comes first, even during these tough times. **Bupa From Anywhere** means you can quickly call a nurse or one of our health experts, and get the help you need there and then.

## Speak to a nurse 24/7 with Anytime HealthLine

Whatever's worrying you, day or night, you can call a nurse and get their professional advice. That's reassuring.

**Without it impacting your excess or out-patient allowance.**

Here are some of the common worries our team of nurses have recently supported customers with.

- Children's rashes, fevers, cough and colds
- Gynaecological concerns
- Medication side effects
- Urinary problems
- COVID-19 symptoms

**"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



Speak to a nurse 24/7  
**0345 604 0537**

Calls may be recorded and, to maintain the quality of the Bupa Anytime HealthLine service, a nursing manager may monitor some calls always respecting the confidentiality of the call.

**Please note:** you'll need your membership or registration number to hand.

[24/7 advice](#)

[My Bupa](#)

[Talk to nurses and experts](#)

[Remote consultations](#)

[Mental health support](#)

[Real story](#)

[Information and advice](#)

[Useful numbers](#)



# My Bupa

## Access your cover at the touch of a button



My Bupa is the home of your health cover. Get the treatment you need, stay on top of your claims and get easy access to all your wellbeing benefits. Download the My Bupa app for convenient healthcare on the go or manage your cover online.

### Book digital GP and physio appointments

Get unlimited access to GPs and physios, seven days a week. Plus a private prescription ordering service. Appointments are available 8am to 10pm Monday to Friday and 8am to 5pm at the weekend. You'll need to pay for your prescriptions yourself and the delivery charges.

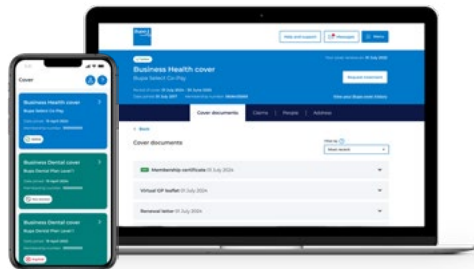
### Chat to a nurse 24 hours a day

Whatever is keeping you awake at night, you can speak to our nurses anytime, 365 days a year.

### It's easy to get going

Search My Bupa in your app store. Download the app and follow the steps to create your digital account.

Or [create a digital account online](#).

