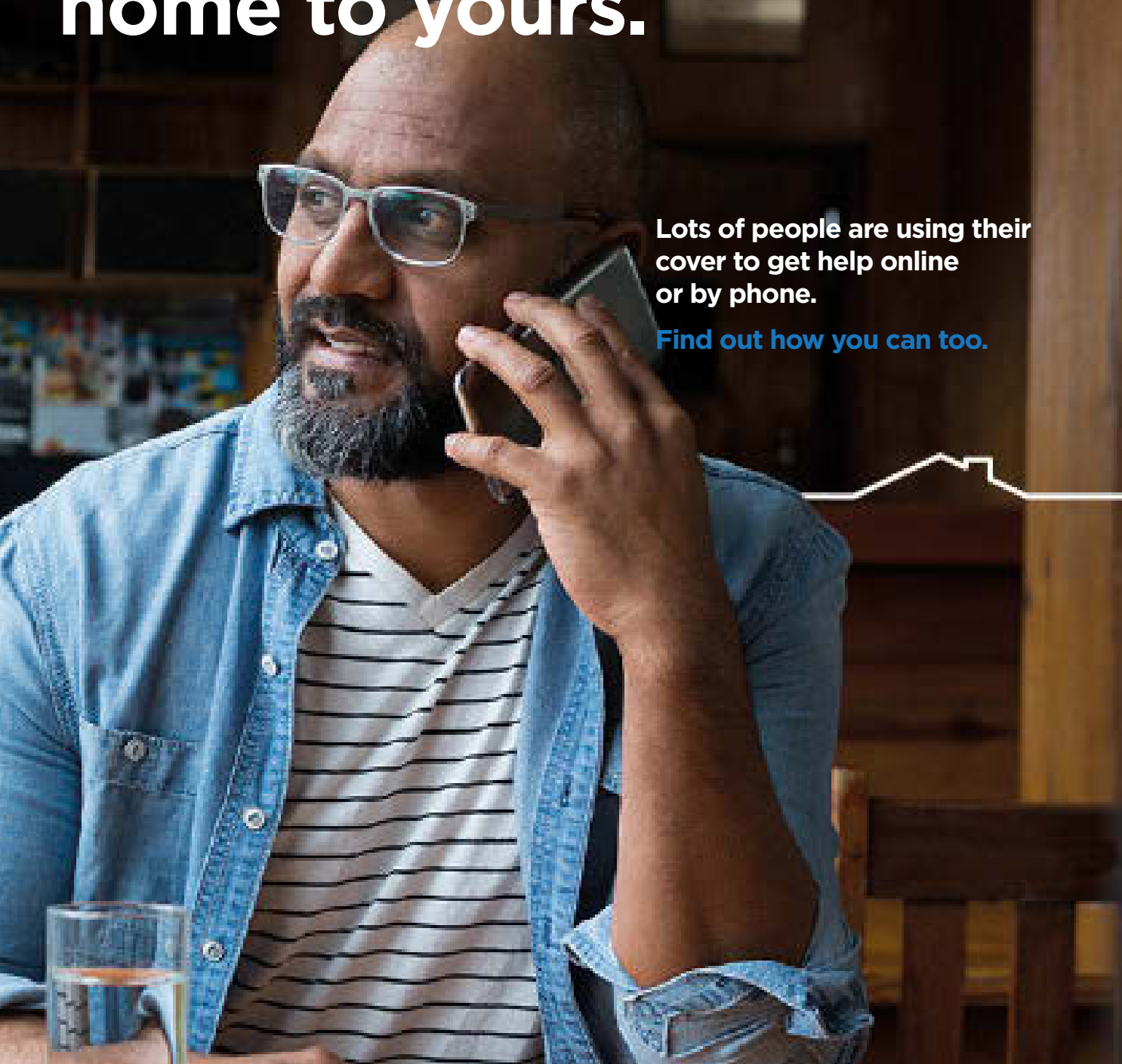




# Advice, support and reassurance. From our home to yours.

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.

We know we're living in unprecedented times, and nothing feels certain, but we want you to know that we're still here, supporting 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 are accessible without you needing to leave home and come as standard as part of your health insurance or health trust, with no extra cost to pay.



Here's how to get help without going anywhere:



Talk to nurses and GPs 24/7



Help for your mental health and wellbeing



Louise's real story



Getting up-to-date information is easier than ever



Click the home icon in the menu at any point to return to this page.



# Talk to nurses and GPs from home.

Your everyday health comes first, even during these tough times.