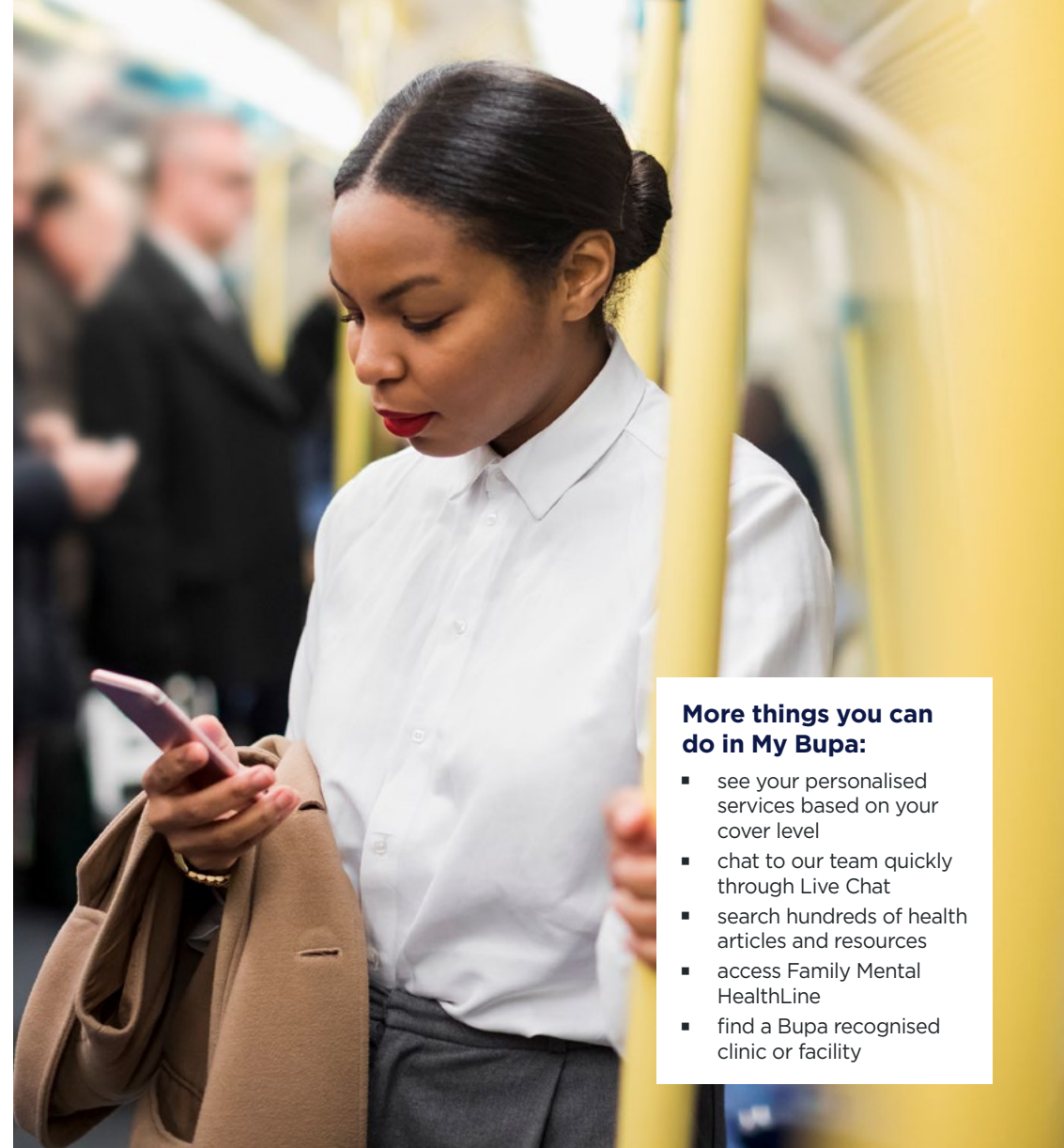


### Request treatment at any time

Use My Bupa to ask for help or to see a consultant. There's no need to phone and you don't always need a GP referral.\*

### See all cover details and documents

See exactly what you're covered for at a glance, make changes quickly and see your claims history.



### More things you can do in My Bupa:

- see your personalised services based on your cover level
- chat to our team quickly through Live Chat
- search hundreds of health articles and resources
- access Family Mental HealthLine
- find a Bupa recognised clinic or facility

\*Any onward referrals for consultations, tests or treatment are subject to the benefits and exclusions of your cover. Please check your guide and certificate for further details or contact us to check your eligibility.

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Download My Bupa from your app store or scan the QR code with your smartphone camera



24/7 advice

My Bupa

Talk to nurses and experts

Remote consultations

Mental health support

Real story

Information and advice

Useful numbers



## Speak to therapists and consultants by phone or video

For your convenience you can speak to some 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 whether your appointment is face to face, over the phone or online.