**Bupa From Home** means you can quickly call a nurse, GP 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 or GP and get their professional advice. That's reassuring.

Without it impacting your excess or out-patient allowance.

**We've seen a 24% year on year increase in customers using this service.**

Mar – Sept 2020

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

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



Speak to a nurse 24/7

**0345 607 7777**

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.



"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

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“

I was recently diagnosed with breast cancer at the beginning of the coronavirus lockdown. With Bupa, I was able to select my surgeon and clinic and had surgery within two weeks of diagnosis, now with chemotherapy for six months. Specialist call operators know how to offer the extended services and they know what you're talking about when you call. Overall, I'm very happy right now.

Bupa customer

## Can't wait to see a GP? Call us straight away

Don't waste any time in checking out worrying symptoms. Call our Direct Access service and a trained adviser will give you clear advice on what to do next. They could even refer you to a specialist there and then, without the need for a GP referral<sup>1</sup>, helping you take your next steps faster.

### Call us about

- Speak to a mental health adviser  
**0345 600 5446**
- Call our muscle, bone and joint team  
**0345 600 8277**
- Speak to a specialist oncology adviser  
**0345 850 0465**

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

<sup>1</sup>Direct Access telephone services are available as long as the symptoms are covered under the policy or health trust. If your cover excludes conditions you had before your cover started, we'll ask you to provide evidence from your GP that your symptoms are not pre-existing for a period of up to two years from the date your cover started (or five years in the case of mental health) before we can refer you to a consultant or therapist through the Direct Access service. Always call us first to check your eligibility.

More than  
**30,000**

**customers were able to get the help they needed quickly, without waiting to see a GP via our Direct Access service.**

Mar – Sept 2020

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## Quick, unlimited appointments with your Digital GP

With no impact to your cover you get 24/7 access to video appointments with GPs, nurses and pharmacists. You can also use the Symptom Checker to get instant health information and guidance on next steps.

### Convenient

#### See a digital GP from home

Digital GP is available around the clock, seven days a week. Just use the app to book an appointment. You can get a GP appointment within 24 hours, sometimes even sooner.

Prescriptions can be delivered to your door either the next day or, if you want it earlier, sent to a pharmacy of your choice for free. You'll need to pay the cost of your medicine when you receive it<sup>1</sup>.

### Personal

#### Just like a face-to-face conversation

Your health is personal, so one-to-one contact with a doctor is really important.

Digital GP's live video chat lets you talk to a registered GP in person, just like a normal consultation.

### COVID-19 Care Assistant

Helping you to spot what might be COVID-19 symptoms and suggest possible next steps. Use the Symptom Checker and live chat feature to ask questions and get quick answers.

### Confidential

#### Your details are kept safe

Your conversation with a Digital GP is just between the two of you. Your information can only be shared with your NHS GP if you say you're happy to do so when you book your consultation.

### Download Digital GP

1. Search 'Babylon' in your app store and download to a smartphone or tablet.
2. Open the app and register your details. Your first and last name must match your Bupa documents.
3. Use your group access PIN so you aren't charged for appointments.



<sup>1</sup>Whilst click and collect services or delivery is free, the cost of the prescription is paid for by the individual as this is a private prescription. Click and collect private prescriptions can usually be picked up within 60 minutes from your chosen pharmacy, depending on your pharmacy opening hours. You can collect over the weekend at selected pharmacies. Prescription delivery is available Monday to Saturday - same day delivery in Greater London and next day delivery in the rest of the UK if you select before 5pm.

**90%** of our customers have rated their Digital GP appointment 5\*  
Sept 2020





## Speak to therapists and consultants by phone or video

During lockdown we made some changes to allow you to speak to most 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.

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

### NEW - 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 Babylon GP on the Digital GP app, before you call.

**0345 600 7264**

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

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

### 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.

### NEW - Remote skin assessment service

This service has been created for fast detection of skin cancer, 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**



Find the care you need that's nearest to you

Finder is our online care directory, updated with the latest availability of consultants and hospitals to help you access the care you need. Visit [finder.bupa.co.uk](http://finder.bupa.co.uk)



### 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**

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

\* Direct Access telephone services are available as long as the symptoms are covered under the policy or health trust. If your cover excludes conditions you had before your cover started, we'll ask you to provide evidence from your GP that your symptoms are not pre-existing for a period of up to two years from the date your cover started (or five years in the case of mental health) before we can refer you to a consultant or therapist through the Direct Access service. Always call us first to check your eligibility.

Almost  
**6,000**  
customers

triaged by our PhysioLine, have been given a digital home exercise plan during the COVID-19 pandemic.

Mar - Sept 2020



**"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

[24/7 advice](#)

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**20,000+**

appointments made with a physiotherapist.

Mar - Sept 2020



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# 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.

**COVID-19 has had a big impact on the UK's mental health.**

**Bupa From Home** 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.

**95%**  
of customers were referred for onward treatment and support without needing to wait to see a GP first.

Mar - Sept 2020

## 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:**

- financial worries as a result of the pandemic
- 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.**

**92%**  
of customers who needed to see a qualified mental health practitioner got an appointment within 24 hours.

Mar - Sept 2020

[How we can help](#)

[For you and your family](#)



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

If you aren't feeling yourself, call our mental health support team, without the need for a GP referral\*. They can:

- 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†
- arrange access to online Cognitive Behavioural Therapy (CBT) programmes for you to complete at home†

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.

\* Direct Access telephone services are available as long as the symptoms are covered under the policy or health trust. If your cover excludes conditions you had before your cover started, we'll ask you to provide evidence from your GP that your symptoms are not pre-existing for a period of up to two years from the date your cover started (or five years in the case of mental health) before we can refer you to a consultant or therapist through the Direct Access service. Always call us first 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

“ It's about opening that conversation and giving control back to the young person.

Glensy is an experienced, registered mental health nurse and has worked in a variety of health and social care settings. Before joining Bupa in 2015, she worked in roles ranging from staff nurse and managing therapy services to head of social care for mental health.

She is passionate about mental health, and supports the nursing teams to make sure you can access expert advice and support at the end of the phone.



**Glensy Jackson**  
Specialist Nurse Adviser and Clinical Lead



Help for your mental health

[How we can help](#)

[For you and your family](#)



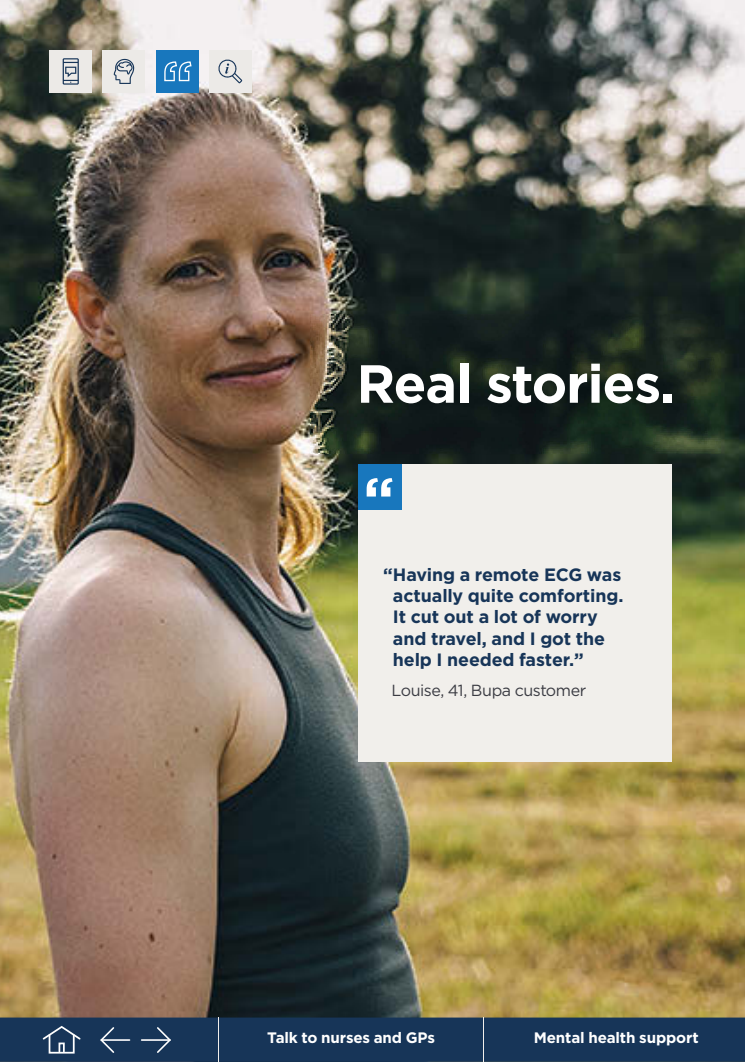
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## Real stories.



**“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 stories. 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. Faced with no answers, and no exercise for 12 weeks, she 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 7.4 million people living with heart and circulatory diseases in the UK. Around 44,000 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.