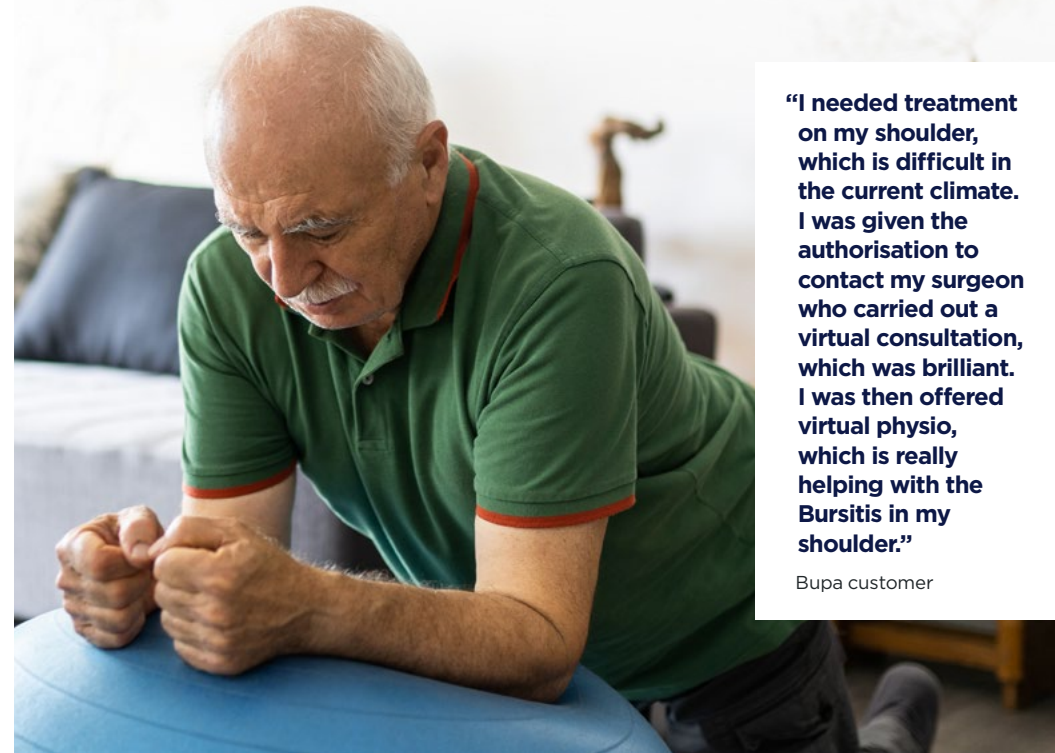
### Need help finding a consultant?

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.

### Call us with any questions

## 0345 609 0444

Lines are open Monday to Friday 8am to 8pm, Saturday 8am to 4pm. We may record or monitor our calls.



**"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

## We've added more services to access care even more quickly



### Rapid cardiac assessment service

This service allows you to have virtual consultations with a cardiologist, within 36 hours, and some tests where required, all from the comfort of your own home. You'll need a referral from your GP, or a GP on the Bupa Blua Health app, before you call.

## 0345 600 7264

Opening hours Monday to Friday 8am to 8pm and Saturday 8am to 4pm.



### Remote skin assessment service

This service has been created for fast detection of skin cancer, from the comfort of your home, without the need for a GP referral. It's available nationwide and you'll get your results back within three working days, from the time you register\*.

## 0800 012 1305

Opening hours Monday to Friday 8am to 8pm and Saturday 8am to 4pm.



### Speak to a physiotherapist

Call us if you've got a niggles 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.

### Call our muscle, bone and joint team

## 0345 600 8277<sup>†</sup>

Lines are open Monday to Friday 8am to 8pm, Saturday 8am to 4pm. We may record or monitor our calls.

<sup>†</sup>Any onward referrals for consultations, tests or treatment are subject to the benefits and exclusions of your cover. For example, if your cover excludes conditions you had before your cover started, we may ask for further information from your GP. Please check your guide and certificate for further details or contact us to check your eligibility.

## 60,000+

appointments made with a physiotherapist.

Jan - Dec 2022

## 86%

of customers triaged were referred for onward treatment.

Jan - Dec 2022

These services are subject to benefits and limitations of your health insurance or health trust and will only be offered if appropriate.

\*Our remote skin assessment service isn't recommended for all moles and lesions. Our advisers will let you know if it's suitable for you.



### Find the care you need that's nearest to you

Finder is our online care directory, updated with details of consultants and hospitals to help you access the care you need.

Visit [finder.bupa.co.uk](https://finder.bupa.co.uk)



Talk to nurses and experts

Remote consultations

Mental health support

Real story

Information and advice

Useful numbers



# What's normal for us is listening and getting you back on track fast.

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

**Bupa From Anywhere** 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 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:**

- 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 or health trust covers mental health. Even if you aren't covered, we're still here to help you:

- talk to mental health nurses and advisers
- support your child's wellbeing if you're concerned – speak to our **Family Mental HealthLine**
- visit [finder.bupa.co.uk](https://finder.bupa.co.uk) to locate mental health specialists near you. You'll need to pay for any private consultations

**Turn over to find the numbers to call.**

# 14,500

customers were able to speak to a mental wellbeing practitioner without needing to see a GP first.

2022

# 79%

of customers received a mental health appointment within 24 hours.

Jan - Dec 2022

†Any onward referrals for consultations, tests or treatment are subject to the benefits and exclusions of your cover. For example, if your cover excludes conditions you had before your cover started, we may ask for further information from your GP. Please check your guide and certificate for further details or contact us to check your eligibility.

[How we can help](#)

[For you and your family](#)



[Talk to nurses and experts](#)

[Remote consultations](#)

[Mental health support](#)

[Real story](#)

[Information and advice](#)

[Useful numbers](#)



## Just need to talk? Speak to a mental health nurse

If you aren't feeling yourself, call our mental health support team. Usually without the need for a GP referral<sup>†</sup> they may be able to:

- provide advice and discuss your feelings and symptoms and how we can help, and can arrange for you to speak 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<sup>†</sup>
- arrange access to online Cognitive Behavioural Therapy (CBT) programmes for you to complete at home<sup>†</sup>

Whatever's on your mind, we're here to listen. Call

# 0345 600 5446

Lines are open Monday to Friday 8am to 8pm, Saturday 8am to 4pm. We may record or monitor our calls.

<sup>†</sup>Any onward referrals for consultations, tests or treatment are subject to the benefits and exclusions of your cover. For example, if your cover excludes conditions you had before your cover started, we may ask for further information from your GP. Please check your guide and certificate for further details or contact us to check your eligibility.



## 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 health insurance or health trust and using this advice service doesn't count as a claim. We're just here to help.

Call our Family Mental HealthLine any weekday from 8am to 6pm

# 0345 266 7938

Calls may be recorded to maintain the quality of our Family Mental HealthLine service, a nursing manager may monitor some calls always respecting the confidentiality of the call. Please note: you'll need your membership or registration number to hand.

Meet the people behind our service

“ Before, during and after treatment, you're not alone. You've got specialist support on your side”

Rita is our Head of Clinical Services and Care Quality Commission Registered Manager. She has been a registered nurse for 40 years during which time she has led and developed a wide range of health and care services within several organisations.

Our Clinical Services teams provide personalised treatment support to customers across a range of specialist areas and Rita is passionate and driven to ensure her high performing teams provide service excellence.

Within Clinical Services we are incredibly proud of our team of mental health nurses, all highly experienced in adult and child and adolescent mental health, who are available at the end of the phone to provide expert advice and support. We want you to know we are there with you every step of the way.



**Rita Trewartha**  
Head of Clinical Services

How we can help

For you and your family



Talk to nurses and experts

Remote consultations

Mental health support

Real story

Information and advice

Useful numbers



**“Having a remote ECG was actually quite comforting. It cut out a lot of worry and travel, and I got the help I needed faster.”**

Louise, 41, Bupa customer

# Real story.

## Louise’s cardiac journey

When cyclist Louise had a scare with her heart, she was put on a three-month waiting list for a referral. As she was keen to speak to a specialist sooner, Louise used her Bupa health insurance to call us and spoke to a cardiac specialist within 24 hours.