At the peak of the coronavirus pandemic, finding a referral through her GP came with a three month wait and she was told not to do any exercise. “I'm an active person, I have a 4-year-old son. Life couldn't stop like that. So I called Bupa.”

#### 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**

or visit [bupa.co.uk/coronavirus](https://www.bupa.co.uk/coronavirus)

\*British Heart Foundation (July 2020), 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.



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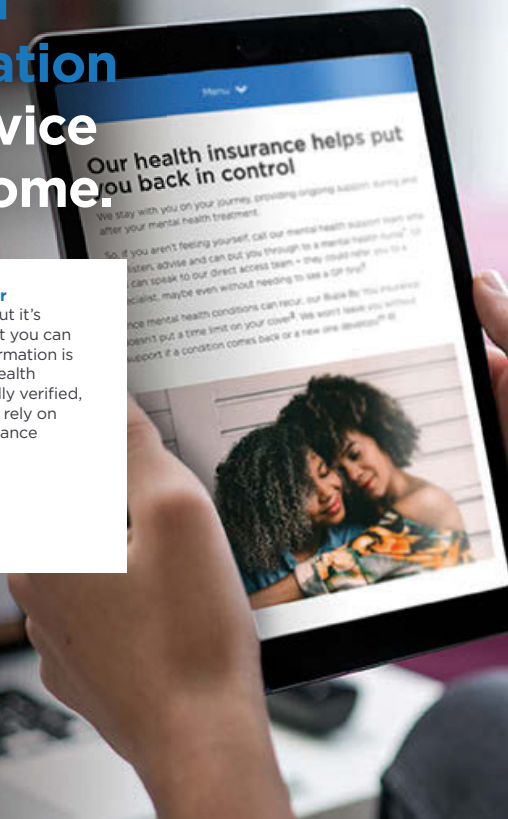




Patient Information Forum

# Trusted information and advice from home.

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.



## COVID-19 information hub

We've created one place with health advice on everything from dealing with COVID-19 to looking after yourself and others, plus top tips on a range of health topics from our experts.

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



## 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)



## 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)

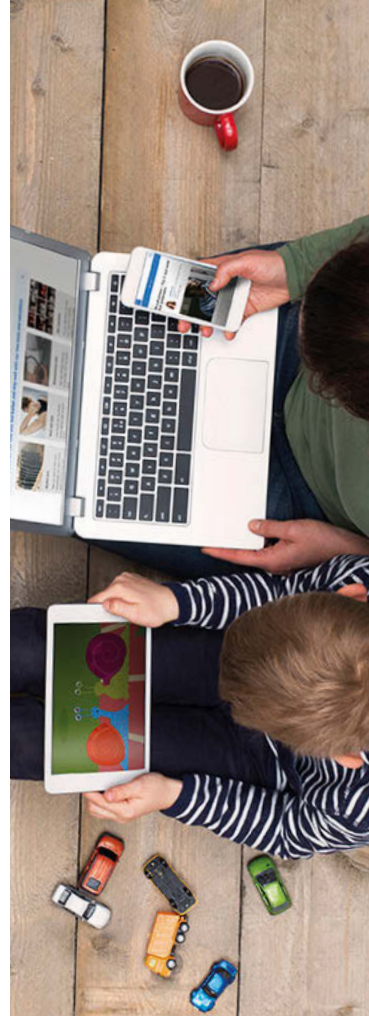


## Email updates

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.

Email [bupa.co.uk/email](https://bupa.co.uk/email)



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# Get in touch with Bupa From Home.

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

## Talk to nurses and GPs

Call our muscle, bone and joint team  
**0345 600 8277\*\***

Speak to a specialist  
oncology adviser

**0345 850 0465\*\***

Speak to a nurse 24/7 with  
Anytime HealthLine

**0345 607 7777\***

Download Digital GP and book  
a video appointment

**Get your code from your  
employee benefits contact**

Need help?

Email [support@babylonhealth.com](mailto:support@babylonhealth.com)  
or call the Babylon Support Helpline  
on **0330 223 1008**. Lines are open  
every day from 8am to 8pm.

## Help for your mental health

Call us and ask to speak to a  
mental health nurse

**0345 600 5446\***

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

**0345 266 7938\***

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\***

Visit COVID-19 information hub  
[bupa.co.uk/coronavirus](https://bupa.co.uk/coronavirus)

\*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.

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

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# Supporting our customers, throughout COVID-19 and beyond.

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

Visit our **COVID-19 hub**

**[bupa.co.uk/coronavirus](https://bupa.co.uk/coronavirus)**

**Over 250,000 unique visitors  
since March 2020.**

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