### Don’t put your health on hold

There are around 7.6 million people living with heart and circulatory diseases in the UK. Around 48,000 people under 75 die from such conditions each year.\* So we know how important it is to get fast access to specialist care when you need it.

When Louise, a fit and active mum, was riding her bike, she noticed her heart rate rush up and spiral down before briefly losing consciousness.

### Fast access to the care you need

Our first step was to arrange a video consultation, so Louise could speak to a cardiac specialist straight away.

**“It’s nice to sit in your own home, in a relaxed atmosphere, talking to somebody. It was different, but really good. I was told I’d have to wear an ECG at home, 24/7. They sent it to me the next day. It was all very straightforward. But if I needed anything, I could call or email, and they were great.”**

### With you, even if you’re at home

By monitoring Louise’s heart remotely, we could stress test her heart in real-life scenarios.

**“It was all done remotely, but it felt very safe. The whole thing was efficient, professional, quick, and they were so kind. I still have a few more tests to go, but my mind has been put at ease that it isn’t anything to worry about. I’ve come out of it knowing I’m going to be okay.”**

To find out more call our Cardiac Support Team to access our Rapid Cardiac Assessment Service\*\*

**0345 600 7264**

\*British Heart Foundation (April 2022), UK Factsheet. Slide 3.

\*\*We may record or monitor our calls. Opening hours Monday to Friday 8am to 8pm and Saturdays 8am to 4pm.

These quotes reflect the specific experience of one customer (as told to us in June 2020). The cover available to you will be subject to specific terms and conditions that will apply to your health insurance or health trust. Pre-existing conditions are normally excluded. Please see your membership or trust guide for full details.



Talk to nurses and experts

Remote consultations

Mental health support

Real story

Information and advice

Useful numbers





# Trusted information and advice from anywhere.

It's easy to search for information online but it's difficult to know what you can trust. Our health information is written by our own health experts and is clinically verified, so you know you can rely on the support and guidance we provide.



## Health information hub

Explore a wealth of free, trusted information about conditions, treatments and procedures. You'll also find advice from our experts about staying healthy and living well.

Visit [bupa.co.uk/health-information](https://bupa.co.uk/health-information)



## Everyday Rewards by Bupa

Life has changed, so we've launched a new series of perks from new wellbeing partners to help keep your mind and body fit - all from home.

Sign up [bupa.co.uk/corporate-bupa-rewards](https://bupa.co.uk/corporate-bupa-rewards)



## Mental health hub

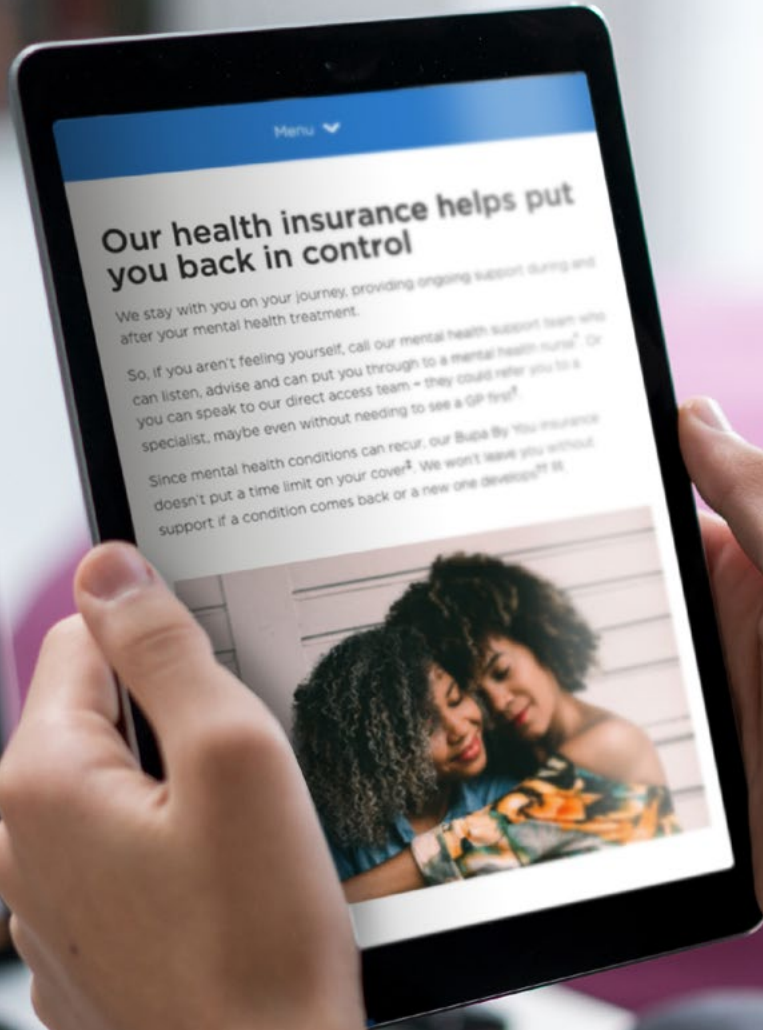
Get practical advice, support and guidance on mental health issues. Our mental health hub contains useful information, including videos, real life stories and FAQs.

Visit [bupa.co.uk/mental-health](https://bupa.co.uk/mental-health)



## Email updates

We'd love to keep you up to date with the latest health news and wellbeing tips from our experts. Make sure we've got your email address.



Talk to nurses and experts

Remote consultations

Mental health support

Real story

Information and advice

Useful numbers



# Get in touch with Bupa From Anywhere.

Keep these contacts to hand, so you know what to do if you need help.

## Talk to nurses and experts

Call our muscle, bone and joint team

**0345 600 8277<sup>\*\*†</sup>**

Speak to a specialist oncology adviser

**0345 850 0465<sup>\*\*†</sup>**

Speak to a nurse 24/7  
with Anytime HealthLine

**0345 604 0537<sup>\*</sup>**

Call our menopause-trained nurses  
for one-to-one advice and support

**0345 608 9984<sup>‡</sup>**

For Digital GP support call our team

**0345 608 0898**

Digital Support Team are open Mon-Fri 8am-6pm,  
Sat 8am-4pm

## Help for your mental health

Call us and ask to speak to a mental  
health nurse

**0345 600 5446<sup>\*</sup>**

Call our Family Mental HealthLine any  
weekday from 8am to 6pm

**0345 266 7938<sup>\*</sup>**

Visit mental health hub

**[bupa.co.uk/mental-health](https://bupa.co.uk/mental-health)**

## More advice and information

Call us with any questions about your  
health insurance or health trust or to  
make a claim

**0345 609 0444<sup>^</sup>**

\*Calls may be recorded and, to maintain the quality of our Bupa Anytime HealthLine and Family Mental HealthLine service, a nursing manager may monitor some calls always respecting the confidentiality of the call. Please note: you'll need your membership or registration number to hand.

‡Menopause HealthLine service comes at no extra cost, and without impacting benefit allowance. Lines are open from 8am to 8pm, 365 days a year. Calls may be recorded and to maintain the quality of our service we may monitor some of our calls, always respecting the confidentiality of the call.

^Lines are open Monday to Friday 8am to 8pm, Saturday 8am to 4pm. We may record or monitor our calls.

†Any onward referrals for consultations, tests or treatment are subject to the benefits and exclusions of your cover. For example, if your cover excludes conditions you had before your cover started, we may ask for further information from your GP. Please check your guide and certificate for further details or contact us to check your eligibility.



Talk to nurses and experts

Remote consultations

Mental health support

Real story

Information and advice

Useful numbers

# Supporting our customers, wherever they are.

Open up and use **Bupa From Anywhere.**

Visit our health information hub  
[bupa.co.uk/health-information](https://bupa.co.uk/health-information)

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